

# Mire-Branch Water Corporation

1922 Higginbotham Hwy.  
Church Point, LA 70525

Phone 337-873-3823  
Fax 337-873-4333

|                 |  |             |  |                                       |
|-----------------|--|-------------|--|---------------------------------------|
| Office Hours:   | Monday-Friday 8 a.m. to 4 p.m.   |             |  |                                       |
| Board Meetings: | A monthly board meeting will be held at the office on the second Tuesday of each month at 6:00 p.m. Any member having a concern that was not solved through normal channels is invited to present the matter to the board at that time. Advance notice of attendance is appreciated so that the matter may appear on the agenda.   |             |  |                                       |
| Billing:        | Bills are mailed at the beginning of the month and are due on the 17 <sup>th</sup> . After the 17 <sup>th</sup> , a 10% late charge will be applied. To avoid interruption of service, bills must be paid by the 28 <sup>th</sup> of the month.  |             |  |                                       |
| Payments:       | Payments can be made by mail or in person. A drop box is located at the drive thru for after hours payments. Please include your bill stub for proper posting. Payments can also be made online through Paystar at <a href="http://www.mypaystar.net/mbwc">www.mypaystar.net/mbwc</a> or by calling 1-888-507-3442. A third party processing fee applies. Customers may request to be put on a payment plan for a high water bill over \$100.00. Customers must pay at least \$50.00 the first month, then pay the current bill plus \$50.00 each month after that. If payment is made before the 17 <sup>th</sup> , the late fee will be waived. If payment is made after the 17 <sup>th</sup> , the normal late fee applies. |             |  |                                       |
| Disconnects:    | If payment has not been made by the 28 <sup>th</sup> of the month, the water will be disconnected on the following business day, with the exception of Friday. Once the meter reader has left the office with the disconnect list, any customer scheduled to be disconnected will be subject to a \$50.00 delinquent fee, regardless of whether the water has actually been disconnected.  |             |  |                                       |
| Meter Tampering | Tampering with a meter is a federal offense. A meter is only to be locked or unlocked by a member of our staff. The board has set a meter tampering fine of \$500.00 for each incident.  |             |  |                                       |
| Memberships:    | A \$50.00 nonrefundable membership is required by USDA on each new water meter. This must be paid at the time a customer requests a new meter.   |             |  |                                       |
| Renters:        | Renters are required to pay a \$150.00 deposit. A \$30.00 turn on fee is also required if the meter is locked. Renters are responsible for notifying the office with a cut off date and a forwarding address. The final bill will be subtracted from the deposit and the remainder will be sent to the renter.   |             |  |                                       |
| Landlords:      | A landlord may request to have the water remain on between renters for cleaning, etc. The landlord will be billed for the water used during that time.   |             |  |                                       |
| Piggybacks:     | A customer is considered "piggybacked" if one meter is servicing two households. A separate household is defined as an unattached building with a separate mailing address or electrical box. Landlords are not allowed to piggyback meters unless the bill stays under the landlord's name. The piggyback rate is double the minimum plus \$5.00 per thousand gallons over 4,000 gallons. The customer is responsible for notifying the water company at the time a meter is piggybacked.   |             |  |                                       |
| Rates and Fees: | Membership   | \$50.00     | Turn on Fee  | \$30.00                               |
|                 | Rental Deposit   | \$150.00    | Reconnect/Delinquent Fee                                     | \$50.00                               |
|                 | Returned Check Fee   | \$25.00     | New Meter—3/4"   | \$1450.00 Total (Includes membership) |
|                 |  |             | New Meter—1"   | \$1690.00 Total (Includes membership) |
|                 | Water Rates  | Residential | \$18.00 up to 2,000 gal (includes 1.00 per month state fee)  |                                       |
|                 |  |             | \$ 5.00 per 1,000 over 2,000 gal.                            |                                       |
|                 |  | Commercial  | \$36.00 up to 10,000 gal (includes 1.00 per month state fee) |                                       |
|                 |  |             | \$ 5.00 per 1,000 over 10,000 gal.                           |                                       |

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights Program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.htm](http://www.ascr.usda.gov/complaint_filing_cust.htm), or at any USDA office or call (866)632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202)690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

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- Bulk Water:** Bulk water may be purchased at the plant by contractors or other users with prior arrangement and supervision, using an approved "air gap" style tank or truck, at the following rates:  
\$50.00 per load up to 2,000 gallons  
\$20.00 per thousand over 2,000 gal.  
Additional \$30.00 per load "after hours" fee
- Repairs:** If a customer breaks a line or meter belonging to the corporation, the customer will have a service charge assessed, according to double the cost of the repair . If a customer pulls or breaks a lock on their meter to obtain water, a \$500.00 fine will be assessed .
- Leaks:** The corporation is not responsible for water lost due to leaks beyond the corporation's side of the meter.

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