

EAGLE LAKE WATER DISTRICT CUSTOMER:

The following policy is effective immediately, Wednesday, August 28, 2019

(Our website will be updated with this information as well)

Due to the recent HISTORIC flood and the new rules/regulations with new construction, rebuilding, remodeling or demolition of property, we are forced to implement changes in our policy for Transferring of Service, Disconnection of Service, New Service or Temporary locking of meters.

If you plan to Transfer Service, Disconnect Service, New Service or request a Temporary Locking of your meter this request must be made in writing via email or us postal mail to our business office. **NO** phones calls will be accepted as a request for these services. Once we receive these requests our office will call YOU to verify the request and the service will be granted WITHIN 24 to 48 hours in most cases. There may be instances depending on the circumstances, e.g. weather, flooding, plant activity etc. to the schedule of these work orders.

This change is to ensure service is provided as you've requested and gives the Water District permission to make such changes to your account.

Any monies owed on the account at the time a meter is locked, transferred or disconnected will be deducted from your deposit. If your balance is more than the deposit held on the account this balance will be turned over for collection.

The email address for making such request is:

sarahf0717@gmail.com

The mailing address for making such request is:

PO Box 820037

Vicksburg, MS 39182

We appreciate your cooperation during this change and plan to make this an easy transition for everyone.

EL Board of Directors