

February 14, 2025

To Ward Two Water District Customers:

Ward Two Water District is excited to inform our customers that the Advanced Metering Infrastructure (AMI) meter change out program is making steady progress. However, there have been many issues that have come to our attention.

Ward Two Water District has recently implemented billing for 12-month averages as we see this is the only way to be fair to all customers. However, by billing a 12-month average, if the meter has been under-read in the past, the account will continue to be under-billed until the meter has been changed and connected to the AMI satellite system. If Ward Two Water District has over charged you by doing a 12-month average, you will receive a credit for the amount over charged. We are diligently working to verify meter readings and to conduct thorough investigations due to errors in meter readings made in the past. If our investigations result with no errors made by Ward Two Water District or contractor, we cannot forgive any water usage reflected on the meter per the Louisiana Constitution Article VII, §14. Donation, Loan, or Pledge of Public Credit, Section 14. (A) Prohibited Uses, *“Except as otherwise provided by this constitution, the funds, credit, property, or things of value of the state or of any political subdivision shall not be loaned, pledged, or donated to or for any person, association, or corporation, public or private.”*

However, for any high bills as a result of being under-billed, we will allow payment arrangements to be made. We will also reconstruct any large readings by moving the bulk of the usage to the cheaper water rates prior to July 1, 2024. If you feel like your meter has been misread, please call our office. We sincerely apologize for any hardships or inconveniences these errors may have caused.

Additionally, Ward Two Water District would like to inform all customers that we bill for several sewer companies within our service area. Please know that if you speak to any of our representatives, we will be discussing the water usage of your bill. The sewer rates are determined by the sewer company which you are billed for and are based upon water usage.

If you have any questions or need any additional information, please call our office at (225) 665-5188, Monday through Friday, 8:00am to 4:30pm.

Sincerely Yours,

Ward Two Water District