



WATER & WASTEWATER UTILITIES, INC
211 Hulco Dr.
Scott, LA 70583
P 337-354-2800 F 337-354-2000
www.waterandwastewaterutilities.com

March 1, 2017

Dear Customer,

In order to provide relief to customers in parishes impacted by the August 2016 Flood in southern Louisiana, the Louisiana Public Service Commission (Commission) adopted orders that temporarily prohibited utility companies from disconnecting service for non-payment and from assessing late fees on past due balances during this period of hardship. This temporary suspension will be lifted, effective March 1, 2017.

To assist flood impacted customers in paying balances due as of March 1, 2017, the Commission has ordered that all regulated service providers, including WATER & WASTEWATER UTILITIES, INC , offer a payment plan according to the terms listed below.

| Principal Balance Outstanding as of March 1, 2017 | Repayment Term |
|--|----------------|
| Less than \$100 | 6 mos. |
| \$101-250 | 12 mos. |
| \$251-500 | 15 mos. |
| \$501 or greater | 18 mos. |

Alternatively, you may choose to pay the entire outstanding balance upon receipt of your bill. **To participate in the Commission approved program, you need to notify WATER & WASTEWATER UTILITIES, INC that you wish to establish a payment plan prior to the due date listed on your March 2017 cycle bill by calling 337-354-2800.** You may reach us Monday through Thursday from 8:00a to 4:00p, and Fridays from 8:00a to NOON. Should you elect the above payment plan, the monthly amount will first be itemized on your April 2017 cycle bill and will be in addition to charges for services rendered in the previous month. Failure to timely make payments subjects you to late fees and disconnection of service and the immediate payment of all past due amounts.

Thank you for being a WATER & WASTEWATER UTILITIES, INC customer. We look forward to the opportunity to serve you during this time of transition as we accommodate hardships you may have incurred because of the flooding.

Sincerely,

Flora Howell

Flora B. Howell
President/CEO