

Town of Iowa

Dear Town of Iowa Utility Customer:

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

1. Town of Iowa utilities are not metered. We offer a flat rate of \$59.90 which is for water, sewer and garbage.
2. Water bills are mailed at the end of each month. We let you use the full month before billing you. (ex. January water bill will be paid in February --- etc.)
3. Payment is due on the 10th of each month. The Town provides a grace period up to and no later than the 20th of each month.
4. Failure to receive a bill does not exempt you from monthly payment, late charges, additional fees or disconnection. **NO disconnection notices are mailed.**
5. We **DO NOT** give extensions nor make payment arrangements.
6. Our office hours are 7:30a-4:30p Monday-Thursday and Friday 7:00 am-12:00p

All unpaid accounts after the 20th will be assessed a \$25.00 late fee and disconnected on the 21st. Water service cannot and will not be restored until the bill is paid in full. It is a Violation of Louisiana Law to cut meter locks or otherwise tamper with meters. Violators will be fined and prosecuted.

The Town of Iowa offers the following forms of payment:

- (a) In-person at our office located at 115 N Thomson Iowa, LA
- (b) Drop Box available 24/7 (on wall outside of city hall doors)
- (c) ACH – automatically drafted each month from your account. See us for a form.
- (d) Online – www.iowala.org **A processing fee does apply.**
- (e) By mail to P.O. Box 1707 Iowa, LA 70647 (any return checks a \$25 NSF fee will apply and will result in disconnection of services if not paid)
- (f) By phone (337) 582-3535 with a Visa, Mastercard and Discover. **A processing fee does apply.**

I have read, understand, and received a copy of this information. I understand that not receiving a water bill does not exempt me from paying my bill on or before the due date and fees assessed for late payments.

Printed Name

Street address

Signature