

GREATER WARD ONE WATERWORKS DISTRICT
CUSTOMER APPLICATION
THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

Name: _____

Subdivision: _____ Lot # _____

Physical Address: _____ City _____ State _____ Zip _____

Mail Address: _____ City _____ State _____ Zip _____

Place of Employment: _____ Work Phone#: _____

Spouse's Employment: _____ Work Phone: _____

Home Ph # _____ Cell # _____ Cell # _____

TYPE OF SERVICE

OWNED _____ RENTAL _____ BUSINESS _____

Do you need a meter installed? Yes _____ No _____

WATER USER AGREEMENT

This Agreement between **Greater Ward One Waterworks District**, a municipality, organized under Ordinance 302 of the Lincoln Parish Police Jury on August 11, 1964, hereinafter called "**GWO**" and

water user of Greater Ward One Waterworks District, herein called the "**WATER USER**"

WITNESS: WHEREAS, The Water User desires to purchase water for domestic, agricultural, commercial or industrial purposes from GWO, and to enter into a Water User Agreement as required by the bylaws of GWO.

NOW, THEREFORE, in consideration of the mutual covenants, promises, and agreements herein contained, it is hereby understood and agreed that:

GWO agrees to furnish, subject to the limitations hereinafter provided for, such quantity of water for domestic, livestock, garden, industrial and commercial purposes as the Water User may desire, in connection with the occupancy of the following property location:

Provided, however that Water User may have delivered to him only such water as may be necessary to supply the needs for the person that the person that the industrial or commercial Water Users shall be entitled to have delivered to them to supply the needs of the particular installation. Commercial establishment on the same premises with the dwelling must have a separate meter and mandatory backflow which is to be installed and annually inspected at the Water User's expense.

The Water User shall install and maintain at its own expense a service line, which shall begin at the backside of the meter and extend to the dwelling and other portion of his premises. The Water User shall pay for such water at such rate, and place as shall be determined by GWO.

The Water User's service line shall connect with the distribution system of GWO at the nearest place of desired use by the Water User, provided GWO had determined in advance that GWO water system is of sufficient capacity to permit delivery of water at that point. Further, the Water User hereby grants and dedicates to GWO any and all rights necessary to utilize such portion of the Water User's property (or rights thereto) in, on or under which any water line or other piping of the water distribution system providing water to the Water User currently lies, or may lie in the future, to the extent such rights are not already granted to GWO or otherwise dedicated to the public. The Water User further consents GWO use of Water User's property (or rights thereto) to the extent necessary to effectively deliver water to the Water User and/or service, repair, replace, inspect, and/or maintain any portion of the water distribution system, whether directly for Water User's benefit or otherwise.

GWO shall have final jurisdiction in any question of location of any service line connection to its distribution system and shall determine the allocation of water to water uses in the event of a water shortage. GWO may shut off water to water user who allows a connection or extension to be made to their service line for the purpose of supplying water to another user or dwelling.

The failure of a water user to pay a water charge duly implied shall result in the automatic imposition of the following penalties:

- A. In the event a check for the deposit, or check or bank draft payment of a bill is returned, GWO will charge a fee of \$25.00 for each returned check and reserves the right to terminate service and the meter will be locked.
- B. Non-payment after due date (10th of the month) will be subject to a penalty of ten (10%) percent of the delinquent amount.
- C. Non-payment after 8:30 a.m. on the 20th of the month will be subject to a delinquency fee of \$25.00 and will result in the water being shut off from the water user's property, no exception.

The Water User hereby agrees they have been supplied with Cross-Connection Control Policy, Current Rates, NSF Policy, Disconnect Policy/Procedure, timeline when meters are read and bills mailed, due dates, methods of payment accepted and how/where to make them.

It is a violation of Louisiana Law (RS 14:67.6) to cut meter locks or otherwise tamper with meters and can result in service termination and possible criminal charges including fines, and imprisonment.

*****Scan, and email pages 3, 4, 5,6 and (7 if requesting bank draft) to gwowwd@att.net

X

X

Water User

Greater Ward One Waterworks District

In witness whereof, I have executed this Agreement this _____ day of _____, 20____.

5

GREATER WARD ONE WATER WORKS DISTRICT

Cross-Connection Control Policy Customer Service Agreement

PURPOSE The Greater Ward One Water Works District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the customer's side of the meter. The purpose of this service agreement is to notify each customer of the adopted Cross-Connection Control Policy that Greater Ward One Water Works District enforces to provide this protection. A copy of this policy is available upon request. The public water system enforces these restrictions to protect the public health and welfare of its customers. Each customer must sign this agreement before Greater Ward One Water Works District will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

RESTRICTIONS The following unacceptable practices are prohibited by the Greater Ward One Water Works District's Cross-Connection Control Policy and the Louisiana Administrative Code, Title 51.

- No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- No cross-connection between the public drinking water supply and a private water system is permitted.
- No connection which allows water to be returned to the public drinking water supply is permitted.

SERVICE AGREEMENT The following are the terms of the service agreement between the Greater Ward One Water Works District (the Water System) and _____ (the Customer).

- The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.
- The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

ENFORCEMENT If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, terminate service until the Customer is in compliance with the Cross-Connection Control Policy.

I hereby certify that I have read and understand this Customer Service Agreement.

Customer Signature

Date

Service Address: _____

The information regarding race, ethnicity, and sex designation solicited on this application is requested in order to assure the Federal Government, acting through USDA Rural Development that the Federal Laws prohibiting discrimination against customer applications on the basis of race, color, national origin, religion, sex, familial status, age, and disability are complied with. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race, ethnicity, and sex of individual applicants on the basis of visual observation or surname.

APPLICANT <input type="checkbox"/> I do not wish to furnish this information	CO-APPLICANT <input type="checkbox"/> do not wish to furnish this information
Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> White	Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> White
Ethnicity: <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Non-Hispanic Latino	Ethnicity: <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Non-Hispanic Latino
Sex: <input type="checkbox"/> Female <input type="checkbox"/> Male	Sex: <input type="checkbox"/> Female <input type="checkbox"/> Male
Interviewer's Name (print or type) <hr/> Interviewer's Signature Date <hr/> Interviewer's Phone Number	Name and Address of Interviewer's Employer





GREATER WARD ONE WATER WORKS DISTRICT
P.O. Box 637
Ruston, LA 71273-0637
318-255-7995

ACH BANK DRAFT AUTHORIZATION FORM

This form must be completed for automatic bank drafting by Greater Ward One Water Works District and can be changed or terminated by contacting the Greater Ward One Water Works District office.

I hereby authorize (Bank Name) _____ to honor a draft drawn on my account by Greater Ward One Water Works District. Monthly drafts will be drawn on the 10th of each month.

I understand that if funds are not available at the time of the withdrawal, there will be a \$25.00 fee, and subject to termination of this service for future use.

Customer Name: _____

Bank Name: _____

Bank Routing Number: _____

Bank Account Number: _____

Please provide copy of a check for verification purposes only.

Customer Signature: _____

Date: _____

OFFICE USE ONLY

BANK # _____

GWO ACCOUNT # _____



POLICY FOR "NSF" PAYMENTS

It is the policy of Greater Ward One Waterworks to handle "NSF payments as follows:

If a "NSF" is received on a bank draft:

- Your account will be assessed a fee of \$25.00.
- A "NSF" payment must be paid by Cash, Money Order, or Debit/Credit Card. Cards will be charged a 3.5% convenience fee. Checks will not be accepted.
- The full account payment is due, plus a \$25.00 "NSF" fee.
- Your account will be removed from future automatic bank drafts.

If a "NSF" is a check.

- Your account will be assessed a fee of \$25.00.
- A "NSF" payment must be paid by Cash, Money Order, or Debit/Credit Card. Cards will be charged at 3.5% convenience fee. Checks will not be accepted.
- The full account payment is due plus a \$25.00 "NSF fee.
- If a "NSF" check is received as payment on an account subject to disconnect after the 20th of the month, your service will be disconnected. Added to the cost of the "NSF" fee, will be a \$25.00 reconnect fee.

All "NSF payments and applicable fees must be paid by cash, money order, or debit/credit card at our office located at 241 Haddox Road, Ruston, LA 71270 in order to continue service or reinstate disconnected service. None of the applicable fees may be added to the following month's billing.

Greater Ward One Waterworks will permanently disconnect and refuse service to anyone in which four (4) "NSF" checks are received as payment on account within a twelve (12) month period.

This policy was adopted by the Board of Commissioners for Greater Ward One Waterworks on November 7, 2022.

DISCONNECT POLICY/PROCEDURE

- 1) If your account is not paid in full to a zero balance as of the 11th day of the month then your account will be charged a 10 % late charge.
- 2) If you have a past due balance (*BalFwd*) on your account/ bill as of the 1st of the month then your services will be subject to disconnection.
- 3) Greater Ward One Waterworks mails late notices on the 11th day of the month. If the account is not paid in full by the 21st of the month, services are subject to disconnect. No further notice is given.
- 4) Accounts with past due balances from the prior month will incur a \$25.00 Delinquent Fee on the 21st of the month if the account has not been paid to a zero balance. This \$25 Delinquent Fee will be automatically added to your account on the 21st of the month.
- 5) Your services will then be disconnected without further notice. Your account including all assessed charges must be paid to a zero balance before 9 a.m. on "cut-off day" in order to avoid disconnection. If your services are disconnected, your account must be paid to a zero balance in order to reinstate services.
- 6) Greater Ward One Waterworks will provide same day service for all reconnects provided that the balance has been paid in full before 11 a.m. of the same day. Customers paying to reinstate on Friday, after 11 a.m. will be reinstated on the next business day, Monday. Crews do not work on holidays or weekends.

This policy was adopted by the Board of Commissioners for Greater Ward One Waterworks on November 7, 2022

Meters are read the week of the 18th each month.

Bills are mailed around the 25th of the month.

Payment is due in our office on or by the 10th of the month. Late charges apply after the 10th.

Full Payment must be in office by 20th of month to avoid disconnect. No further notice given.
\$25.00 Reconnect Fee

Payment Methods Accepted:

- Cash
- Check
- Money Order
- Self-Request Bill Pay at Your Bank
- Auto Bank Draft (no additional charge to you)
- Credit/Debit Cards (include 3.5% processing fee) either in person or by phone.

After Hours Payments: A Drop-Box is located in the drive thru on the east side of the office. Envelopes are provided for your convenience.

Please make sure to include your Bill Stub, and/or provide your Account Number with all payments to ensure payments are posted correctly.

METER LOCKS

It is a violation of Louisiana Law to cut meter locks or otherwise tamper with meters.

Like us on Facebook and check out and subscribe to our website at <https://gwwwd.myruralwater.com>.



The garden hose is the most common cross-connection and potential hazard to our drinking water.



Ways a garden hose can cause contamination:

- Forcing it into a clogged gutter, downspout, or sewer pipe to flush out the clog
- Connecting it directly to a hose-end sprayer to apply pesticide or fertilizer to your yard
- Connecting it to a soap-and-brush attachment to wash your car, boat, or siding
- Letting the end of the hose lie in a puddle or pool of water

Ways to prevent garden hose cross-connection:

- Never submerge the end of your garden hose or connect it to a non-potable substance
- Install a hose bibb vacuum breaker on each of your outside faucets. These inexpensive devices are designed to allow water to flow in only one direction. You can find them at most home supply stores and through plumbing suppliers.

ADDITIONAL RESOURCES:

Louisiana Department of Health and Hospitals/
Office of Public Health/ Environmental Health
<http://new.dhh.louisiana.gov/index.cfm/subhome/22/n/291>

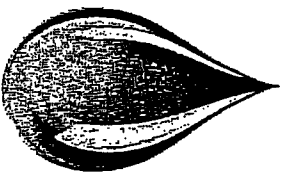
State of Louisiana Approved General Testers
http://new.dhh.louisiana.gov/assets/oph/Center-EH/engineering/LA_Approved_General_Testers.pdf

State Plumbing Board of Louisiana
<http://www.spbla.com/>

Environmental Protection Agency
www.epa.gov

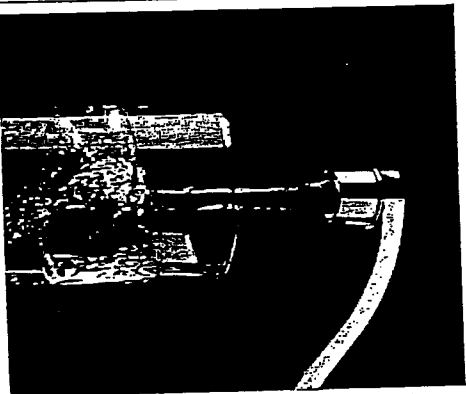
American Water Works Association
www.awwa.org

American Backflow Prevention Association
www.abpa.org



Greater Ward One Water Works
241 Haddox Road
Ruston, LA 71270
(318) 255-7995

**CROSS-CONNECTION
CONTROL &
BACKFLOW
PREVENTION
PROGRAM**



Greater Ward One Water Works
241 Haddox Road
Ruston, LA 71270
(318) 255-7995

The Greater Ward One Water Works District's Cross-Connection Control and Backflow Prevention Program's main goal is to provide clean and safe drinking water to all water customers. One of the ways we protect our water supply within the distribution system is to require all potentially hazardous connections to use, maintain and regularly test backflow prevention devices in their plumbing systems. Backflow prevention devices are mechanical plumbing devices installed in a plumbing system to prevent water from flowing backward in the system. A properly installed, tested and maintained backflow preventer at the service entrance to a building or property can reliably prevent the backflow of water of an unknown quality from flowing back into the public water system.

Frequently Asked Questions

What is a cross connection?

Cross Connection is a physical connection between a possible source of contamination and the public drinking water system piping. This connection, if not properly protected, can lead to the contamination of the drinking water system through a backflow event.

What is backflow?

Backflow is the reversal of water flow through a cross connection from a possible source of contamination into the public drinking water system. Backflow may be caused by either backpressure or back-siphonage. A loss of pressure in the public drinking water system may lead to back-siphonage through unprotected cross connections, or backpressure may be created when the water pressure of a facility's internal water system is elevated above the supply pressure of the public drinking water system resulting in backflow through unprotected cross connections.

Why should you be concerned?

Backflow may affect the quality of the drinking water at your home and has the potential to create health hazards if contaminated water enters your water supply plumbing system and is used for drinking, cooking or bathing.

Backflow events occur more often than you might think although most do not create health hazards.

You are responsible for protecting your water supply plumbing from backflow that may contaminate your drinking water and the drinking water of others. This includes complying with the plumbing code and not creating unprotected cross-connections.

How will the Cross-Connection Control Program affect me and what do I have to do?

That depends on how you use the water you purchase. Most of our customers will not have to do anything. If you are the typical residential user and you do not have a permanently installed in-ground irrigation/lawn sprinkler system, you will likely not have to do anything.

What if I am a residential user, but I have a permanently installed in-ground irrigation/lawn sprinkler system?

Underground sprinkler systems are required to have a backflow prevention device installed on the water line servicing the system. The backflow device must also be periodically tested in accordance with the state testing requirements.

What if I already have a backflow prevention device in place for my in-ground irrigation/lawn sprinkler system?

You will have to have your device tested to make sure that it is working properly. The tester will also check to make sure that you have the correct device and it is installed correctly.

Who is responsible for having the backflow device tested?

It is the responsibility of the property owner to have the backflow device tested by a qualified tester. It is also the responsibility of the property / business owner to schedule their own test appointment.

Who tests backflow devices?

Backflow prevention assemblies and methods shall be checked and field tested by a Backflow Prevention Assembly Tester who meets ASSE 5110 Professional Qualification Standard, or other individuals holding a testing certificate from a nationally recognized backflow certification organization approved by the state health officer.

Where can I find a list of qualified testers in my area?

The following state website maintains a list of approved general testers:
http://new.dhh.louisiana.gov/assets/oph/Center-EH/engineering/LA_Approved_General_Testers.pdf

Who pays for the testing and how much does it cost?

It is the responsibility of the property owner to pay for any testing and/or required repairs to the backflow device. Cost will vary with existing device location conditions and type of device. Please review pricing requirements with the selected test company/tester before having the test performed.

How often do I have to have my backflow device tested?

Backflow devices are required to be tested upon installation, when repaired, when relocated and annually.

Do I submit the test report to the water system or does the test company/tester do this for me?

Usually the test company/tester submits the completed test form for their clients to the water company. If there is any doubt who will submit the test form, check with the test company/tester to verify who will be submitting the test form.