



TOWN OF HOMER
CUSTOMER
SERVICE
UTILITY

*Council Members: Linda Hardaway - District I • Johnny West - District II Keldron Johnson - District III
• Brandon Rich - District IV • Patricia Jenkins - District V*

"This Institution Is An Equal Opportunity Employer and Provider"

TOWN OF HOMER

400 East Main, Homer, LA 71040
(318) 927-3555, Fax (318) 927-3399

DR. XANTHE SEALS
MAYOR

www.townofhomer.com

TOWN OF HOMER
CUSTOMER UTILITY ACCOUNTS
POLICIES

The Town of Homer, as a public body, is accountable for the manner in which utility services are billed, funds are collected, and operations reported.

New Customer Accounts

- A. The utility services account policy (Customer Billing, Termination of Services and Fees, and Water and Sewer Rates) is to be explained to all new customers when they complete/sign the Town of Homer Application Agreement.
- B. Prior to providing utility services to a new customer, the new customers must pay a \$50.00 (own) \$100.00 (rent) meter deposit for water and sewer services. Upon termination of services, deposit monies are to be used to reduce/eliminate any unpaid balance of the customer and the remaining amount, if any, is to be refunded to the customer.
- C. The new customer account is to be created/set-up in the utility system software and must show the meter deposit amounts received from the customer.
- D. Meter deposit monies must be deposited into a separate bank account from the operating account. Meter deposit monies are to be recorded as an increase in restricted cash and as an increase in the customer meter deposit liability in the general ledger/accounting system. Management is strictly prohibited from spending the meter deposit monies.

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Customer Billings

- A. Meter readings are taken on the 1st week of the month by the public works department.
- B. Utility bills are generated and mailed on the 1st week of the month by the office clerks.
- C. The total amount billed each month for each type of service is to be recorded in the accounting system as an increase in customer receivables and as an increase in revenues of the municipality.
- D. All billing adjustments must be clearly documented on a *Customer Billing Adjustment Request Form* and evidence the written approval of the mayor and/or treasurer.

Collections

- A. Customer payments are to be accepted only at town hall and during regular business hours, and payments made after regular business hours are to be placed in the drop box in front of the City Hall.
- B. Each employee who collects payments is to be assigned their own cash drawer. Employees who are assigned a cash drawer shall ensure that their drawer remains locked while not in use, and shall not permit anyone else to work out of their drawer unless authorized by the clerk and/or treasurer.
- C. All collections shall be clearly documented on a pre-numbered 3-part receipt book.
 - One copy of the receipt is to be given to the customer;
 - One copy is to be attached to the closing/balancing report;
 - One copy is to remain in the receipt book.
- D. At the end of the work day, each clerk must prepare a collection/balancing report and submit to an appropriate supervisor for review and approval. Any shortages or overages noted must be investigated and resolved immediately.
- E. Collections are to be deposited intact on a daily basis by the clerk and/or treasurer.
- F. The total amount collected/deposited each day for each type of service is to be recorded in the accounting system (general ledger) as an increase to cash and as a decrease in customer receivables by the treasurer.

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G. Management is to conduct surprise cash counts periodically during the year by mayor and/or clerk.

Monthly Reconciliation of Customer Receivable Balances

Each month, the customer receivable balance reflected in the general ledger is to be reconciled/agreed to the total of customer balances recorded in the utility billing system (subsidiary ledger) by the financial advisor. Any differences must be investigated and resolved immediately.

Monthly Reconciliation of Customer Meter Deposit Balances

Each month, the customer meter deposit liability balance reflected in the general ledger is to be reconciled/agreed to the total of meter deposits recorded in the utility billing system (subsidiary ledger) by the financial advisor. Any differences must be investigated and resolved immediately.

Termination of Services

- A. Customers who violate the Town of Homer Application Agreement shall be subject to a 10% late fee.
- B. Services are to be terminated on all customers who do not pay their bills in full by 12:00 P.M. on the third Monday of each month. The customer's account will become delinquent and acquire \$25.00 disconnect fee.
- C. Customer checks that are returned for NSF for utility payments will be automatically terminated for services until the \$25.00 NSF is collected plus the amount of the check.
- D. The Town of Homer will not accept checks for a year from customers who have a maximum of two NSF checks per account.
- E. Services cannot be resumed for a customer until all arrears are paid in full.
- F. The Town of Homer is to refund the meter deposit monies paid by the customer less any outstanding amounts owed by the customer. Refunds are to be paid by check from the municipality's meter deposit bank account. In addition, appropriate entries to recognize these refund transactions are to be recorded in both the accounting system and the utility billing system.

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G. If a customer owes an amount in excess of the amount of their meter deposits, the municipality must attempt to collect the excess amount. If attempts to collect payment are unsuccessful, the office clerks are to consult with the town treasurer for approval to submit to the collection agency to collect the unpaid amount.

H. Customer account balances that are written-off as uncollectible must be submitted to and approved in writing by the mayor and/or treasurer.

Town of Homer Rates (Subject to Change by the Board of Selectman)

Set Fees for Water and Sewer

Water Fee- \$6.00 Monthly

FMH (Sewer Fee- \$6.00 Monthly

SDWP FEE (Safe Drinking Water Program)- \$3.20 Annual Fee

Water Rate (Inside City Limits)

\$2.80 per 1 000 gallon

Sewer Rate

\$2.15 per 1000 gallon

Water Rate (Outside City Limits)

\$4.00 per 1 000 gallon

Sewer Rate (Outside City Limits)

\$4.10 per 1000 gallon

Garbage Collection Fee

Curbside- \$14.85

Backdoor \$21.55

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TOWN OF HOMER
Water and Sewer Office
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RESIDENTIAL & COMMERCIAL UTILITY APPLICATION

PICTURE IDENTIFICATION, SOCIAL SECURITY CARD, DEPOSIT, RENT RECEIPT OR
PURCHASE AGREEMENT REQUIRED

| | |
|--|---|
| Resident's Name: | Social Security Number: |
| Driver's License Number: | Home Phone Number: |
| Spouse's Name: | Social Security Number: |
| Driver's License Number: | Cell Phone: |
| Service Address : | Billing Address : |
| Employer: | Phone Number: |
| Spouse's Employer: | Phone Number: |
| Service Address: | Rent <input type="checkbox"/> Own <input type="checkbox"/> Rental Agent's Name & Phone Number: |
| Have you had service with the Town before? YO | No <input type="checkbox"/> |
| If yes, list property address: | Service Desired: Water & Sewer Garbage Collection Fee is added to Water Bill |
| Residential Homeowners \$50.00 Water Residential Renters \$100.00 Water | For office use only: |
| Work Order# _____ | Date of work order: |

The undersigned hereby requests Town of Homer (hereinafter called the Town) to render utility services at the above service address, and agrees to receive from and pay Town for all such services required on the premises at the above and at subsequent addresses. Undersigned further agrees that if the Town renders the service herein requested that this request shall become a contract between the undersigned and the Town, and the payment for services is due upon receipt of billing. I, the undersigned, do swear that to the best of my ability the information given above to be truthful and accurate and I have fully read and understand the Utility Account Policy.

Customer Signature

Date

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