



CRESTON WATER SYSTEM, INC.

P.O. BOX 484

CAMPTI, LA 71411

Phone: 318-875-2100

E-Mail: CRESTONWATER@YAHOO.COM Web: CRESTONWATER.COM

CRESTON WATER SYSTEM, INC.

POLICY AND PROCEDURE MANUAL

MARCH 2021

WELCOME

Welcome to the Creston Water System district, mailing address P.O. Box 484 Campti, LA 71411, phone number 318-875-2100 serving the Creston and Black Lake communities. We strive to provide the best drinking water to our customers.

Our board of directors has put together a handbook containing copies of our policies, some of which you will be asked to sign at this time, and others for information and possible future use. Throughout our 50+ years of operation, we have found by doing this, it helps us to better serve you.

Please feel free to contact us at any time to inform us of any problems you may have with the water system. Thank you for allowing us to serve you.

**ALL POLICIES, RATES AND FEES ARE SUBJECT TO
CHANGE AT ANY TIME IN ACCORDANCE WITH
POLICIES AND RULES ADOPTED BY THE BOARD OF
DIRECTORS.**



TABLE OF CONTENTS

Water User's Agreement for New Installation	3
New Member Application	4
New Meter Installation Deposit Agreement/Residential	5
New Meter Installation Deposit Agreement/Commercial	6
Water User's Agreement for Existing Meter	7
Existing Location Deposit Agreement/Residential	8
Existing Location Deposit Agreement/Commercial	9
Water Fees and Rates	10
High Bill Payment Policy and Agreement	11
Meter Check Request Fee	12
Meter Deposit Request	13
Transfer of Service Fee and Agreement	14
Meeting/Agenda Policy	15
Unlock Policy/Money Collection	16
Deceased Meter Holder Policy	17



**RESIDENTIAL WATER USER’S AGREEMENT NEW INSTALLATION
\$900.00 INSTALLATION/175.00 DEPOSIT/\$100.00 CONNECTION FEE**

This agreement, between CRESTON WATER SYSTEM, INC., organized and existing under and by virtue of the laws of the State of Louisiana, hereinafter called the SYSTEM, and _____, a member of the SYSTEM, hereinafter called the MEMBER. WITNESS: WHEREAS, the MEMBER, desires to purchase farmstead and domestic water from the SYSTEM and to enter into a water user’s agreement as required by the by-laws of the Association. NOW THEREFORE, inconsideration of the mutual covenants promises, and agreement herein contained, it is hereby understood and agreed: The SYSTEM agrees to furnish, subject to the limitations hereinafter provided for, such quantity of water for domestic, livestock, garden, industrial occupancy of the following described property:

_____ provided; however, that the MEMBER may have delivered to him only such water as may be necessary to supply the needs of the persons residing within a single farmstead or dwelling and of the livestock owned by such persons and to irrigate a garden; that the industrial or commercial MEMBER shall be entitled to have delivered to him only such water as may be necessary to supply the needs of the particular installation. • The MEMBER must disconnect from any other known water service. The MEMBER must assume all responsibility of furnishing a right-of-way. • The MEMBER shall pay for such water at such rates, time and place as shall be determined by the SYSTEM. • The SYSTEM shall purchase and install a ¾ by 5/8 meter with a cut-off valve between the meter & the water system, for the purpose/use only by the SYSTEM. • The SYSTEM shall have final jurisdiction in any question of location of any service line connection to its distribution systems; shall determine the allocation of water to MEMBERS in the event of a water shortage; may shut off the water to a MEMBER who allows a connection or extension to be made to his service line for the purpose of supplying water to another user. The failure of a MEMBER to pay water charges duly imposed shall result in the automatic imposition of the following penalties: • Non-payment after the due date will be subject to a penalty of ten (10) percent of the delinquent account. • Non-payment after lockout date will allow the SYSTEM in addition to all other rights and remedies to purchase the MEMBER’S membership certificate and terminate his membership. And in such event the MEMBER shall not be entitled to receive, nor the SYSTEM obligated to supply any water under this agreement. • In the event it becomes necessary for the DISTRICT to lock out a meter for non-payment or improper use of the water user’s agreement, a fee of \$50.00 late assessment fee will be charged for a reconnection of the service. (Lockout for non-payment dates are listed on the monthly bill) BE IT KNOWN AND REMEMBERED that I, the undersigned property owners, do hereby grant unto CRESTON WATER SYSTEM OF CAMPTI, LA, hereinafter referred to as “GRANTEE”, its successors and assigns, the right to lay, maintain, inspect, operate, repair, alter, remove and relay a pipeline for the transportation of water and such drip valve fittings, meters and other equipment and appurtenances as may be necessary or convenient for such operations, over, through, upon, across and under the property of the undersigned parallel and adjacent to the right-of-way of Louisiana State Highways and Parish roads with all rights of ingress and egress to and from said line of lines, for the purpose and benefits aforesaid. This servitude is made and accepted for and in consideration of the value of the availability of a water supply to GRANTOR’S property together with other good a valuable consideration of the value of the availability of a water supply to GRANTOR’S property together with other good and valuable consideration. TO HAVE AND TO HOLD said easements, rights, and rights-of-way unto said GRANTEE, its successors and assigns until said easement be exercised, and so long thereafter as the same shall be useful for the above named purposes. I hereby understand that this water meter is WATER SYSTEM property and will not be moved from its installed location for any reason; however, the WATER SYSTEM may move the water meter as they consider necessary for the improvement of the WATER SYSTEM’S access and maintenance of the meter. I hereby understand that any damage to water system property or requests of any programs other than normal water system procedures could lead to further charges for MEMBER. WITNESSES OUR SIGNATURES in the presence of the undersigned competent witnesses on this the _____ day of _____, A.D., 20_____ we have executed this agreement.

_____ MEMBER SIGNATURE _____ PRINTED NAME
_____ MAILING ADDRESS
_____ CITY STATE ZIP
_____ PHONE #



APPLICATION AGREEMENT FOR RESIDENTIAL WATER SERVICE

CUSTOMER NAME: _____

BILLING ADDRESS: _____

SERVICE ADDRESS: _____

HOME PHONE:(____) _____ CELL:(____) _____ WORK:(____) _____

PLACE OF EMPLOYMENT: _____

DRIVER'S LICENSE NUMBER: _____ DRIVER'S LICENSE STATE: _____

Bill due date is the 15th of the month. On the 16th a 10% late fee is applied. **Bills must be paid in FULL by 8:00 a.m. on the 20th of the month or a \$100.00 Reconnect Fee will be applied, and service disconnected.**

CHARGES and FEES:

Meter Deposit (Refundable minus any outstanding balance when service is terminated) \$175.00
New applications require a Meter Deposit AND a Connection Fee.

Connection/Reconnection Fee \$100.00

Standard New Installation (Includes Connection Fee and Meter Deposit) \$1075.00
Required when working water service does not already exist at location.
Includes standard fittings, pipe, meter, valves, etc. Standard Installation does not include road bore, large fittings, commercial service, contractor services, etc. those fees will be added at the customers expense.

Other Charges: \$10 NSF Check Tampering Fee:\$25 + Repair or Replacement Cost

Total Charges Collected \$ _____ Date: _____ Check # _____

By signing and submitting this application, I, the applicant understands that I must adhere to all the policies, rules and procedures of CRESTON WATER SYSTEM, INC. Furthermore, I understand all fees must be paid in full prior to service being connected or reconnected. Applicant must fill out a Deposit Refund Request Form before Meter Deposits can be refunded.

Signature of Applicant: _____ Date: _____

For Office Use:

Account #: _____ Meter Serial #: _____

Sequence: _____

Beginning/Ending Reading: _____

Total Deposit Refunded \$ _____ Date: _____



**CRESTON WATER SYSTEM, INC.
NEW INSTALLATION METER DEPOSIT AGREEMENT/RESIDENTIAL**

I hereby understand that I am paying a \$1075.00 fee to have a 3/4 X 5/8 water meter installed in my name at the following address:

\$900.00 is the fee for the equipment and construction, \$100 is the connection fee and \$175.00 is the actual customer deposit.

I also understand that if a road bore is necessary, additional charges will be incurred at the expense of the customer.

In the event I move from this residence, and all of my water bills are paid; I will receive a meter deposit refund once a request is made and balances are cleared.

I understand that if I am married, the meter will be in both of our names. If we should divorce, the water will remain on for the spouse who remains in the home, and the deposit will stay with that spouse until they move, unless we have legal notification from an attorney.

Customer Signature
Spouse's Name
Date

DIRECTIONS TO PROPERTY:



**CRESTON WATER SYSTEM, INC.
NEW METER DEPOSIT AGREEMENT/COMMERCIAL**

I hereby understand that I am paying a \$1350.00 fee to have a water meter installed in my name at the following address:

\$900.00 is the fee for the equipment and construction, \$100 is the connection fee and \$350.00 is the actual customer deposit.

I also understand that if a road bore is necessary, additional charges will be incurred at the expense of the customer.

In the event I move from this residence, and all of my water bills are paid; I will receive a meter deposit refund once a request is made and balances are cleared.

I understand that if I am married, the meter will be in both of our names. If we should divorce, the water will remain on for the spouse who remains in the home, and the deposit will stay with that spouse until they move, unless we have legal notification from an attorney.

_____ Customer Signature
_____ Spouse's Name
_____ Date

DIRECTIONS TO PROPERTY:



**WATER USER’S AGREEMENT EXISTING METER
175.00 DEPOSIT/\$100.00 CONNECTION FEE**

This agreement, between CRESTON WATER SYSTEM, INC., organized and existing under and by virtue of the laws of the State of Louisiana, hereinafter called the SYSTEM, and _____, a member of the SYSTEM, hereinafter called the MEMBER. WITNESS: WHEREAS, the MEMBER, desires to purchase farmstead and domestic water from the SYSTEM and to enter into a water user’s agreement as required by the by-laws of the Association. NOW THEREFORE, inconsideration of the mutual covenants promises, and agreement herein contained, it is hereby understood and agreed: The SYSTEM agrees to furnish, subject to the limitations hereinafter provided for, such quantity of water for domestic, livestock, garden, industrial occupancy of the following described property:

_____ provided; however, that the MEMBER may have delivered to him only such water as may be necessary to supply the needs of the persons residing within a single farmstead or dwelling and of the livestock owned by such persons and to irrigate a garden; that the industrial or commercial MEMBER shall be entitled to have delivered to him only such water as may be necessary to supply the needs of the particular installation. • The MEMBER must disconnect from any other known water service. The MEMBER must assume all responsibility of furnishing a right-of-way. • The MEMBER shall pay for such water at such rates, time and place as shall be determined by the SYSTEM. • The SYSTEM shall maintain a ¾ by 5/8 meter with a cut-off valve between the meter & the water system, for the purpose/use only by the SYSTEM. • The SYSTEM shall have final jurisdiction in any question of location of any service line connection to its distribution systems; shall determine the allocation of water to MEMBERS in the event of a water shortage; may shut off the water to a MEMBER who allows a connection or extension to be made to his service line for the purpose of supplying water to another user. The failure of a MEMBER to pay water charges duly imposed shall result in the automatic imposition of the following penalties: • Non-payment after the due date will be subject to a penalty of ten (10) percent of the delinquent account. • Non-payment after lockout date will allow the SYSTEM in addition to all other rights and remedies to purchase the MEMBER’S membership certificate and terminate his membership. And in such event the MEMBER shall not be entitled to receive, nor the SYSTEM obligated to supply any water under this agreement. • In the event it becomes necessary for the DISTRICT to lock out a meter for non-payment or improper use of the water user’s agreement, a fee of \$50.00 late assessment fee will be charged for a reconnection of the service. (Lockout for non-payment dates are listed on the monthly bill) BE IT KNOWN AND REMEMBERED that I, the undersigned property owners, do hereby grant unto CRESTON WATER SYSTEM OF CAMPTI, LA, hereinafter referred to as “GRANTEE”, its successors and assigns, the right to lay, maintain, inspect, operate, repair, alter, remove and relay a pipeline for the transportation of water and such drip valve fittings, meters and other equipment and appurtenances as may be necessary or convenient for such operations, over, through, upon, across and under the property of the undersigned parallel and adjacent to the right-of-way of Louisiana State Highways and Parish roads with all rights of ingress and egress to and from said line of lines, for the purpose and benefits aforesaid. This servitude is made and accepted for and in consideration of the value of the availability of a water supply to GRANTOR’S property together with other good a valuable consideration of the value of the availability of a water supply to GRANTOR’S property together with other good and valuable consideration. TO HAVE AND TO HOLD said easements, rights, and rights-of-way unto said GRANTEE, its successors and assigns until said easement be exercised, and so long thereafter as the same shall be useful for the above named purposes. I hereby understand that this water meter is WATER SYSTEM property and will not be moved from its installed location for any reason; however, the WATER SYSTEM may move the water meter as they consider necessary for the improvement of the WATER SYSTEM’S access and maintenance of the meter. I hereby understand that any damage to water system property or requests of any programs other than normal water system procedures could lead to further charges for MEMBER. WITNESSES OUR SIGNATURES in the presence of the undersigned competent witnesses on this the _____ day of _____, A.D., 20_____ we have executed this agreement.

MEMBER SIGNATURE _____ PRINTED NAME

MAILING ADDRESS

CITY STATE ZIP

PHONE #



**CRESTON WATER SYSTEM, INC.
EXISTING LOCATION METER DEPOSIT AGREEMENT/RESIDENTIAL**

I hereby understand that I am paying a \$275.00 fee to have a water service in my name at the following address:

\$100 is the connection fee and \$175.00 is the actual customer deposit.

In the event that I move from this residence, and all of my water bills are paid; I will receive a meter deposit refund once a request is made and balances are cleared.

I understand that if I am married, the meter will be in both of our names. If we should divorce, the water will remain on for the spouse who remains in the home, and the deposit will stay with that spouse until they move, unless we have legal notification from an attorney.

_____	Customer Signature
_____	Spouse's Name
_____	Date
_____	Prior Owner

DIRECTIONS TO PROPERTY:



**CRESTON WATER SYSTEM, INC.
EXISTING LOCATION METER DEPOSIT AGREEMENT/COMMERCIAL**

I hereby understand that I am paying a \$450.00 fee to have a water service in my name at the following address:

\$100 is the connection fee and \$350.00 is the actual customer deposit.

In the event I move from this residence, and all of my water bills are paid; I will receive a meter deposit refund once a request is made and balances are cleared.

I understand that if I am married, the meter will be in both of our names. If we should divorce, the water will remain on for the spouse who remains in the home, and the deposit will stay with that spouse until they move, unless we have legal notification from an attorney.

_____	Customer Signature
_____	Spouse's Name
_____	Date
_____	Prior Owner

DIRECTIONS TO PROPERTY:

CRESTON WATER SYSTEM FEES

- **MEMBERSHIP/INSTALLATION: THE FEE FOR INSTALLATION OF A NEW METER IS \$1075.00 RESIDENTIAL AND \$1350.00 COMMERCIAL**
(\$175.00 is the RESIDENTIAL DEPOSIT/\$350.00 is the COMMERCIAL DEPOSIT, \$900.00 meter installation fee and \$100 connection fee)
 - ROAD BORE FEE - VARIES
 - RESIDENTIAL DEPOSIT - \$175.00
 - COMMERCIAL DEPOSIT - \$350.00
 - CONNECTION FEE - \$100
 - LOCKOUT/RECONNECT FEE - \$100.00
(No unlocks will be performed after 4:30 p.m. on the day of lockout for nonpayment)
 - NSF CHECK FEE - \$10.00
 - ACCIDENTAL DAMAGE TO METERS & EQUIPMENT • (Billed to customer at full replacement cost of material, parts, labor and equipment at current prices/rates.)
 - UNAUTHORIZED USAGE ACCESS PENALTY • \$125.00 Plus cost of lock, for 1st offense; \$250.00 plus cost of lock for 2nd offense.
- WATER RATES –**
\$34.00 RESIDENTIAL RATE FOR FIRST 2,000 GALLONS, \$3.00/1,000 AFTER THE FIRST 2,000 GALLONS
\$174.00 COMMERCIAL FOR THE FIRST 15,000 GALLONS, \$4.00/1,000 AFTER THE FIRST 15,000 GALLONS
\$1.00 SAFE WATER FEE
MULIT-SITE RATES ARE GRANDFATHERED IN AND NO NEW MULTI-SITES WILL BE ISSUED.

ALL FEES AND RATES ARE SUBJECT TO CHANGE AT ANY TIME IN ACCORDANCE WITH THE POLICIES AND RATES ADOPTED BY THE BOARD OF DIRECTORS.

High Water Bill Payments

In order to pay out a one month high water bill on time over an extended period, the high bill must exceed the previous two month average by at least three times the normal amount.

$$\frac{\text{Month 1}}{\text{Month 1}} + \frac{\text{Month 2}}{\text{Month 2}} = \frac{\text{Divided by 2}}{\text{Divided by 2}} \times \frac{\text{Multiply by 3}}{\text{Multiply by 3}} \quad ***$$

***The current bill must exceed this number to qualify.

A payment plan will be permitted if (1) the customer qualifies; (2) the customer initiates the process; (3) all payments are made on time and in addition to the regular monthly bill. If a customer fails to make payments before the 15th of the month a \$50 late fee will be assessed and water will be disconnected immediately. At that time the total amount of all bills and fees will become due and payable in order to water restored.

Payment plans are as listed below:

- \$100 - \$199 = 2 month plan
- \$200 or more = 3 month plan

I, _____ understand that I have incurred a high water bill in the amount of \$_____ at the following service address _____, account number 96-_____.

I am seeking to make monthly payment arrangements as follows:

\$_____ per month for _____ months to begin on _____, 20____.

I understand that by signing this form I agree to the terms of this contract as stated above. I understand that if I fail to make the payments as arranged, my service will be discontinued and fees will be applied accordingly. I understand failure to make payments will result in the total balance being due immediately before water is restored.

Printed Name: _____

Telephone Number: _____

Signature

Date

Witness

Date



METER CHECK REQUEST FEE

I hereby understand that I am requesting that my water meter be check for accuracy, and that I am paying a \$40.00 Meter Check Request Fee for a calibration check of my meter at the following location:

I also, agree, that I will assume the cost of all associated fees generated by this calibration check performed on my meter, and that these fees will be applied to my billing account. I understand that if the meter is accurate, the water district will keep the \$40.00 fee, however, if it is found that the meter is found faulty, and the meter is over-charging or undercharging me, the \$40.00 fee will be refunded to me.

Signature
Printed Name
Phone #
Date
Location



Creston Water System, Inc.
P.O. Box 484 Campti, LA 71411
Email: crestonwater@yahoo.com
Website: <https://www.crestonwater.com/>

REQUEST FOR METER DEPOSIT REFUND

ACCOUNT # _____

CUSTOMER NAME: _____

BILLING ADDRESS: _____

SERVICE ADDRESS: _____

HOME PHONE:(_____)_____ CELL:(_____)_____ WORK:(_____)_____

DATE CONNECTED TO CWS: _____

AMOUNT OF DEPOSIT: _____

Applicant must fill out this form and return it to the above address. Please include a copy of your deposit receipt. Creston Water System Board of Directors will view this request and if approved, your refund less any balance due will be returned as soon as possible.

_____ Date _____ Customer Signature



TRANSFER OF SERVICE FEE AND AGREEMENT

I hereby understand that I am requesting a transfer of service to my name, and that I am paying a \$25.00 Transfer Request Fee for the following location:

I also, agree, that I will assume payment of all accumulated charges and fees generated on this account, I understand that I am bound to the water user's agreement. The transfer fee is non-refundable.

Signature

Printed Name

Phone #

Date

PREVIOUS METER HOLDER must sign to relinquish his/her meter deposit.

Signature

Printed Name

Phone #

Date

MEETING ATTENDANCE /ADDITION OF NAME TO AGENDA

Anyone who wishes to be on the Agenda of a Regular Board meeting must notify the office at least ten (10) days before the meeting. The governing body of CRESTON WATER SYSTEM is the Board of Directors. There are five directors with a one to three- year term.

PATRICE HARPER, PRESIDENT
CHRISTY L. ANDERSON, VICE-PRESIDENT
JENNIFER BANDARIES, SECRETARY
BETTY CREAMER, TREASURER
MICHAEL HAWKINS, MEMBER AT LARGE

Our monthly Board of Directors meetings are held on the second Tuesday of each month at 6:00 p.m. at the Lakewood Inn Restaurant located at 5675 Highway 9, Creston, Louisiana, unless otherwise noted. Robert's Rules of Order will be followed to conduct all meetings.

UNLOCK POLICY

No meter unlocks will be performed after 4:30 p.m. or on weekends Please take note, that an operator or technician will not be available after 4:30 p.m. on the day of lockout to unlock your meter.

Unlocks can be performed during normal working hours of 8:00 a.m. – 4:30 p.m. Monday – Thursday and 8:00 a.m. – 12:00 p.m. on Friday.

MONEY/BILL COLLECTION POLICY

Employees of Creston Water System CANNOT receive money for water payments or Disconnection/Late Assessment fees, in the field. All payments must by mailed to P.O. Box 484 Campti, LA 71411, paid online at our website www.crestonwater.com or by bank draft. CASH IS NOT ACCEPTED!

DECEASED METER HOLDER POLICY

Meter Accounts can not be listed in the name of a deceased individual. If the name on the account is deceased and you are taking care of the bill it is your responsibility to notify us at 318-875-2100 immediately so we can update the account. Documentation may be required to transfer to your name.

A utility account listed under a deceased person's name is considered *fraud and identity theft*, according to the "Red Flags Rule" of the Federal Trade Commission (16 C.F.R. 681.1).

CHANGES AND AMENDMENTS MAY BE MADE TO THESE POLICIES AND PROCEDURES BY THE BOARD OF DIRECTORS AND NOT BE REFLECTED IN THIS MANUAL.