



**Utilities Inc.
of Louisiana**SM

Welcome to Utilities Inc. of Louisiana



Aaron Accardo

President, Utilities Inc. of Louisiana

“ On behalf of the entire Utilities Inc. of Louisiana team, we would like to welcome you as a new customer.

We are committed to providing safe, reliable drinking water and effectively treating wastewater to return it to the environment. Our customers are the most important part of our business, and we work tirelessly to ensure your satisfaction.

Thank you for the opportunity to provide service. ”

This welcome packet contains information to help you manage your utility services.

My Account



- New Customer Checklist.....1**
- Customer Service and Billing.....2**
- About Your Service.....3**
- Understanding Your Bill.....4**
- Understanding the Portal.....5**
- A Closer Look at the Portal.....6**
- Water Quality Reports.....7**
- Tips for Managing Water Usage.....8**
- Keep Your Sewer System Trouble-Free.....9**
- Investing in Our Communities.....10**



**Utilities Inc.
of Louisiana** SM

Contact Us



877-875-3711

Monday - Friday

8 a.m. to 4:30 p.m.



www.uilwater.com



account.mywater.us

NEW SERVICE CHECKLIST

○ Set Up Service and Account

Visit account.mywater.us and click “Start Service” to set up water/wastewater service.

○ Set Up Your Online Portal Account

Visit account.mywater.us and next to “Need a profile?” click on Sign up. You will need your account number.

○ Sign Up for Paperless Billing and Service Alerts

Make your account more efficient! Within the portal under the “Billing & Usage” menu options, click on “Paperless Billing with Email Notification.” Then to receive email or text alerts about service events, payment reminders, leaks, and high usage, under the menu option “Update My Info” click on “Manage Notifications.” Select how you would like to receive notifications.

○ Check for Potential High Usage

When you move into a new home, you may be unaware of settings for your irrigation or pool. For example, if you have new grass and plants, your sprinkler settings may run more often than you would like and can drive up your water usage.

○ Check for Leaks

Walk through your home and check toilets and faucets for leaks. Then, walk around the perimeter of your home to check for any leaks. It’s important to repair leaks before they spike up your usage. If you end up having a leak, give us a call to check your usage and provide any assistance.

Visit the H2ome section of our website for more conservation tips.



Customer Service & Billing

Ways to Pay: Online

To manage your utility bills and payments, we recommend using our **My Account** online self-service customer portal. With My Account, you can easily manage most billing and other requests yourself.

From the self-service online portal you can:

- View your bill and usage
- Pay with digital wallet, debit card, bank account, credit card, or indicate cash payment
- Set up auto pay
- See previous payment amounts and date paid
- See your total amount due and due date

You'll also be able to:

- Choose paperless billing
- Start / Stop and Transfer utility services
- Set up and modify notification preferences
- Contact Customer Service

Visit account.mywater.us to register and log in. Have your 10-digit Account Number (from your bill), service zip code, and email address available when registering.

Please note, we are not affiliated with any third-party online bill payment services. These services usually charge additional fees, and do not guarantee payments will reach us on time. This may result in late fees or disconnection of services.

Scan to Visit My Account Portal



Sign up for Paperless Billing

If you're already viewing your bill online, sign up for paperless billing to stop receiving a bill in the mail.

Ways to Pay: Phone

Call **877-875-3711** to contact Customer Service to make a payment.

Over the phone you can:

- Check your account balance
- Get confirmation of your last payment made
- Pay your bill anytime, anywhere using credit or debit cards with a VISA or MasterCard logo.
- Set up recurring payments on your credit/debit card

Ways to Pay: Mail

Please attach the lower, detachable portion of your bill with mailed payments. Use the payee details in the Payment Remittance section to complete your check or money order, and write your 10-digit Account Number on the front. Do not send cash by mail.

Mail payments to: **PO Box 361230**
Hoover, AL 35236-1230

Ways to Pay: In Person

There are many ways to pay in person with debit, credit, or cash. Visit your local Walmart, 7-Eleven, Kroger, Walgreens, CVS, Winn-Dixie, Family Dollar, Love's, Meijer, Giant Eagle, Speedway, and ACE Cash Express. To pay in person at Walmart, visit the Money Center or Customer Service Desk. For the other retailers listed, within My Account under "make a payment," click on "cash" to receive a payment barcode. Bring the payment barcode to the local retailer you selected, and the cashier will scan it when you check out to complete your payment.

For payments made at third-party locations like grocery stores and retailers, it may take 24 hours for the payment to post to your account. Also, some retailers may require a minimum payment amount. You can view payments and account information in the My Account customer portal.



About Your Service

There is some crucial information we want you to know to better understand how water service works.

Locate Your Water Service Line



As a water customer in the United States, you are responsible for the service lines and plumbing starting from the meter to inside your home. We recommend that you stay alert of water leaks to identify the source location to have it repaired immediately.

Water meters and curb stop valves can help you locate where water service lines enter your home. If present, they're typically located at the front of the property near the street or sidewalk, in ground level boxes marked "water" or "meter".

Our responsibility is from the meter to the service lines and all the way to proper management of the water source.

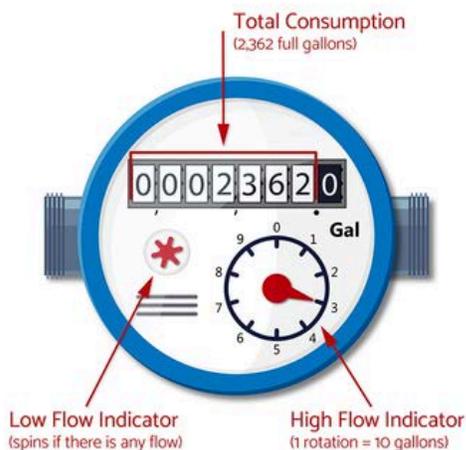
It's important we all do our part in maintaining service lines to ensure consistent service and reduce the amount of clean water leaked.

How to Read Your Water Meter

Your water meter is a simple and reliable instrument that measures the volume of water (in gallons) that has passed from the public watermain to your home or business.

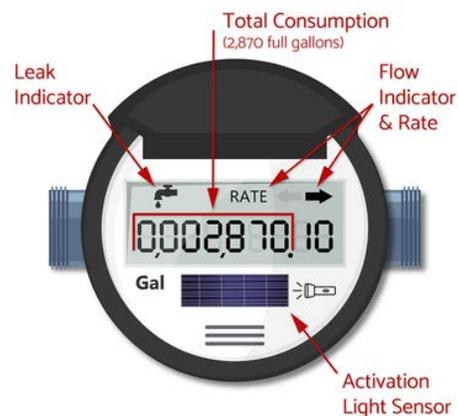
The location and appearance of residential water meters varies, but they're all similar in their function.

Analog Meters



Your meter allows us to accurately charge individual users for their water use. Meters measure all water flow, so they can be used to detect even the smallest leaks in your plumbing – to help you conserve water and save money.

Digital Meters



Digital meters transmit meter data wirelessly, so utility personnel don't need to come to your property. Even though their appearance is different, digital meters can be read in the same way as analog meters.



Understanding Your Bill

Utilities Inc. of Louisiana
Customer Service: 8:00 AM - 4:30 PM, M - F
Phone: (877) 875-3711
Website: UILWater.com

Account #: 1234567890
Invoice #: 102300286046
Bill Date: 04/09/2025
Due Date: 04/29/2025
Total Due: \$89.44

For Service To: JOHN & JANE DOE
123 MAIN STREET
ANYTOWN LA 70000

Service	From	To	# of Days	Previous	Current	Usage (KGal)	Meter #
5/8" - R	04/18/2025	05/19/2025	32	1285.0	1289.0	4.0	00000008

Account Details

Previous Balance	\$28.28
Payments Received through 04/09/2025	\$0.00
Balance Before Current Charges	\$28.28
Water Base	\$16.00
Water Usage	\$7.48
Sewer Availability	\$33.65
Excise Tax	\$2.69
Sewer DEQ Permit Fee	\$0.29
Water Purchase Adjustment	\$0.05
Louisiana DHH OPH SDWA Fee	\$1.00
Total Current Charges	\$61.16
Total Account Balance	\$89.44
Total Amount Due After 04/29/2025	\$92.50

Messages

- Your portal URL is changing! Visit account.mywater.us for online payments, paperless billing, address updates, and more.
- Updated Bill Design! We've updated your bill to improve readability. The information provided remains the same. We hope you find our new layout clear, concise, and understandable.
- Due Date applies to current charges only. Past due balances may be subject to service interruption and collections as per your tariff.
- Units: 1 KGal = 1000 Gallons

Usage History — 13 Month Usage in KGal

Month	Usage (KGal)
M	3
J	3
J	3
A	3
S	3
O	3
N	4
D	4
J	5
F	4
M	4
A	5
M	4

Please pay online at <https://account.mywater.us>, pay via phone at 877-623-3440 or detach and return the bottom portion with your payment.

Account Number: 1234567890
Total Amount Due By 04/29/2025: \$89.44

Amount Enclosed:

Make checks payable to: Utilities Inc. of Louisiana

Utilities Inc. of Louisiana
PO Box 15121
Baton Rouge, LA 70895

JOHN & JANE DOE
123 MAIN STREET
ANYTOWN LA 70000

Utilities Inc. of Louisiana
PO Box 361230
Hoover, AL 35238-1230

1. Account Information: Your 10-digit Account # should be referenced on all correspondence and payments. You'll also need it to sign up for a My Account profile, or when you call Customer Service. The Bill Date is when the invoice was generated. Please pay special attention to the Due Date and Total Due so that your payment is not late.

2. Usage Calculation: This area details the meter readings used to calculate your usage for the period indicated. Service refers to your meter size. Your Usage (KGal) is calculated by subtracting Previous from Current readings. Usage (KGal) represents a unit of 1,000 gallons, as we do not charge for fractions of 1,000 gallons. The Meter # is the ID number of your meter.

3. Previous Bill Summary: Information about your previous balance, payments, and any remaining balance owed.

4. Current Charges: The itemized charges that make up your bill. Water or sewer Base Rates are the set rates to maintain reliable service. Water and sewer Usage is based on your actual usage from item #2.

5. Messages: Additional information about your services are included each month.

6. Water Usage History: This chart shows how much water usage you've used in the past 12 months..

7. Detachable Portion: If paying by mail, include the lower detachable portion with your check. Use the payee details in the Payment Remittance section to complete your check and write your 10-digit Account Number on the front. *Do not send cash by mail.

8. Back of Bill: Very important messages about drought restrictions, rate changes, and infrastructure are frequently featured on the back of the bill or in additional pages.

RATES EXPLAINED

What makes up a base rate?

The monthly water and sewer base rate on your bill is designed to recover the fixed costs of providing water service to your home or business. This includes the cost of maintaining the supply, security, technology, treatment, distribution, service facilities, and customer service.

Water Purchase Adjustment

This surcharge is required by Louisiana Department of Health and Hospitals and provides a source of backup, continued water supply. This cost is established at \$0.182 per 1,000 gallons, but shall be adjusted no less than annually, upward or downward, to reflect previous actual water purchases and connection costs.

Louisiana DHH OPH SDWA

A monthly charge by the State of Louisiana's Department of Health and Hospitals (DHH), Office of Public Health (OPH) and the federal Safe Drinking Water Act.



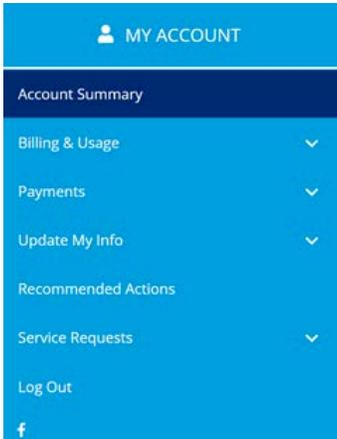
Understanding the Online Portal

My Account

Access at: account.mywater.us

Optimize your experience with us!

- ✓ Manage your bill
- ✓ Set up alerts
- ✓ Monitor usage



Account information overview

View bills, analyze usage, and set up paperless billing

Make payments and set up auto pay

Update contact information and sign up for alerts

Tips on how to cut down on water usage

Contact us for a service visit

TAKING A CLOSER LOOK

Account Summary

This is your online account homepage.

You can see your account details, billing summary, a quick glance at your usage, and links to access services you may need.

Account Details	Value
Customer Name	M SMITH
Mailing Address	123 ANY ST / ANYTOWN LA 98754
Mobile Number	(123) 555-6789
Email Address	mcfswwc@gmail.com
Selected Account	1000038647 (123 ANY ST / ANYTOW...)
Service Address	123 ANY ST / ANYTOWN LA 98754

Billing Summary	
Past Due Amount (due date Jan 18, 2024)	\$107.16
Current Amount	\$0.00
Total Balance*	\$107.16

*Your balance may include charges/credits posted since your last invoice.

Buttons: VIEW CURRENT BILL, MAKE A PAYMENT

Compare Your Usage	
66	Gallons per day
Compare your past use for this billing period. -65% ↓	

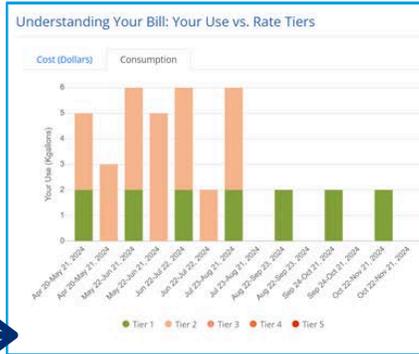
Usage (KGL) by Month: D, J, F, M, A, M, J, J, A, S, O, N, D

Service: Water

Billing & Usage

MY ACCOUNT

- Account Summary
- Billing & Usage
- Billing & Usage History
- Billing
- Paperless Billing
- Compare Bills
- Usage Analytics
- Leaks



Within the “billing” menu option, you can see how your usage is calculated with the rate tier structure.



Go to the “usage analytics” menu option, to see your usage by days, weeks, or months. You can also see a prediction on what’s driving your usage.

Update My Info

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
- My Contact Information
- Profile Information
- Household Usage Profile
- Manage Notifications

Calculate your Household Usage Profile by answering questions about your habits.

Set alerts for leaks, high usage, bills over a set amount, or for unplanned usage.

Household Outdoor Indoor

How many people typically live in your home? If this changes regularly, choose the number of occupants that are in the home most of the time.
 1 2 3 4 5 6 7 8 9+

What is your home's lot size? We estimate that 10025 Bonazzi Blvd has a 0 sq. ft. lot. Is our estimate close? If not, please correct us below.

Do you have a yard? If you live in an apartment or a condo, you might not have a yard.
 Yes No

How much of your front and back yard is hardscape? For example, your driveway, patio, or any paved or gravel-covered area.
 1-25% 26-50% 51-75% 76-100% Don't know

Notification Reminders	Email	Text Message
When online payments are made	<input type="checkbox"/>	<input type="checkbox"/>
Payment, or AutoPay, Reminder (5 days before original due date)	<input type="checkbox"/>	<input type="checkbox"/>
Water Education (Conservation, Tips)	<input type="checkbox"/>	<input type="checkbox"/>
Service Events (Outages, Quality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Selected Notifications will apply to the selected account: 1000138835.

To enable text messaging, please set up your phone number to receive text messages on the Contact Information page.

Leak Alerts	Email	Text Message
You will be notified if we think you have a leak. If your property uses water continuously, tell us how much .	<input type="checkbox"/>	<input type="checkbox"/>

High Use Notifications	Email	Text Message
You will be notified when your daily use is over 2.5 times your normal seasonal use. *Typical Seasonal Use 167 GPD	<input type="checkbox"/>	<input type="checkbox"/>

Bill Forecast Notifications	Email	Text Message
You will be notified if your use in the current period is on track to exceed \$50 more than your normal seasonal bill. We will only contact you a maximum of once per billing period.	<input type="checkbox"/>	<input type="checkbox"/>

\$: 50 more than your typical bill

Recommended Actions

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
- Recommended Actions

Recommended Actions

There are many actions you can implement around your property in order to save money and water! Browse our recommendations below, selected based on your Household Profile. You can also track which actions you've started, saved or completed and which are not for you.

Gallons Per Day (GPD)

<p>Install High-Efficiency Toilets Read more</p> <p>Savings up to: 21 GPD \$72.00/year</p>	<p>Install Faucet Aerators Read more</p> <p>Savings up to: 14 GPD \$63.00/year</p>	<p>Choose low water-use plants Read more</p> <p>Savings up to: 13 GPD \$46.00/year</p>
<p>Take a 5-Minute Shower Read more</p>	<p>Think Before You Flush Read more</p>	<p>Don't Waste Cold Water Read more</p>

Get recommendations on how to reduce your water usage.



Utilities Inc.
of LouisianaSM

Water Quality Reports

Because delivering clean water is our business, we adhere to stringent water quality testing and monitoring requirements to ensure that every drop of the water delivered to your home or business meets state and federal health and safety standards.

We also conduct comprehensive yearly testing as required by the U.S. EPA and state legislation. These results are published in Water Quality Reports (WQRs), also known as Consumer Confidence Reports.

The Water Quality Reports are available online at your utility's website. We will also include a link to the report whenever the latest WQR is available.

Why are there Water Quality Reports (WQRs)?

Water Quality Reports are summaries of yearly testing done by EPA-certified laboratories. They inform the public about detected contaminants, their concentrations, and any potential health implications.

This testing helps us benchmark and monitor water quality changes over time, detect new contaminants, and keep our customers informed.

What is in the Water Quality Reports?



When are the reports issued?

We don't wait for a report to test your water. We test your water daily at the treatment plants and at sample spots within the neighborhood. However, the previous year's WQR becomes available in the middle of the current year. This is because the process takes some time to complete.

1. A team of state-certified water quality professionals collects thousands of water samples a year from water supply sources that serve your home or business.
2. All samples are analyzed by state-certified laboratories to ensure that all quality and safety standards are met.
3. These laboratories report the water test samples to the Louisiana Department of Health and Hospitals
4. The utility receives the results, and then a report of these water test results is prepared by the utility into a Water Quality Report.



Important definitions to remember:

- **Maximum Contaminant Level:** This number tells you the highest level that the regulatory organization allows of that contaminant.
- **Range, Lowest and Highest, or Minimum and Maximum Levels:** It's identified differently in each state, but this number(s) tells you what your water tested as.
- **Ppb or ppm:** These are units of measurement which means 1 part per 1 billion (million) parts of the water. This essentially identifies how small the particle of the contaminant is in the water.



Tips for Managing Water Usage

Watch Your Water Use

Paper Bill

- Use the chart on your monthly bill to monitor your usage over time.

My Account: Recommended Actions

- Go to the “Recommended Actions” section in the portal to explore ways to conserve water and save money on your next bill.



Any device. Anytime. Anywhere.

Smart Irrigation



- Check the usage set on automated sprinkler settings, especially if you have new landscaping.
- Only water your landscaping when the sun is down.
- Grow native plants that are used to the amount of water your region receives.
- Use a rain barrel to capture water to use for your landscaping.
- Set lawn mower blades higher, as longer grass means less evaporation.

Conserve Water at Home



- Check for leaks from your pipes, faucets, toilets, outside taps.
- Install water savings aerators on faucets.
- Use dishwashers and washing machines when they are full.
- Defrost frozen food in the refrigerator or microwave instead of running water.
- If washing dishes by hand, use two basins rather than letting the water run.

Be a Leak Detective!



Leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves.

Visit the EPA website for a step-by-step guide to finding and fixing household water leaks. You can also find info about water-efficient plumbing fixtures and more conservation tips.

Go to: www.epa.gov/watersense



Keep Your Sewer System Trouble-Free

What Not to Flush

Protecting your wastewater system starts with knowing **what not to flush**. Your community's wastewater treatment plant is a biological treatment system, and not designed for garbage filtration, so the items listed below can have serious consequences to its operation. **Please reuse, recycle or dispose of everyday items according to local guidelines.**

Don't Flush:



- Prescription Drugs
- Fats, Oils, and Greases (FOG)
- Household Garbage
- Other Bathroom Items
- Dangerous Chemicals
- Cleaning Products
- Plastics, Latex, and Rubber
- Medical Items

Remember: So-called "Flushable" wipes should **never** go down the drain! They only belong in the trash.

Cross Connection & Backflow Prevention

Proper Way to Fill Up Your Pool



To avoid back flow, never submerge the hose into the pool when filling it up.

A **cross-connection** is an actual or potential connection between potable water and non-potable water or hazardous material (soapy water, pool water, pesticide, etc.), which can contaminate your drinking water if backflow occurs.

Backflow is an undesirable flow of water or other items back into the pipe, hose, or faucet rather than flowing to the intended point. If the water pressure in your house drops (this can be caused by nearby firefighting or water main break), it can cause the hose to suck water in. Anything that's connected to your hose (be it liquid, solid, or gas) can flow back ("backflow") into the distributing pipes and your drinking water supply.

Cross-connections can result in severe chemical or microbiological contamination events in drinking water systems and temporarily shut down a community's water supply. Avoid them by using your knowledge and common sense.



Utilities Inc.
of LouisianaSM

Investing in Our Communities

While much of the country's water and wastewater systems often go unnoticed, they deliver life-sustaining and public health support every single day. These systems are aging and need continuous investment to avoid crisis situations like we've seen in communities where investment needs are ignored.

You are a crucial part in our ability to create continuous improvement.

Your bill payment supports the infrastructure for the entire water usage cycle. The rates go toward ongoing maintenance and customer service, helping us invest in and upgrading local water and wastewater systems. These investments are critical in supporting public health, protecting watersheds, and addressing future community needs.

It is imperative to continuously invest in systems, many of which are aging, to avoid crisis situations like we've seen in communities where infrastructure needs are ignored. At Utilities Inc. of Louisiana, we work hard to upgrade our local facilities and systems so our customers can trust the service we deliver now and in the future.

How Infrastructure Works

Infrastructure is essential for each step of getting water in and out of your home.

Infrastructure is all the components, from pipes to storage tanks, that allow us to provide the quality water and safely treated wastewater that our communities deserve.

The Source



Water can be sourced from a surface water source (ex. lakes) or groundwater (ex. aquifers) and is pumped out from the source through wells and transported to the treatment plant.

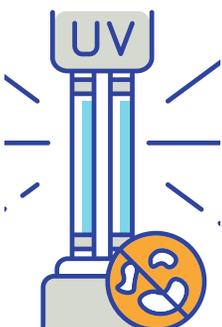
After the water is used for drinking water, becomes wastewater, and then is treated, the water is moved to a spout that returns the water back into the environment.

Treatment and Purification



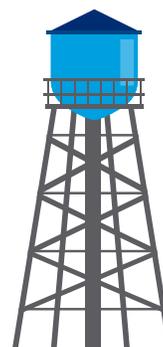
The infrastructure used for the treatment process can remove solid particles big and very small. Depending on the source, this process will utilize many components to go through each appropriate step of the treatment process. Once all the particles are removed, the water then goes through a purification process.

Filtration and Disinfection



After water is used in your home, the wastewater goes through a treatment plant to filter out solids like trash and waste. It then undergoes a disinfection process with high end technology to be safe to return back to the environment.

Distribution



Treated water is held in a storage tank and pumps maintain pressure to ensure a reliable flow of supply to your homes. For distribution, there are two major pipe systems: main and service lines. Main lines are crucial because they transport the water from the treatment plant to the start of the neighborhood. Service lines deliver the water from the main line, through the various streets, and then to your homes.