

TOWN OF ABITA SPRINGS

DATE: _____

- RENTER RESIDENTIAL
 OWNER COMMERCIAL

-OFFICE USE-	Account # _____
	Cycle: _____ Sequence # _____
	Effective Date: _____
	GERTS #: _____ GID #: _____
	WERT: _____ WID#: _____

Name: _____

Address: _____ City/State/Zip: _____

Mailing Add: _____ City/State/Zip: _____

Email: _____ DOB: _____

Phone #: _____ Alt. # _____ Drivers Lic: _____ State: _____

Employment: _____ Department: _____

Address: _____ Phone #: _____ EXT. _____

OFFICE USE ONLY	Garbage Only	\$ _____	Gas	_____	Fee	_____
	Gas	\$ _____	Cash	_____	Water	_____
	Water	\$ _____	Check	_____	Sewer	_____
	Service Fee	\$ _____	Initial	_____	Garbage	_____
	Total	\$ _____	Date:	_____	Gas Reading	_____
					Water Reading	_____

Utility Customer presented proof of: Lease Agreement: _____ Purchase Agreement: _____

Spouse/Partner Name: _____

Address: _____ City/State/Zip: _____

Mailing Add: _____ City/State/Zip: _____

Email: _____ DOB: _____

Phone #: _____ Alt. # _____ Drivers Lic: _____ State: _____

Employment: _____ Department: _____

Address: _____ Phone #: _____ EXT. _____

Emergency Contact Person: _____ Address: _____

Cell #: _____ Other #: _____ Relationship: _____

RENTALS ONLY

Property Owner: _____ Phone # _____

Address: _____

Email: _____

NOTES: _____

Town of Abita Springs

P.O. Box 461, Abita Springs, LA 70420 • (985) 892-0711

Utility Customers

Date: _____ Name: _____

Address: _____

THE ABOVE CUSTOMER HAS BEEN GIVEN THE FOLLOWING NOTICES:

- Older Gas Connectors may be Dangerous
- Underground Gas Pipe Maintenance
- EFV Notification
- Progressive Trash and Recycle Information Sheet
- Historic District Information and Contact Sheet
- Notification that Someone Must Present for Water Turn On and/or to Light Pilots

EVERY CUSTOMER IS ACCESSED A \$1 MONTHLY FEE, PER SERVICE PROVIDED, ALONG WITH A \$1 SAFE DRINKING WATER FEE. FOR MORE INFORMATION ABOUT THESE FEES PLEASE VISIT OUR WEBSITE: TownofAbitaSprings.com/utilities

PLEASE INITIAL BY SERVICES THE TOWN WILL PROVIDE YOUR PROPERTY:

_____ Water _____ Gas _____ Sewer _____ Garbage

Appliances Hooked Up to Gas: _____

Customer Signature

Signature of Utility Clerk

Date

Town of Abita Springs
P.O. Box 461, Abita Springs, LA 70420
(985) 892-0711

UTILITY SERVICE AGREEMENT

CONNECTION OF SERVICES (GAS AND WATER)

Someone MUST BE present on site to meet the Service Tech and to light the pilots on all necessary appliances. Our Service Tech **WILL NOT** light or assist in lighting the appliances. If the Service Tech shows up and no one is on site that can light the pilot(s) the service **WILL NOT** be turned on. ***There will be an additional charge of \$35-\$50 to reschedule.***

INTERRUPTION OF SERVICES (GAS AND WATER)

If for some reason our Maintenance Department must turn the services off, they will leave a door hanger on your front door notifying you of this. You may call our office to get the details and get a time for your reconnection of services. If you are unable to be home during working hours, we will come out after hours.

DISCONNECTION DUE TO NON-PAYMENT (GAS, WATER AND GARBAGE)

Disconnection of services can occur once an account is past due **30 Days**. You will receive notification of the disconnection date on your monthly bill. ***It is your responsibility to contact our Billing Office to make payment arrangements if this bill cannot be brought current.*** If payment arrangements are not fulfilled your service will be disconnected. The services will not be reconnected until your bill is current including Reconnection Fees of \$35-\$50. No reconnections will be done on weekends or after 3:00pm on weekdays.

PRESSURE TEST (GAS)

If your Gas Service has been off for more than 90 days a Pressure Test is necessary to have the services reconnected. Your plumber will need to test your line to make sure pressure is held at 5lbs. of pressure for one (1) hour. The plumber will have to issue a letter stating the results of the pressure test. This letter MUST BE submitted to the Utility Dept. prior services being reconnected.

I have read the above information and accept this agreement

Date

Address

Print Name

Signature

METHODS OF UTILITY PAYMENTS

EPAY (Paperless) - Our electronic billing and payment application offers a convenient and easy way for customers to view and pay their utility bills on-line. Customers will be charged a transaction fee of \$0.35 plus 3% of the balance.

If you are interested in receiving **E-Bills** please go to our website to enroll www.townofabitasprings.com. or call our Utility Office for more information at 985-892-0711.

ACH (Auto Draft) - Enroll in to automatically debit your bank account for monthly utility bill enabling the Town to have regular collection of payments and automated posting of payments to customer's utility account.

Go to townofabitasprings.com click on the tab - I Want To - Set Up Utilities - Direct Payment Authorization Form, or you can pick up a form at the Town Utility office.

FISERV (Check Free Electronic Payments) - Utility payments that are made through your bank via email to us. There is no fee for this service. Every day we receive an email with all bank electronic payments which we process daily. There is no waiting for payments that may be delivered late, causing you to be charged a late fee. Bank check sent via United Postal Service are subject to late fees if they are received after the due date.

This service is done between you and your bank, not through the Town of Abita Springs. Contact your Bank and ask how to start sending check free electronic payments.

DROP BOX – Personal checks, cashier checks, or money orders can be put in our drop box on the left front side of the Annex Building. **PLEASE DO NOT PUT CASH IN THE DROP BOX!**

DISCONNECT POLICY

Utility bills go out on or near the 10th of each month.

The day after the due date, late fees are applied.

Disconnect notification door hangers go out once your bill has a past due amount. Disconnect notice will have a date that payment is due by, or payment arrangement is made with the utility office.

No account will be allowed to be more than one month past due.

Once services are disconnected the total bill, plus \$35.00 reconnect fee is due to have services turned back on. We cannot accept checks. Payments must be cash or money order.

Town of Abita Springs
P.O. Box 461, Abita Springs, LA 70420
(985) 892-0711

Re: Underground Gas Pipe Maintenance:

You are receiving this notice because our records indicate that you have a natural gas line running underground from your gas meter to a structure or a gas-burning appliance. As your natural gas distributor, The Town of Abita Springs, in accordance with Federal Regulations is making you aware of certain safety recommendations regarding your underground natural gas piping.

The Town of Abita Springs Gas Department operates our gas system with an emphasis on safety. We are required to design, operate and maintain our underground natural gas system in accordance with prescribed Federal Safety Standards. Our gas department does not maintain the gas piping on the customer side of the meter. This is the responsibility of the customer who owns that piping. If the buried pipe is not properly maintained, it may be subject to corrosion (if the piping is metallic) and/or leakage.

To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically. You (or the building owner) are advised to contact a licensed plumber or heating contractor to assist you in locating and inspecting your buried gas piping. If any unsafe condition is discovered, repairs are to be made immediately. The Town of Abita Springs Gas Department will also assist you in finding qualified contractors.

If we can answer any questions regarding this notice, please give us a call at (985) 892-0711. You may disregard this notice if you no longer have buried gas piping beyond the gas meter.

***CALL BEFORE YOU DIG (1-800-272-3020)**

Should you plan to dig around buried gas piping, the piping is to be in advance and all digging is to be carefully done by hand in the vicinity of the pipe. It is always a good idea to contact Dottie, One Call Center. Please call three days in advance of digging in order that all utility-owned buried pipe and cable may be located. This is a free service.

Kristin M. Tortorich
Gas Superintendent
(985)892-0711 Ext. 3959

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WARNING



CERTAIN OLDER GAS CONNECTORS MAY BE DANGEROUS

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Some older brass connectors have come apart, causing fires and explosions resulting in injuries and in some cases death.

These older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing and cause a serious gas leak, explosion or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years, but many of them are still in use. The older these connectors get, the greater the possibility of failure.

Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately with either a new plastic-coated brass connector or a new stainless-steel connector. Connectors can wear out from too much moving, bending, or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location.

WARNING:

ONLY A QUALIFIED PROFESSIONAL SHOULD CHECK YOUR CONNECTOR
AND REPLACE IT IF NEEDED. **DON'T TRY TO DO THIS YOURSELF!**

Moving the appliance, even slightly, whether to clean behind it or to inspect its gas connector, can cause the complete failure of one of these older weakened connectors, possibly resulting in a deadly fire or explosion.

If you have any questions, please contact your plumber.



Effective Date: April 14, 2017

Dear Gas Customer:

RE: Federal Safety Regulation – Excess Flow Valve

The Federal Department of Transportation is now enforcing a new safety regulation pertaining to Excess Flow Valves. This new regulation requires that natural gas supply companies notify certain customers of the availability of an excess flow valve that meets minimum Federal performance requirements. Also, should the customer desire installation of this device, the customer must agree to pay all associated costs including material and labor. Currently, the average customer cost associated with the initial installation of an excess flow valve is \$500.00.

What Is an Excess Flow Valve? An excess flow valve is a device designed to restrict gas flow in a customer's natural gas service line by automatically closing, if a service line is broken, completely cut, torn apart or otherwise separated, usually caused by some type of excavation, or digging. **What is a Natural Gas Service Line?** A natural gas service line is the piping from the gas main to the customer gas meter. Restricting gas flow after a gas service line is damaged may decrease the potential for property damage and/or injury.

Customer Responsibilities. If an existing customer requests installation of an excess flow valve and agrees to pay a one-time fee of \$500.00 to have a EFV installed, the Town of Abita Springs will have up to 30 working days to complete the installation of the EFV. There is no maintenance cost associated with the EFV due to the onetime fee.

Additional Information: Installation of an excess flow valve is mandatory for **New Construction** and **Replacement** of service lines that do not exceed 1000SCFH.

An excess flow valve will **NOT protect** against the following events:

- Customer appliance gas leaks
- Small gas service line punctures
- Gas meter set leaks

The Town of Abita Springs makes no express warranty for continued proper excess flow valve operation under normal use conditions and/or false valve closure under any gas system operating conditions.

Always call 811 before digging.

If further information is required, you may contact our office at (985) 892-0711 between the hours of 8:00 a.m. to 4:00 p.m. Monday – Friday.

Thank You,

Kristin Tortorich, Gas Superintendent

Town of Abita Springs

RECYCLING GUIDELINES

What Can Be Recycled?

PAPER

Mixed office paper & Post-it notes
Magazines & Catalogs
Newspapers

ALUMINUM FOOD & BEVERAGE CONTAINERS

PLASTICS #'S 1 & 2

Soft drink
Water bottles
Fruit Juice
Cooking Oil
Milk Jugs
Cleaning Agents
Laundry Detergent
Bleaching Agents
Shampoo Bottles
Washing Soap



What Can't Be Recycled?

- **Plastics Numbers 3-7**
PVC- Pipes
LDPE- Ziplocs & grocery bags
PP- Diapers & margarine containers
PS- Spoons, coffee cups
PC- Baby bottles, CDs
- **Metals**-Ferrous metals, large sheets of tin or aluminum
- **Organic Waste**
- **Glass**

NO!



Do not Bag Recyclables
(no garbage)



No Plastic Bags
or Plastic Wrap



No Glass



No Food or Liquid
(empty all containers)



No Foam



Understanding 4 Types of Waste

1. Recycling (*put out **Sunday Night for Monday Pick-Up***)
2. Garbage (*put out **Monday Night for Tuesday Pick-Up***)
3. Green Waste (*Contact Linda to Schedule*)
4. White Goods (*Contact Coastal Environmental Services to Schedule*)

GREEN WASTE

WHAT IS GREEN WASTE?

Green waste is biodegradable waste composed of grass or flower cuttings & hedge trimmings, etc.

- Green waste piles are not to exceed 4'L x 4'W x 6'H in size and must be bundled.
- Nothing larger than 12" around
- Nothing over 50 lbs.
- Must be close enough to road for pickup with mechanical arm
- Do not place under low hanging limbs or power lines or any type of overhead obstruction

Green Waste Pickup:

- **Notify Linda (985) 892-0711 to be put on debris list for pickup. The Town Marshall will do a ride around town to check debris piles.**

WHITE GOODS WASTE

WHAT IS WHITE GOODS WASTE?

The term "white goods" is used to describe major household electrical appliances. This would include fridges, stoves, washers, dryers, freezers and dishwashers.

White Good Waste Pickup:

- White good waste is permitted with the exception that refrigeration equipment must be certified that refrigerant was removed by a professional and sticker placed on the equipment.
- **Call ahead to schedule pickup. (985) 781-3171**