

TOWN OF IOWA
UTILITY DEPARTMENT
APPLICATION FOR UTILITY SERVICE
ACCOUNT NO. _____

P.O. Box 1707
115 N. Thompson
(337)582-3535
www.iowala.org

Select One:

_____ Rent/Lease - Name of Landlord _____ Phone # _____
(Must provide a copy of the lease agreement)
_____ Homeowner

****Deposit for new service is \$150.00****

We accept cash, check, money order, Visa, MasterCard, and Discover. A service fee of up to 4% applies to all credit and debit card payments.

PLEASE COMPLETE THE FOLLOWING INFORMATION:

BILLING NAME _____
LAST FIRST M.I.

SERVICE ADDRESS _____

MAILING ADDRESS (if different) _____

EMAIL ADDRESS _____ CITY STATE ZIP CODE

DATE OF BIRTH _____

SSN (LAST 4): _____ DRIVER'S LICENSE NO. _____ STATE _____

EMPLOYER _____ WORK PHONE _____

HOME PHONE _____ CELL PHONE _____

SPOUSE/ROOMMATE _____

1st TIME SERVICE IN IOWA? _____ IF NOT, WHAT ADDRESS? _____

REQUESTED START DATE FOR SERVICES _____

IS THERE A TRASH CAN AT THIS SERVICE ADDRESS? ☐ YES ☐ NO
IS THE WATER ON AT THIS SERVICE ADDRESS? ☐ YES ☐ NO

Meter Reading _____

The following information is requested by the Federal Government for certain types of assistance in order to monitor the program's compliance with equal opportunity. You are not required to furnish this information but are encouraged to do so. The law requires that a provider may neither discriminate on the basis of this information nor on whether you choose to furnish it. However, if you choose not to furnish it, under Federal regulations, this provider is required to note race/ethnicity on the basis of visual observation or surname. If you do not wish to furnish the above information, please check the box below.

☐ I do not wish to furnish this information

ETHNICITY:

☐ Hispanic or Latino

☐ Not Hispanic or Latino

RACE:

☐ American Indian/Alaska Native

☐ Native Hawaiian or Other Pacific Islander

☐ Asian

☐ White

☐ Black or African American

☐ Other

GENDER:

☐ Male

☐ Female

Payment Options:

- **In person:** Pay at Town Hall (115 Thompson, Iowa, LA 70647) during office hours:
 - Monday – Thursday: 7:30 AM – 4:30 PM
 - Friday: 7:00 AM – 12:00 PM
- **Drop Box:** Available 24/7 outside the Town Hall front door.
- **ACH Draft:** Automatically deducted from your checking or savings account (form is available at Town Hall).
- **Online:** Visit www.iowala.org (processing fee applies).
- **By mail:** Send a check or money order (payable to City Water Works) to P.O. Box 1707, Iowa, LA 70647.
- **By phone:** Call 337-582-3535 to pay with Visa, MasterCard, or Discover (processing fee applies).

I HEREBY APPLY FOR UTILITY SERVICE AT THE ABOVE PREMISES AND AGREE TO USE AND PAY THEREFORE IN ACCORDANCE WITH THE RATES, RULES AND REGULATIONS LEGALLY IN EFFECT AND ON FILE AT IOWA TOWN HALL. CITY ORDINANCE REQUIRES A DEPOSIT FOR EACH AND EVERY ACCOUNT. IF THE ACCOUNT IS CLOSED, THE DEPOSIT IS APPLIED TO THE FINAL BILL OR RETURNED. I AM RESPONSIBLE FOR MAKING SURE THAT ALL FAUCETS ARE TURNED OFF IN THE HOME BEFORE THE SERVICE IS ESTABLISHED. THE TOWN OF IOWA IS NOT LIABLE FOR DAMAGES CAUSED BY WATER FAUCETS LEFT ON. I UNDERSTAND THAT NON-PAYMENT OF MY ACCOUNT WILL RESULT IN DISCONTINUATION OF SERVICE.

SIGNATURE

DATE

Town of Iowa Residential Utility Service Agreement

Office hours: 7:30 am to 4:30pm Monday through Thursday
7:00 am to 12:00pm on Friday

Dear Town of Iowa Utility Customer

The below information provided to you is for the understanding of how the Town of Iowa Utility operates:

1. The Town of Iowa Utilities are metered and billed based on water usage. The monthly bill is for water, sewer and garbage service. Billing will begin the day service is requested.
2. Water bills are mailed at the end of each month. We let you use the full month before billing. (Ex. January water bill will be paid in the month of February---etc.)
3. Payment is due on the 10th of each month. The Town of Iowa provides a grace period up to the 20th of each month. All unpaid bills will have a \$25.00 late fee added. —
4. Failure to receive a bill does not exempt you from monthly payment, late charges, additional fees, or disconnection. **WE DO NOT MAIL** disconnection notices.
5. **WE DO NOT** give extensions or make payment arrangements.
6. The balance due must be paid in full, or service will not be restored until balance is paid in full.
7. Service **will be locked** if a check or online payment is returned by the bank for any reason. A **\$25 NSF** will be applied.
8. Operators are only instructed to cut off water and lock the meter. They **are not** instructed to knock on doors to notify the customer of the service being disconnected.
9. Operators **are not allowed** to accept payments in the field or after office hours.
10. If a customer fails to close/terminate the utility account, or provide a forwarding mailing address, the deposit cannot be refunded.
11. Please update any changes of mailing address or phone numbers by calling us at 337-582-3535.