



# REDELL VIDRINE WATER DISTRICT



5114 Vidrine Road  
Ville Platte, La. 70586  
(337)363-7223 or (337)655-6066  
Email: [redell.vidrine7223@gmail.com](mailto:redell.vidrine7223@gmail.com)

## INFORMATION SHEET

### BUSINESS HOURS

MONDAY - FRIDAY- 7:00 AM TO 1:00 PM

### EMERGENCY NUMBERS

To report water outages: (337) 655-9261 or (337) 655-9457

### BILLING INFORMATION:

- **Residential Customers** - The minimum monthly water bill is **\$21.00**, plus a **\$1.00 state-mandated charge**, covering usage from **0 to 2,000 gallons**. Any usage over 2,000 gallons will be billed at a rate of **\$4.50 per 1,000 gallons**.
- **Commercial Customers** - The minimum monthly water bill is **\$51.00**, plus a **\$1.00 state-mandated charge**, covering usage from **0 to 5,000 gallons**. Any usage over 5,000 gallons will be billed at a rate of **\$5.50 per 1,000 gallons**.
- Monthly water bills are due each month, regardless of whether any water is consumed
- All water bills are due by the **20<sup>th</sup>** of each month. **NO EXCEPTIONS** will be made.
- Any bills unpaid after the 20<sup>th</sup> of the month will be assessed a 5% late penalty (arrears) and are subject to cut-off notice.
- Bills are issued one month behind. However, once the first bill is received, customers will receive a bill **EVERY** month thereafter.
- A final bill will be issued the month following service discontinuation.

### RECEIVING YOUR BILL

Bills are mailed on or around the last Friday of each month. If you have not received your bill by the first or second week of the month, please contact our office. It is possible the bill was lost in the mail or delivered to an incorrect address. Reddell Vidrine Water District is **NOT** responsible for delays or errors caused by the United States Postal Service. Failure to receive a bill does **NOT** excuse non-payment. Customers are responsible for ensuring their account is paid on time each month.

### DELINQUENT ACCOUNTS

All bills are due by **close of business on the 20th of each month**. No exceptions will be made. Once the cut-off list is generated, any unpaid accounts will have water service disconnected. A **\$50 reconnection fee** will be added to the customer's bill and will be due with bill payment. Failure to pay bill in full will result in termination of water service. **NOTE:** Water service will be restored only during regular business hours.

### RETURNED CHECKS/ ACH DRAFTS

Returned checks will not be redeposited. A **\$50 NSF fee** will be added to the amount of the check or ACH draft. NSF returns are subject to disconnect without notice and that will incur additional fees for the customer. To restore service, a **\$50 reconnection fee** will be required, in addition to the returned payment amount and associated fees.

### LEAK ADJUSTMENT

There will be **no adjustments** made to a water bill for leaks occurring on the customer's side of the meter. All water that passes through the meter is considered used and must be paid for by the customer. Customers are responsible for maintaining their plumbing system and ensuring it is kept in proper working condition.

### ACCEPTED PAYMENT METHODS

Payments must be made by personal or business check, money order, or cashier's check. Cash payments are no longer accepted for any service, including deposits. For your convenience, payments may be made by **credit or debit card** by calling the office and speaking with the office manager. Reddell Vidrine Water District also offers **ACH draft** services. Additionally, your bank may provide a **Bank Bill Pay** option for submitting payments.

### DRIVE UP PAYMENT DEPOSITORY

Payments may be placed in the depository box located on the side of the office.

### CHECK VALVE/ CUT OFF VALVE

Customers are required to install a **check valve** and a **cut-off valve** on their side of the meter. The check valve helps prevent water from flowing back out of your hot water tank and protects the Reddell Vidrine Water District system from backflow. A cut-off valve is required to allow customers to turn off their own water when making repairs. This helps avoid unnecessary service calls. If the Reddell Vidrine Water District is called to shut off water due to the absence of a customer-installed cut-off valve, a **\$50 service fee** will be charged.



### METER TAMPERING

It is a violation of Louisiana law to cut meter locks or otherwise tamper with a water meter. Any tampering with a meter will result in the meter being **removed from service**. All water used during the period of tampering will be charged and must be paid before service can be restored. Any damage to property belonging to the Reddell Vidrine Water District will also be billed to the customer's account.

Broken Box/Top - **\$75**

Cutting of Lock- **\$75**

Theft of Water/Bypassing meter (straight gut) – Removal of Service

**In addition, violators may be prosecuted under Louisiana law, Revised Statute RS 14:67.6. This law may impose penalties including fines of up to \$1,000 and possible imprisonment.**

### DOUBLE HOOKING A METER

Connecting more than one residence to a single water meter is illegal. Any violation will result in **disconnection of service** and may lead to **prosecution**. Each residence or service location must have its own separate meter. Reddell Vidrine Water District reserves the right to discontinue service to any customer who allows their service line to be used to supply water to another user.

### METER ACCESS

Customers must provide a clear and accessible area for reading the water meter at all times. If a meter technician is unable to access or read the meter due to obstructions such as debris, landscaping, or parked vehicles, a service charge will be applied to the account.

### CALL BEFORE YOU DIG - IT'S A STATE LAW!!

Louisiana One Call provides a toll-free number for contractors and private citizens to request utility locates at least **48 hours before digging**. Louisiana One Call notifies all utility companies of the planned digging location to help prevent damage to underground utilities. Failure to comply with this requirement may result in service disruptions in the affected area. Call toll-free: **1-800-272-3020** or dial **811**. **Online locate requests may also be submitted through the Louisiana One Call internet ticketing system (Next Gen).**

### CLOSING YOUR ACCOUNT

Closing your water service account is usually quite easy, but skipping a step can lead to surprise bills and delays. It is important to follow these simple steps when terminating water usage with the water district:

- 1) notify the RVWD office with a shut-off date
- 2) **visit RVWD office to sign proper forms and schedule a final reading date**
- 3) pay any outstanding balance and speak to the Office Manager about deposit refund (if any paid/noted in account)

**REDELLE VIDRINE WATER DISTRICT RESERVES THE RIGHT TO DENY SERVICE TO ANY ONE WHO DOES NOT COMPLY WITH THE RULES AND POLICIES STATED ABOVE.**

