

CITY OF WESTLAKE

APPLICATION FOR GAS/WATER UTILITY SERVICE

(This application must be completed before service is connected.)

PLEASE PRINT

NAME OF APPLICANT: _____ DOB: _____

SSN: _____ DRIVER'S LICENSE: _____ STATE: _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

HOME PHONE: _____ CELL PHONE: _____

EMAIL ADDRESS: _____

HAVE YOU HAD CITY OF WESTLAKE UTILITIES PREVIOUSLY? YES: _____ NO: _____

PREVIOUS ADDRESS: _____

PREVIOUS UTILITY PROVIDER NAME: _____

LIENHOLDER: _____ RENTING PROPERTY: _____

NAME OF LANDLORD: _____ PHONE: _____

EMPLOYER: _____

EMPLOYER'S ADDRESS: _____

EMPLOYER'S PHONE: _____ DATE OF EMPLOYMENT: _____

SPOUSE'S NAME: _____ SSN: _____

SPOUSE'S EMPLOYER: _____ DATE OF EMPLOYMENT: _____

EMPLOYER'S ADDRESS: _____ PHONE: _____

NAME OF NEAREST RELATIVE NOT LIVING WITH YOU: _____

ADDRESS: _____ PHONE: _____

NAME OF LOCAL REFERENCE: _____ PHONE: _____

I WILL BE RESPONSIBLE FOR ALL UTILITY CHANGES DUE TO THE CITY OF WESTLAKE INCURRED AT THE ABOVE SERVICE ADDRESS. **I HAVE RECEIVED A COPY OF THE CUSTOMER-OWNER SERVICE LINES RESPONSIBILITIES.** I CERTIFY THAT THE INFORMATION PROVIDED ABOVE IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

IF YOU LEAVE THE SERVICE ADDRESS WITHOUT SIGNING A "DISCONNECT ORDER", YOU WILL BE RESPONSIBLE FOR ALL CHARGES DUE TO THE CITY OF WESTLAKE INCURRED AT THE SERVICE ADDRESS.

SIGNATURE OF APPLICANT

DATE



CITY OF WESTLAKE

1001 MULBERRY STREET · PO Box 700 · WESTLAKE, LA 70669-0700

PHONE (337) 433-0691 · FAX (337) 433-9350

TELECOM DEVICE FOR THE DEAF (337) 494-1247

"VISION WITH ACTION EQUALS CHANGE"

NEW CUSTOMERS

State law requires that we turn gas on and light one appliance in the house, therefore, **someone must be home** during the hours designated.

If you default on the appointed time that the gas crew is scheduled to turn utilities on, a **\$50.00 service charge** will be charged to your account for each return trip.

You must pay your bill by the due date of each month. Once your account shows a past due amount, the City of Westlake reserves the right to disconnect the utility service without further notice. If your utilities are cut off for nonpayment, you must pay your bill in full plus a **\$50.00 reconnect/service charge**. **PLEASE NOTE THAT EVEN IF YOU ARE NOT ACTUALLY TURNED OFF, YOU WILL BE CHARGED THE \$50.00 SERVICE CHARGE.**

You will be responsible for all utility charges due to the City of Westlake at the service address until you have signed a "Disconnect Order".

Printed Name

Signature of Applicant

Date

E-BILL APPROVAL FORM

I agree and approve of the City of Westlake to send my utility bills electronically to the email address listed below. I understand that enrolling in electronic bill services means I will no longer receive a paper copy of my utility bills via mail. I also understand that if for some reason I do not receive my bill, I am still responsible for reaching out to the City of Westlake (337-433-0691).

Failure to receive a bill does not exempt you from the standard policies agreed to when you submitted your utility application. You must pay your bill by the due date of each month. Once your account shows a past due amount, the City of Westlake reserves the right to apply the standard penalty charge and/or disconnect the utility service without further notice.

Please print legibly.

ACCOUNT NUMBER

NAME

SERVICE ADDRESS

EMAIL ADDRESS

SIGNATURE

DATE

STAKEHOLDER QUESTIONNAIRE

Area Residents, Businesses and Gas Customers:

Your natural gas supplier has been directed by Pipeline Safety Regulation 49 CFR 192.616 to inform its natural gas customers and those non-customers living along the path of our buried pipelines what to do in the event of an emergency (leak or fire) associated with our pipelines. This information is sent out annually to everyone living near our pipeline facilities. We are also required to follow-up to determine if the effectiveness of the information provided.

To accomplish this and to comply with these Federal Regulations, we are sending out a questionnaire to customers, business owners and persons living along our pipelines requesting feedback from you. We would appreciate you taking a little of your valuable time to answer the following questions. If you wish to make comments, please do so in the space provided.

Thank you

YOUR FEEDBACK IS IMPORTANT!

1. Which of the following best describes you?

- Customer Non-Customer Public Official Emergency

2. Within the past 12 months, do you recall receiving information from a pipeline? Yes No

3. Have you ever heard of 811? Yes No

4. Do you know how to recognize a pipeline leak? Yes No

5. Do you know how to recognize a pipeline right-of-way? Yes No

6. How would you know if there is a pipeline near you? (Check all that apply)

- Pipeline Marker/Sign Received mailing Line Runs Through Property Other: _____

7. What would you likely do if you saw suspicious or construction related activity on or near a pipeline right-of-way? (Check all that apply)

- Call 911 Call Pipeline Company Call the One-Call/811 Do Nothing

8. What would you do in the event of a pipeline emergency? (Check all that apply)

- Call 911 Call Pipeline Company Flee the Area Nothing

9. If you were planning on digging, which of the following actions would you be likely to take? (Check all that apply)

- Call 811 Call the One-Call Call Pipeline Company Don't Know

10. How often do you check to see if a pipeline exists, and where it is located, prior to digging? (Check all that apply)

- Always Usually Sometimes Rarely Never N/A

Company: _____

Name: _____ **Title:** _____

Phone: _____ **Extension:** _____

Email: _____

Comments: _____



CITY OF WESTLAKE

1001 BOB HARDEY DRIVE · PO Box 700 · WESTLAKE, LA 70669-0700

PHONE (337) 433-0691 · FAX (337) 433-9350

TELECOM DEVICE FOR THE DEAF (337) 494-1247

"VISION WITH ACTION EQUALS CHANGE"

APPLICATION FOR UTILITIES

PLEASE READ THE FOLLOWING INFORMATION BEFORE SIGNING

Deposits received before noon will be connected between 12:00 PM and 3:00 PM on the same day. Deposits received after noon will be connected between 8:00 AM and 11:00 AM the next business day. State Law requires that when we turn gas on SOMEONE MUST BE HOME. If a serviceman is unable to turn on utilities on the day specified, a \$20.00 service charge will be required for each return trip. We do not light pilot lights.

PAYMENTS CAN BE MADE ONLINE AT WWW.CITYOFWESTLAKE.COM

<u>DEPOSITS</u>	<u>GAS</u>	<u>WATER</u>	<u>G/T</u>	<u>S/C</u>	<u>TOTAL</u>
Rent	\$200.00	\$150.00	\$25.00	\$50.00	\$425.00
Own	\$150.00	\$100.00	\$25.00	\$50.00	\$325.00
Commercial	\$200.00	\$150.00	\$35.00	\$50.00	\$435.00

*G/T deposits and Service Charges are NON-REFUNDABLE.

**Maximum deposits will be charged to a customer who had prior utility services with the City of Westlake and did not clear up any outstanding balances.

<u>GAS</u>	<u>WATER</u>	<u>G/T</u>	<u>S/C</u>	<u>TOTAL</u>
\$250.00	\$150.00	\$25.00	\$20.00	\$475.00

All delinquent accounts will be subject to disconnection of services. Terms for delinquent accounts are as follows:

- (1) A delinquent charge of 10% of the balance will be assessed on your account the day following the due date of the 17th of each month. If the 17th falls on the weekend, you have until Monday at Noon to pay without a delinquent charge.
- (2) You will NOT receive a delinquent notice. If your account is not paid in full by the 27th of each month, your utilities can automatically be cut off without further notice.
- (3) If you are turned off, orange carded, or on the cut off list for nonpayment, you will be charged a \$50.00 reconnect/cut off list fee. In addition, you must pay the full past due amount to be reconnected.
- (4) If your account is paid before 12:00 PM, your utilities will be turned back on the same day. If paid after 12:00 PM, it will be connected on the next business day.

You will be responsible for all utilities at this address until you have disconnected your service. If you leave this location without disconnecting and someone moves in, you are responsible for their bill because this location is still in your name.

PUBLIC NOTICE

City of Westlake

The City of Westlake has buried gas pipelines throughout the gas service area. The City of Westlake Gas Maintenance Department maintains these pipelines and has a damage control program and an Emergency Plan for responding to emergency situations. Prior to any excavation in and around any gas facilities contact any of the numbers below.

Help Us Keep You Safe **How to Recognize a Natural Gas Leak**

Natural gas leaks may be detected by one of the following indications on or near our pipelines right-of-way:

1. A gaseous or hydrocarbon odor.
2. A blowing or hissing sound.
3. Dust blowing from a hole in the ground.
4. Continuous bubbling in one spot in wet or flooded areas.
5. Dead vegetation (grass or trees).
6. Abnormally dry or hardened soil.
7. Fire apparently coming from the ground or burning above the ground.

CAUTION: Gas that has accumulated in a confined space is subject to **explosion**. Please stay away from immediate area of any suspected gas leak!

NOTE: The City of Westlake does NOT maintain buried piping between the gas meter and the house or business. The customer is responsible for maintaining and repairing this section of gas piping from leakage. These buried gas lines should be checked periodically for leakage.

If you suspect a natural gas leak or in case of an emergency concerning a City of Westlake System gas main or service line, immediately call:

City Hall (337) 433-0691 or
Police Department (337) 433-4151 or
One-Call System 1 (800) 272-3020

CUSTOMER SERVICE LINES

Dear Gas Customer,

To maintain compliance with the Department of Transportation, Pipeline Safety Regulations, Part 192.16, Customer Owned Service Lines, Customer Notification, the **CITY OF WESTLAKE** – Gas Department issues the following notice:

NOTICE

- The **CITY OF WESTLAKE** – Gas Department **does not maintain** customer piping beyond the natural gas meter.
- If customer's piping is not maintained, it may be subject to potential hazards of corrosion and leakage.
- Customer's buried gas piping beyond the natural gas meter should be:
 - Periodically inspected for leaks
 - Periodically inspected for corrosion in the piping is metallic
 - Repaired if any unsafe condition is discovered

PLEASE BE AWARE THAT IF A LEAK IS DISCOVERED AT ANY TIME ON THE CUSTOMER SIDE OF THE METER, WE ARE REQUIRED BY PIPELINE SAFETY TO LOCK THE METER UNTIL IT IS FIXED, AND PROOF HAS BEEN PROVIDED OF REPAIRS!

***** NO EXCEPTIONS! *****

- When excavating near buried gas piping, the piping should be located two (2) working days in advance, by calling: **811 – LOUISIANA ONE CALL**, and the excavation near the gas line should be done by hand!
- Local plumbers and heating contractors can assist in locating, inspecting and repairing the customer's buried piping.

If you, the customer, have any questions pertaining to this notice, please feel free to call the City of Westlake – Gas Department at 337-433-0691. As always, our goal is to provide the very best and safest gas service possible to you!

Sincerely,

CITY OF WESTLAKE – Gas Department

IS IT SAFE FOR MY DRAIN?

NO Feminine Products	NO Diapers
NO Cleaning Wipes	NO Baby Wipes
NO Disposable Wipes	NO Personal Wipes
NO Fabric Dryer Sheets	NO Latex Products
NO Dental Floss	NO Cloth Rags
NO Toddler Toys	NO Cooking Grease
NO Motor Oil	NO Medicine or Pills

NO MATERIALS OTHER THAN TOILET PAPER ARE OKAY TO FLUSH!

The City of Westlake Wastewater Division has been experiencing significant maintenance issues associated with the accumulation of the listed items.

Items such as these become lodged in sewage pumps and other process equipment resulting in a sewage back up.

To prevent future back ups and added maintenance problems, please do not flush any of the listed items.

City of Westlake Wastewater Division

www.cityofwestlake.com

www.facebook.com/cityofwestlake

www.twitter.com/CityofWestlake

(337) 433-0691 phone

(337) 433-9350 fax

Natural Gas: At Your Service

This message is brought to you by the City of Westlake as a public service.

To learn more about our natural gas service and the benefits of natural gas, call 337-436-5813.



**Know what's below.
Call before you dig.**

Natural gas is America's most popular home heating fuel – heating more households than all other energy forms combined. In all, 52 percent of all heated U.S. households have natural gas heat. The purpose of this message is to inform the public that the City of Westlake has buried gas pipelines throughout the gas service area that provide safe reliable energy to its customers.

Natural gas is increasingly popular for use by homeowners, schools, businesses, factories and electric power-generation plants because it is efficient, clean, reliable and a relative bargain compared to alternative energy sources.

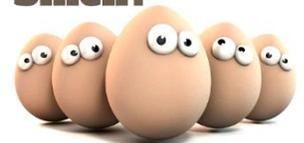
In our community, the City of Westlake provides natural gas to more than 4,500 customers through a network of underground distribution lines. Main gas lines branch into household service lines. The pipes are typically made of “caution yellow” plastic or tar-coated steel which helps prevent corrosion. As an industry steel pipes are being replaced with the more durable plastic piping. The main lines are typically 2-inches in diameter and are located roughly two-feet below the surface, while service lines are typically half-inch to three-quarter-inch in diameter and buried 12- to 18-inches below the surface.

That's why it's important to “**Call Before You Dig**” or move earth in any way. Whether you're installing an underground dog fence, running water to an outbuilding or post-hole digging for a new mail box post, underground piping and other utilities can be damaged. When you call **LA One Call at 1-800-272-3020 or 811**, they will locate all buried utility lines on your property, so you can safely dig and prevent a potentially hazardous safety issue. The Federal Office of Pipeline Safety recorded 48 cases of third-party excavation damage to distribution lines nationwide resulting in more than \$10 million dollars' worth of property damage and four injuries. **Calling before you dig can prevent a costly or even deadly mistake.**

Natural gas is a colorless, odorless gas; however, a chemical that smells like rotten eggs is added to help detect a possible leak. If you smell gas, or just think you might be smelling gas, leave the area immediately and call your local gas provider at **(337) 436-5813** or **911** from a neighboring home or business. Never turn on or off switches or use a flashlight or phone in the presence of the gas smell, because an electric spark could ignite the gas, causing an explosion.

Do your part to familiarize yourself and your family with these natural gas safety tips and continue to enjoy the value, comfort and benefits of America's cleanest, most efficient energy source!

**What Is That
Rotten Egg
Smell?**



City of Westlake
P.O. Box 700
Westlake, LA 70669



**REMEMBER to
Call Before You Dig
1-800-272-3020 or 811**



**IT'S BEST TO BE SAFE:
If you smell gas - leave the area!
After you go someplace
away from the odor, call your
natural gas -provider,
The City of Westlake at
(337) 436-5813 or dial 911.**

**Call the City of Westlake Public
Works Department with
questions about your gas lines.**

Phone: (337) 436-5813



**KNOW WHAT'S
BELOW.**



PROTECT OUR CALCASIEU RIVER

The City of Westlake has an extensive storm sewer system. Storm waters flowing into the storm drains discharge directly into the Calcasieu River system. You can help protect and improve the health of waterways.

PREVENT LEAKS & SPILLS

Chemicals leaking from improperly maintained automobiles and lawn equipment or faulty containers can accumulate on roads, driveways, and lawns and be carried by runoff to receiving water bodies. A single leak may not pose a big problem, but a city's-worth of leaks can.

- Repair leaking automobiles and equipment.
- Make sure containers do not leak.
- Clean up spilled material before it pollutes.

FOLLOW MANUFACTURER DIRECTIONS

Failure to follow label instructions properly may result in over-application of fertilizers/herbicides/pesticides and can lead to chemical accumulation in the soil and grass. These chemicals can leach to ground water or be carried by runoff to surface waters. Follow the directions provided with each product for safe, cost-efficient application.



PROTECT CONTAINERS FROM EXPOSURE TO THE ELEMENTS

Improper storage of chemicals can lead to spills that can contaminate runoff and ground water or result in dangerous chemical reactions. Protect chemical containers from direct sunlight and rain. The sun's rays can deteriorate containers making them prone to leaks. Likewise, exposure to rain can deteriorate some containers and can also carry leaked chemicals into the storm drains or into our groundwater.



PROPERLY DISPOSE OF UNWANTED CHEMICALS

It is a common practice for citizens to pour unwanted chemicals, such as detergents, cleansers, or automotive fluids, onto their lawns or ditches or directly down storm drains. Contrary to popular belief, most storm sewers do not connect to wastewater treatment plants—chemicals disposed of in this way are discharged directly to receiving water bodies. Additionally, when chemicals are poured down drains connected to a wastewater treatment plant or septic system,

they could interfere with treatment systems by killing the bacteria that metabolize pollutants, causing water discharged from the plants to be contaminated.

Unwanted household chemicals, such as herbicides, pesticides and automotive fluids, should be properly disposed according to the product label. A list of some available options for disposal is maintained by the Calcasieu Parish Police Jury at:

<https://www.calcasieuparish.gov/services/engineering-and-public-works/public-works/solid-waste/cppj-waste-management>.

THINK TWICE ABOUT HOW YOU WASH YOUR CAR

This activity can result in high loads of nutrients, metals, and hydrocarbons being carried to receiving waters during dry weather conditions when the wash water flows into the storm drain system.

The best option is to have your car washed at a commercial carwash. Their water is reused, then treated prior to discharge under permit that requires monitoring of the water quality. If you wash at home, do so less often, wash on the lawn, use a sponge and bucket, and consider low-phosphate detergent.



DON'T BLOW LEAVES AND GRASS CLIPPINGS INTO THE STREET

Leaves and grass, along with trash, get washed into storm drains. These materials can also block drainage and aggravate flooding. As organic matter breaks down in water, it can lower dissolved oxygen levels. The Calcasieu River in our area has been determined to be impaired due to low oxygen. Decreasing the nutrients in our waterways from sources such as fertilizer, detergents, excess organic matter, and pet feces, will help restore dissolved oxygen levels in the river system.

Major Source:

U.S. Environmental Protection Agency (USEPA). 2005. National Management Measures to Control Nonpoint Source Pollution from Urban Areas, Management Measure 9: Pollution Prevention. Office of Water.

https://www.epa.gov/sites/production/files/2015-09/documents/urban_guidance_0.pdf

Accessed January 13, 2020.

