TOWN OF OAK GROVE, LA
UTILITIES TERMS OF SERVICE

The following are the Terms of Service for all utility account with the Town of Oak Grove, Louisiana. Customers agree to be bound by these Terms of Service by receiving utilities from the Town of Oak Grove and by signing the Utilities Service Application. The terms, rates and fees are effective June 10, 2026.

APPLICATION FOR SERVICE

An application for utility service must be completed in order to:

1) Begin or start new utility services
2) Move or transfer utility services to a new address.

Applications must be fully completed and signed by the applicant.
Renters/Lessees/Tenants must submit a copy of their lease agreement along with Utility Service Agreement for Rental Properties. (Updated 5/12/2026)
We cannot guarantee same day turn ons for meter service. Please allow up to 2 business days.
If no one is at the property, the meter will be unlocked and the customer will need to turn on the meter and accepts full responsibility for this action.
**NOTE: connections turned on after hours will incur a $50 fee on the first billing.
Request for new water or sewer taps will need a minimum two-week notice. This allows for companies to come and mark their lines before we begin digging.

TRANSFER OF SERVICE

If a customer is transferring service and needs to leave water on at the old location until moved into the new location, the customer will be allowed 3 business days.

Any time a customer transfers their deposit and it is less than the current required deposit amount, they must make an additional deposit to bring the total to the current rate before the transfer can take place.

FORMS OF PAYMENTS ACCEPTED

The Town of Oak Grove accepts the following forms of payment:

1) Personal, business or official bank check *Customers that need help filling out a personal check for payment will need to come to the inside window for assistance. We ask that you do not use the drive-thru for assistance filling out checks)*
2) Money order by any reputable institution
3) Debt and credit cards through our partner online or phone payment system www.paya.com/paygov or calling 1-877-876-1059. You will need to have your water account number handy.

Checks or money orders must contain the account number of the utility account in the memo area. Checks or money orders that do not contain the account number of the utility account may experience delay in processing and be subject to relevant fees.

IF CASH IS LEFT IN THE NIGHT DEPOSIT BOX at the Water Dept. drive-thru, the cash *WILL NOT* be applied to the individual's account and the individual will be contacted to come in and pick-up the cash and pay with an acceptable form of payment. If payment is corrected within 48 hours of the due date, the water department will waive the late fee (if one is incurred) the first time only. After that, all late fees will apply if an acceptable form of payment is not received by the applicable due date.

The Town of Oak Grove may opt to decline a form of payment to specific accounts for specific cause based on the payment history of the account, such as declining to accept personal checks due to returned payments for non-sufficient funds.

ONLINE AND PHONE PAYMENT TERMS AND FEES

The Town of Oak Grove has partnered with www.paya.com/paygov to provide and online and phone payment options.

We do not place you on the cutoff list if received on the 20th or next business day if on the weekend or holiday.

ON-SITE DROPBOX TERMS

Customers may use the after-hours drobox to submit payments on utility accounts. Payments submitted through the drobox are processed the following business day regardless of the date written or printed on the form of payment. ** Payments made through the drop box shall be subjected to relevant late fees if not received before 8:00 am the following business day after the 20th. Example: 20th falls on a Sunday, payments must be received by 8:00 am on the 22nd**. Cash cannot be accepted through the after-hours drobox.**

RATES

RESIDENTIAL RATES

IN-Town Limits Water	$17.34 per month minimum up to 2,000 gallons $6.12 per month per 1,000 gallons or part thereof after 2,000 gallons
IN-Town Limits Waste Water	$30.25 per month minimum up to 2,000 gallons $9.68 per month per 1,000 gallons or part thereof after 2,000 gallons
OUTSIDE Town Limits Water	$17.34 per month minimum up to 2,000 gallons $6.12 per month per 1,000 gallons or part thereof after 2,000 gallons
OUTSIDE Town Limits Waste Water	$30.25 per month minimum up to 2,000 gallons $9.68 per month per 1,000 gallons or part thereof after 2,000 gallons

COMMERCIAL RATES

IN-Town Limits Water	$42.84 per month minimum up to 2,000 gallons $6.63 per month per 1,000 gallons or part thereof after 5,000
OUTSIDE Town Limits Water	$42.84 per month minimum up to 2,000 gallons $6.63 per month per 1,000 gallons or part thereof after 5,000
INSIDE Town Limits Waste Water	$52.90 per month minimum up to 2,000 gallons $13.23 per 1,000 gallons or part thereof after 2,000 gallons

OUTSIDE Town Limits Waste Water	$52.90 per month minimum up to 2,000 gallons $13.23 per 1,000 gallons or part thereof after 2,000 gallons

DEPOSITS (Updated 6/10/2026)

Residential (Buyer/Owner)	$200.00
Residential (Renter/Lessee/Tenant)	$200.00
Commercial	$200.00
Service Fee for all	$10.00

NEW METER/TAP INSTALLATIONS

Residential Water Meter 3/4" or 5/8" standard meter	$250.00
Residential Water Meter 1"	$275.00
Residential Water Meter 1.5"	$325.00
Residential Water Meter 2"	$500.00
Commercial Water Meter	$500.00
Residential Taps	$500.00 + any additional fees including contractor & equipment rental for road bores
Commercial Taps	$500.00 + any additional fees including contractor & equipment rental for road bores

*Request for new water or sewer taps, we will need a minimum two-week notice. This allows for companies to come and mark their lines before we begin digging.

**New Water Taps will pay the fee plus lease of new meter.

FEES

All utility accounts are subject to the following fees, when applicable:

Safe Drinking Water (SDW) Fee (applied each month)	$1.00
Late Penalty (applied after the 10th of each month)	10% of the bill due
Receipt Fee (if you do not have your bill)	$1.00
Late Assessment Fee (assessed at 8:00 am the first business day after the 20th if the bill hasn't been paid)	$30.00
Reconnection Fee (if disconnected for non-payment)	$50.00
Moving/Transfer Fee	$25.00
Non-Sufficient Funds (NSF) Fee/Returned Check	$20.00

DUE DATES AND OTHER IMPORTANT DATES

UTILITY BILL DUE DATE
10th day of the month or the next business day
LATE FEE DATES
Late Penalty is incurred 11th day of the month
Late Assessment Fee is incurred at 8:00 am on the 21st or next business day if on weekend or holiday.

The Town of Oak Grove is not responsible for bills customers receive late or do not receive at all. If a customer does not receive a bill in a timely manner, it is the responsibility of the customer to contact the Water Department in-person, by phone or in writing to request a copy of the account's utility bill. Copies can be provided to the customers at no additional charge in-person, by fax or by email.

All forms of payment must be received by the due date in order to avoid late fees, including payments submitted by mail.

MAILING DELAYS OR FAILURES

The Town of Oak Grove is not responsible for mailing delays nor failures nor changes of address through the United State Postal Service. Bills that experience mailing delays or failures will be assessed a late fee and disconnected if not paid in full by the relevant date. It is the responsibility of the customer to ensure the mailing address provided to the Town of Oak Grove is correct and accurate.

MISPLACED OR DAMAGED BILLS

It is the responsibility of the customer to contact the Town of Oak Grove if the customer has misplaced a bill or received an illegible bill. Copies of utility bills can be provided upon request in print, by fax or by email.

TERMINATION OF SERVICE

Utility accounts shall not be terminated until the appropriate form authorizing such has been requested, filed and processed. If an account has not been properly terminated, the account may continue to receive service charges and related fees until such termination form is filed.

1. Utility services (water and sewer) may be established in the name of a tenant or property owner; however, the property owner shall remain ultimately responsible for all charges incurred at the service address.
2. In the event a tenant fails to pay any water or sewer bill, any unpaid balance shall become the responsibility of the property owner.
3. The Town of Oak Grove reserves the right to:
    - Transfer any delinquent balance to the property owner's account; and/or
    - Require payment from the property owner prior to restoring or continuing service.
4. Property owners are encouraged to monitor the status of utility accounts for their rental properties to avoid delinquent balances.
5. This policy applies to all rental properties served by the Town of Oak Grove Water and Sewer System, regardless of lease agreements or arrangements between property owner and tenant.

Enforcement:

In the event a property owner fails or refuses to pay any outstanding balance, the Town of Oak Grove may take one or more of the following actions:

1. Discontinue water and/or sewer service to the property until all outstanding balances, penalties, and fees are paid in full.
2. Refuse to establish or reconnect service at the property until the delinquent balance is satisfied.
3. Assess applicable late fees, penalties, and administrative charges in accordance with the Town's fee schedule.
4. Deny the establishment of new utility accounts for any property owned by the same owner until all past-due balances are paid.
5. Refer delinquent accounts to a collection agency and/or pursue legal action to recover unpaid balances.

Effective Date:

This policy shall become effective on May 12, 2026.

.When the customer is deceased, an heir or executor has 90 days (3 months) to come in to change service into their name or the proper responsible person's name. If this is not completed in the set time frame, service will be discontinued and the meter will be locked.

Cutoffs will begin on the 21st of each month. You will NOT receive a call if you are on the cutoff list. Reconnects will be done after 2:00 pm or the next business day if payment is received after 3:00 pm.

Repeat cutoffs: Accounts that have been closed a 2nd time due to non-payment must place a new deposit that is double the original deposit. This will be a rolling increase of $200 for each additional cutoff. Example: Original deposit $200. After 2nd time due to non-payment deposit will be $400. The next deposit will be $600.

DEPOSIT REFUND REQUESTS

Once an account is closed and upon the final bill and/or past due amount being satisfied, the customer is eligible to receive the refund for the account deposit. Once a deposit has been refunded and the account terminated, a new deposit must be made in order to start service to the account.

Refunds: A replacement check will not be issued until 90 has passed from the date of the original check.

OFFICE HOURS AND REPORTING UTILITY PROBLEMS

Town of Oak Grove offices are open Monday through Thursday from 8:00 am until 4:00 pm and Friday from 8:00 am until 3:30 pm, excluding holidays. Customers can report utility problems to the Water Dept. during these hours.

Town of Oak Grove is NOT responsible for blowing out sewer lines of private properties.

Any complaints for brown water, sewer back up, etc. must come through the office, 318-428-2551. Without a workorder/directions from the office, the water/sewer technicians cannot service your request. Please do not contact them directly.

AFTER-HOURS EMERGENCIES

If your service address experiences an emergency relating to utilities proved by the Town of Oak Grove, it is the responsibility of the customer to call the After-Hours number to report such emergency. After hours number is 318-428-3275.

***There shall be no call-outs after office hours to open meters that are locked for non-payment of a bill. To have service restored on the same day, payment must be received by 2:00 pm. Water service techs are not bonded to carry money and shall not collect for bills.

DAMAGE LIABILITY

The Town of Oak Grove will not be responsible for any physical or property damages incurred due to failure, turning off, discontinuation, turning on or reconnecting of water service.

Meter Lid Replacements: One meter lid replacement every 2 years. Additional lids will be the responsibility of and charged to the customer. Most meter lid replacements are due to customers running over meters with mowers or vehicles. Exception when heavy rain washes away the lid.

TAMPERING WITH METERS

Tampering with water meters (including locks) is strictly prohibited.

1) Any lock or zip tie cut on a disconnected service shall result in a charge of $200.00 in addition to any cost for water usage and the meter will be locked again.
2) Any tampering with a meter that causes damage to the meter will be charged replacement cost of a new meter.
3) The above costs are the responsibility of the property owner.

UNCOLLECTED CUSTOMER BALANCES WITH BAD DEBT

All bad debts are logged on computer. When a customer comes in to open or transfer an account, the name and address is checked to verify if a past due balance is owed. If a balance is owed, the customer must pay the outstanding balance before another service is opened. If the bad debt is with AMS collections, the customer will need to contact AMS to make payment.

COLLECTION PROCEDURES FOR BILLS REMAINING UNPAID FOR 30 DAYS AFTER SERVICE IS DISCONNECTED FOR NON-PAYMENT OF BILL

(1) Customers with Another Open Account: A Final Bill is sent to the customer. If the account remains unpaid after the 20th of the month shown on the final bill, the open service is will be disconnected until payment is made for all bills and fees.

(2) (2) Customers without Another Open Account: A Final Bill is sent to the customer. If the account remains unpaid 60 days after the due date of the final bill, the account will be turned over to a collection agency and subject to all penalties and fees assessed by the Town of Oak Grove and the collections agency.

BILL ADJUSTMENTS

There will be NO adjustment for water that enters the sewer treatment system. Example: Leaking faucets inside the house and a running toilet.

When a line breaks the customer must be able to prove that water did not enter the sewer system.

Adjustments will be based on the customer's last six (6) months of usage.

***Only one leak will be adjusted per calendar year (Jan-Dec) and only two months will be considered for adjustments.

A claim for an adjustment must be made within 60 days of the repair.

EXTENDED PAYMENT POLICY

Payments will be extended for high water bills caused by leakage. The customer must fill out a leakage declaration form stating that the high bill was caused by a leak, date the leak was repaired and the name of the person that repaired the leak.

A minimum average bill (dollars) must be paid. The balance is to be paid in approximately equal monthly payments not to exceed 3 months.

Both the regular water bill and extended payments must be paid on schedule or water service will be disconnected. If service is disconnected, the full balance plus a reconnect fee must be paid to reopen the service.

Only one extended payment per calendar year will be allowed.

BILL DUE DATE EXTENSION

Customers with limited incomes (on Social Security or Disability and are able to provide proof) can apply for an exemption from penalty charges by completing a "bill due date extension" form. All applications must be approved by the director, utility billing coordinator or the senior billing clerk.

The customer will not be charged a penalty fee. When the application is received, the billing clerk must attach proof of disability or that the customer is on Social Security to the form. The form is submitted to the senior billing clerk for approval. After the application is approved, the billing clerk must change the appropriate penalty exempt code on the computer(s) for that customer. The customer will still be subject to lock-off if the bill is not paid.

The name and Social Security number (SSN) submitted must be an exact match to the name and SSN listed on the water account.

MISCELLANEOUS

The Town of Oak Grove will no longer offer an "inactive" status on meters. If you plan to be away, we can turn off your meter but not lock it. Billing will continue at the usage shown on the meter

If garbage or other objects are placed on top of the meter, we will not move the garbage/objects to read the meter. We will estimate the reading based on the prior 3 months.

Customer agrees there shall at no time be more than one (1) water service connected to the water service meter and/or water service line. This includes houses, mobile homes, travel trailers, etc.

Please go to www.townofoakgrove.com to sign up for alerts.