



## **Henderson/Nina Water System**

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### **CUSTOMER SERVICE POLICIES**

#### **SCOPE AND PURPOSE**

**Description:** In order to provide consistent and fair policies and information to Henderson-Nina Water System customers concerning services and charges, and to provide uniform guidelines for all employees, the following Customer Service Policies have been developed. The Customer Service area consists of: Applications for new and existing services relating to all water users in the HNWS service area and further includes billing; collections; records; and meter services (excluding maintenance). The information contained in these policies is supplementary to local codes and ordinances.

***Non-discrimination and sound business judgment will be exercised in following these policies.***



# CUSTOMER SERVICE POLICIES

## Policy Definitions

- Definition:** The following definitions are given for the purpose of establishing standard interpretation of the terms used in this policy. Except where specific definitions are used without a certain article or section of this policy for the purpose of such sections, the following terms, phrases, words and their derivations shall have the meaning given herein when not inconsistent with the context. Words in the plural number include the singular number and words in the singular number include the plural number. The word shall is mandatory and the word may is permissive.
- Applicant:** Any legal adult, legal business entity or the United States of America, the State of Louisiana, and all political subdivisions, agencies, boards, commissions and instrumentalities thereof who does not have an outstanding debt with the HNWS, who provides proper identification, correct service address, date of service request and payment of all appropriate required deposits, service charges or other appropriate fees.
- Billing Errors:** Errors occurring in a customer's billed obligation resulting in an incorrect debt amount which represents either an over billing or under billing to the customer.
- Customer:** The person, organization or corporation responsible for payment for water services used at a specific location, further defined as that person, organization or corporate who signed the application requesting that water service be made available at the specific location and thereby agreeing to pay for all usage of such service occurring at said location.
- Cycle:** The group of accounts that are billed approximately the same time each month.
- Delinquent Notice:**
- Normal written notification of a post due account, specifying the date the bill must be paid to prevent disconnection of service.
- Delinquent Termination:**
- Disconnection of water service due to non-payment.
- Deposit:** The amount of money or suitable guarantee for payment placed with HNWS that shows the customer's good faith to pay bills incurred for water service for a single account.

**Due Cause:** For a good cause as shown by the customer and accepted as such at the discretion and determination of the appropriate and authorized HNWS representative.

**Duly Authorized Representative:**

Any person applying for water service for another person who has written authorization to act on behalf of the applicant, and who has identification of his/her own signature.

**Existing Water Service:**

Any location currently serviced by the HNWS.

**Government Agencies:**

The U.S. of America, State of Louisiana and all political subdivisions, agencies, board, commissions and instrumentalities thereof, are not exempt from any deposit requirements.

**Hard Freeze:** The operational term used by the United States Weather Service for temperatures in the 26-28 degree/F range for a duration of more than two or three hours.

**Inaccessible Meters:**

Any meter that is not obtainable by either service personnel or meter readers of HNWS for the purpose of reading, maintenance or connection or disconnection of service.

**Satisfactory Payment Record:**

A label for those residential customers who have an established history of good payment with no delinquent termination during the most recent twelve (12) consecutive months, or not more than one returned check during the most recent twelve (12) consecutive months or no more than tow (2) overdue reminders or termination notices in last twelve (12) months.

**Meter:** The measuring device owned and installed by the HNWS on a service line for the purpose of accurately measuring water used by a customer.

**Meter Tampering:**

A meter is tampered with when any person shall willfully alter, injure, or knowingly suffer to be injured or connected in an unauthorized manner

any water meter or meter seal or other apparatus or device belonging to the HNWS in such a manner as to cause loss or damage.

**New Water Service:**

Any location where there is no existing water service from the HNWS main system, but where this service is to be constructed.

**Normal Working Hours:**

Monday thru Friday, 7:30 am to 4:00pm with a 30 minute lunch break, except holidays. Office hours: 8am – 2pm.

**Point of Delivery or Connection:**

The point where HNWS water meter nipple is connected with the pipe of the customer, and where water service to the customer begins.

**Reconnection:** The act of reconnection water service that has been disconnected for any reason.

**Residential Customer:**

A residential installation in a single-family house, a single suite in a multiple-family, a single suite in a multiple apartment or group of multiple apartments. All water supplied shall be through a single meter at a single point of deliver.

**Returned Check:**

A check not honored by the bank upon which it is drawn.

**Same Day Service:**

When same day service is requested and provided.

**Satisfactory Guarantee:**

A customer with a satisfactory payment record within the same rate classification.

**Service Charge:**

A charge for the service of connecting or reconnecting an existing water service which is done at the convenience of HNWS. Additional costs incurred which are not covered by the service charge will be assessed to

the customer in an amount equal to the excess costs incurred. Any special request, including but not limited to same day service for connection or reconnection, after-hours service, weekend service, special connection or reconnection expenses will be assessed in addition to the normal service charge.

**Suitable Guarantee:**

A satisfactory guarantee to secure a payment of bills for the service requested or a surety bond.

**Temporary Service:**

A service provided for an area of construction and other similar temporary purposes through temporarily established meters and/or connections, for a time period not exceeding one (1) year.

**Written Application:**

Form provided by HNWS or a letter containing all necessary information.