

Energy Saving Tips?

Ways To Save Energy

Water Heater:

- Check your thermostat control
- Keep it warm
- Use the dishwasher

Air Conditioner:

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

Washer/Dryer:

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

Lights:

- Let the sun in
- Use the lowest watt bulb that provides adequate lighting
- Use only what you need

More Energy Tips:

Refrigerator/Freezer:

- Keep it in good operating condition/clean/level
- Use the correct temperature settings
- Defrost regularly
- Keep it full - not overloaded

Heating System:

- Set thermostat as low as comfortable and leave it
- Don't let heat escape
- Close blinds and drapes
- Insulate your home

Oven/Range:

- Don't keep opening the door
- Watch your pots
- Keep it clean



CITY OF RUSTON
SEWER/WATER/POWER/REFUSE SERVICES

Connie L. Lewis — Supervisor
Wanda Lewis— New Accounts Representative
Gwen Dubose —Customer Service Representative
Marie Douglas—Customer Service Representative

401 N. Trenton
P.O. Box 0307
Ruston, Louisiana 71273-0307
Phone: 318/251- 8653
Fax: 318/242-7709

CITY OF RUSTON
SEWER/WATER/POWER/REFUSE
SERVICES

Questions and Answers About Your Utility Services and Billing

CUSTOMER SERVICE



Office Hours
Monday—Friday
Drive Thru - 7:30 a.m. to 5:30 p.m.
Lobby - 8:00 a.m. to 4:45 p.m.

Tel: 318/251-8653

New Service Information

What types of service does the city offer?

- Electric
- Water
- Refuse
- Sewer

How do I start service?

You must apply at the city Services Office between 8:00 a.m. and 4:45 p.m. Bring picture identification with you in the form of

- Driver's License
- Military Identification
- State issued Identification
- Student Identification

How much will my deposit be?

Δ Homeowners	\$0
Δ Owners of rental property	\$0
Δ Renters [partial electric]	\$100
Δ Renters [total electric]	\$150
Δ Mobile Homes [rent or own]	\$150
Δ Travel trailers	\$100
Δ Commercial	\$200
Δ Sprinkler or Water only	\$25
Δ Service fee	\$8

When do I receive my first billing?

Four to six weeks from the date service begins.

Billing

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

The Customer Service Center is open from 8:00 a.m. to 4:45 p.m. for payments. The drive thru is open from 7:30 a.m. to 5:30 p.m. There is also a night payment depository on the Georgia Ave. side of the building. Payment can be mailed to City of Ruston , Sewer/Water /Power P.O. Box 0307, Ruston, LA 71273-0307.

What are the payment methods?

- Cash
- Check
- Money order

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

All customers have 10 days after the due date to pay without a 10 percent penalty. If the due date is on a weekend or holiday, customers have until the next business day to pay without a penalty. 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 don't receive a bill, or you lose your bill, call the office and a computer print-out or your amount due will be given to you. Don't let it go unpaid. Call Customer Service at 251-8653, we are here to help.

Other Fees and Charges

Disconnection/Cutoff List	\$10
Reconnection charge	\$25
After hours turn-on [5:00 p.m.]	\$30
Re-read meters [unless misread]	\$10
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]

How do I disconnect my services?

To protect our customers we require requests to discontinue service to be in writing and signed by the customer. [Picture I.D. required] Call 251-8675 and we'll provide the form.

Can I get an extension on my bill?

The City of Ruston does not grant any extensions on utility bills under any circumstances.