

# Langford Water Association, Inc.

## Water Users Agreement - 2021

### Our Billing Process....

#### **Dear Langford Water Customer:**

Your water meter is in the middle of the month every month. The information of your water consumption is then entered into the computer system measured in 1,000-gallon increments. On or about the 25<sup>th</sup> of each month the bills are mailed. Payment is due upon receipt of your bill. A penalty (currently 10%) is charged to all accounts where payment is not received by the 12<sup>th</sup> of the month. *Upon reading this Water User Agreement, the applicant agrees that they have followed the guidelines set forth by the State Department of Health regarding onsite wastewater disposal.*

#### **Delinquent Accounts:**

It is important that you as a valued customer are aware of our policy for late payments. If your payment is not received by 4:00pm on the **12<sup>th</sup>** of the month, a 10% late fee will be assessed. If full payment is not received by the 12<sup>th</sup> of the following month a \$10.00 doorhanger fee will be applied along with a doorhanger reminder at your residence. If payment in full is not received by the date on the doorhanger a \$35.00 fee will be applied and your meter will be locked. (If anyone other than Langford Water Association personnel removed or cuts the lock, you will be charged a \$100.00 fine.) The amount of the bill plus all fees and penalties must be paid before service is restored. Restoration of service between the hours of 7:00pm and 7:00am will be an additional charge of \$25.00. We try to restore service as quickly as possible, but it could take several hours depending on demand and scheduling.

#### **Meter Deposits:**

A deposit is required on all meters. Water Homeowner's deposit will be \$100.00 (\$60.00 refundable deposit, \$35.00 non-refundable tap fee, \$5.00 non-refundable one-time membership fee). Water Renter's deposit will be \$145.00 (\$105.00 refundable deposit, \$35.00 non-refundable tap fee, \$5.00 non-refundable one-time membership).

Sewer Homeowner's deposit will be \$120.00 (\$100.00 refundable deposit, \$20.00 non-refundable tap fee). Sewer customer must pay both the water and sewer deposit for a total of \$220.00.

## Schedule of Charges:

Water Rates	\$12.00 minimum charge includes the first 2,000 gallons \$ 2.25 per thousand gallons thereafter
Sewer Rates	\$15.00 flat rate \$ 5.25 per thousand gallons of water usage
New Meter Installation	\$667.00-meter tap without road bore \$1067.00-meter tap with road bore
Water/Sewer Install	\$1,327.00-meter tap, sewer inspection, West Rankin Fee

## Our Promise...

It is our goal to provide clean, safe drinking water to all our customers. In order to ensure excellent service and a quality product, we need your cooperation in prompt delivery of your water bill payment. Although we have outlined in detail the penalties for delinquent payments in this brochure, it is not our goal to collect late fees, but to provide the product and service you deserve.

To make payment of your water bill more convenient, we suggest the use of bank draft; you may call the number listed below to arrange this manner of payment. Online Bill Pay is also available through our website [www.langfordwaterms.com](http://www.langfordwaterms.com) or calling 1-877-289-2641. You can mail your payment to 1805 Highway 471 Brandon, Mississippi 39047, or place your payment by check or money order in the front door mail slot of our office at your convenience. Cash payments can be made during office hours.

If you have any questions about your water bill, rates or reading please call our office at 601-591-1467. For after hours and emergencies call 601-927-7389. If you fail to receive a bill, please contact our office as soon as possible to let us know.

Langford Water Association, Inc.  
1805 Highway 471  
Brandon, Mississippi 39047  
601-591-1467

Hours:  
8:00am - 4:00pm  
Monday - Friday