

LAKE CHARLES WATER DIVISION



IMPORTANT MESSAGE FOR NEW CUSTOMERS

(PLEASE READ BEFORE LEAVING OUR OFFICE)

WELCOME TO THE CITY OF LAKE CHARLES WATER SYSTEM. WE APPRECIATE YOUR BUSINESS AND PLEDGE TO DO OUR BEST TO DELIVER EXCEPTIONAL CUSTOMER SERVICE AND SATISFACTION. PLEASE BE ADVISED THAT THE CITY OF LAKE CHARLES WILL NOT BE RESPONSIBLE FOR ANY DAMAGES OCCURRING AS A RESULT OF TURNING ON THE WATER AT YOUR PREMISES.

IT IS RECOMMENDED THAT YOU OR SOMEONE IS HOME WHEN YOUR WATER IS SCHEDULED TO BE TURNED ON DUE TO POSSIBLE OPEN FAUCETS OR BROKEN PIPES INSIDE THE HOUSE. IF THE METER IS TURNING AND THE CUSTOMER IS NOT PRESENT THE METER WILL BE SHUT OFF.

OUR SERVICE PERSON WILL LEAVE A TAG ON THE FRONT DOOR NOTIFYING THE CUSTOMER TO CALL THE BUSINESS OFFICE TO SCHEDULE A TIME THAT SOMEONE WILL BE HOME.

IF THE SCHEDULED APPOINTMENT IS NOT KEPT THERE IS AN ADDITIONAL FEE OF \$15.00 BETWEEN 7:30AM AND 6:00PM EACH TIME THE SERVICE PERSON IS CALLED OUT FOR A MISSED APPOINTMENT. AFTER 6:00PM THE FEE IS \$60.00 FOR AN AFTER HOURS CALL.

**CITY OF LAKE CHARLES WATER DIVISION
326 PUJO STREET -1ST FLOOR
LAKE CHARLES, LA 70602
337/491-1307**

(Customer Representative)

(Account number)

(Print name)

(Date)

(Signature)

The City of Lake Charles fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, see the City of Lake Charles' website-www.cityoflakecharles.com or call the Mayor's Action line at (337) 491-1346, or contact the Water Business Manager at (337) 491-1389, or call the Title VI Coordinator at (337) 491-1440.