

ENERGY SAVING TIPS

Water Heater:

- Check your thermostat control
- Insulate your water heater

Air Conditioner:

- Install insulation
- Shade your home – use landscaping
- Set thermostat as high as comfortable and leave it at that setting
- Use a fan instead

Washer/Dryer:

- Wash and dry full loads
- Use cold water when possible
- Keep the lint filter clean
- Sun dry your clothes

Lights:

- Let the sun in
- Use watt – saving bulbs
- Use only what you need

Refrigerator/Freezer:

- Keep it in good condition (clean/level)
- Use the correct settings
- Defrost regularly
- Keep it full, not overloaded

Heating System:

- Gas: Set the thermostat as low as is comfortable...turn it lower at night
- Heat Pumps: Set thermostat as low as is comfortable and leave it at that setting
- Do not let heat escape; Keep doors and windows closed
- Close blinds and drapes
- Insulate your home

Oven/Range:

- Do not keep opening the door
- Watch your pots: Do not let them boil over
- Keep it clean

City of Ruston Customer Service

CUSTOMER SERVICE

Office Hours

Monday-Friday

Drive Thru: 7:30 am to 5:00 pm

Lobby: 8:00 am to 4:30 pm

401 N. Trenton Street

P.O. Box 307

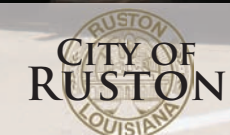
Ruston, Louisiana 71273-0307

Phone: 318-251- 8675

Fax: 318-242-7709

Email: customerservice@ruston.org

For after hours emergency call
318-255-1316



www.ruston.org

What types of service does the city offer?

- Electric
- Water
- Refuse
- Sewer

How do I start service?

You must apply at the City Customer Service Office between 8:00 am and 4:30 pm (Monday-Friday). Bring a picture identification with you such as:

- Drivers License
- Military Identification
- State issued Identification
- Student Identification

How much will my deposit be?

Homeowners	\$0
Owners of rental property	\$0
Renters (partial electric)	\$100
Renters (total electric)	\$150
Mobile Homes (rent or own)	\$150
Travel Trailers	\$100
Commercial	\$200
Sprinkler or Water only	\$25
Service fee	\$15

When do I receive my first billing?

Four to six weeks from the date of service

Where do I make my payments and when are you open?

The Customer Service Center is open from 8:00 am to 4:30 pm (Monday through Friday) for payments.

The drive thru is open from 7:30 am to 5:00 pm. There is also a night depository on the south side of the building.

Payment can be mailed to:
City of Ruston, Sewer/Water/Power,
401 N. Trenton Street, P.O. Box 307,
Ruston LA 71273

What are payment methods?

- Cash
- Check
- Money Order
- Credit Cards



No excessive loose coins are accepted

What are the billing cycles, and when is my bill due?

Cycle	1	2	3	4	5
Bill Date	10	27	20	5	13
Due Date	25	12	5	20	28
Penalty	26	13	6	21	29
Cut Off	6	23	16	31	9

You have until the next business day on a weekend after the due date to pay without a penalty. All customers have until 10 days after the due date to pay with only a 10 percent penalty being applied to their bill. The cut-off date is 10 days after the penalty date.

What if I don't receive my bill or it is lost?

It is up to the customer to pay his/her bill on time. If you do not receive a bill, or you lost your bill, call the office and a computer print out or your amount due will be give to you. Don't let it go unpaid. Call Customer Service at 318-251-8675. We are here to help.

Other Fees and Charges

Reconnection charge	\$25
After hours turn-on (5:00 pm)	\$35
Re-read meters (unless misread)	\$15
Meter tampering	\$100
Meter tests (unless faulty)	\$25
Returned check fee	\$25

(After two returned checks only cash or a money order will be accepted)