

VILLAGE OF CANKTON WATER SYSTEM

107 Dandurand Street, Cankton, LA 70584

337-668-4456



- Office Hours:** Monday-Thursday 8:00 am - 3:00 pm, Fridays 8:00 am – 12:00 noon
- Billing:** Meters are read by the 15th of each month and bills are mailed on the 25th of the month. They are due on the 10th of the following month without a penalty. After the 10th, a 10% late charge will be applied. To avoid interruption of service, bills **MUST** be paid by the **28th of the month. NO FURTHER NOTICE WILL BE SENT.**
- Payments:** Payments can be made by mail, in person, on line, or with ACH withdrawals. A drop box is also located to the left of the main doors for after hour payments. **NO CASH SHOULD BE PUT IN OVERNIGHT DEPOSIT BOX.** Please include your bill stub for proper posting. You can also go to www.canktonpay.com or call **1-877-793-7141** to pay with a debit or credit card.
- Disconnects:** **If payment has not been made by the 28th of the month, the water will be disconnected on the following business day, with the exception of Friday, weekends and holidays. If the 28th falls on such a day, it will go to the next business day. Once the office has closed the meter reader will have the disconnect list. Any customer scheduled to be disconnected will automatically be charged a \$50.00 fee. The account must be paid IN FULL along with all fees and penalties to reactivate or continue service.**
- Deposits:** All new customers are required to pay a \$100.00 deposit and submit a copy of the driver's license before service can be activated. The customer is 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 refunded to the person the account is under. No deceased person shall be the primary account holder.
- Landlords:** A landlord may request to have the water remain on between renters for cleaning, etc. They will be allowed a period of 2 days unless they also have a deposit of \$100.00.
- Rates and Fees:** Minimum Billing: \$14.73 for consumption of 0-2000 gallons
\$4.00 per 1000 gallons or part thereof will be charged for each additional 1000 gallons.
- New Meter:** A charge of \$810.00 plus a \$100.00 deposit for all **NEW** meter connections will be assessed. (A payment plan is available) **All Rates and Fees Subject to Change**
- Repairs:** If a customer breaks a line belonging to the Cankton Water System, the customer will have a service charge assessed, according to the size of the break plus repair materials. If a customer breaks the meter head or the meter box, the customer will be responsible for all replacement costs.
- Leaks:** The Village of Cankton Water System is not responsible for water lost due to leaks beyond the water systems side of the meter unless the loss was the fault of the Cankton Water System or its employees.

All meters **MUST** be accessible to the reader at all times. No fences or enclosures of ANY kind can be put around the meter. All tall grass, shrubs, flowers, or any obstructions must be kept clear of the meter at all times. All animals must be kept under control while operator is reading the meter. No "piggy backing" on a meter. Each home/building must have their own meter.

THE VILLAGE OF CANKTON RESERVES THE RIGHT TO DISCONTINUE SERVICE FOR NON-COMPLIANCE OF ANY and/or ALL OF THE ABOVE MENTIONED POLICIES AND PROCEDURES.

If you have any questions, please feel free to call the office at 337-668-4456.

Thank You
Mayor and Board of Aldermen

Customer Name

Address

Phone# _____