

NEWSLETTER

September 1, 2023

RICHARD KING, PRESIDENT

(225) 683-9698



Annual Membership Meeting

East Feliciana Rural Water System will hold our annual membership meeting on October 18, 2023 at 6 p.m. at EFRW's office - 10270 Highway 10, Ethel.

The three Board members up for re-election are:

Darryl Buhler

Edward Matthews

Willie Yarbrough

How do I cast my vote?

EFRW mails a voting proxy to all the members of the system. You may attend the meeting and turn in your proxy and ballot, or if you are unable to attend, you may complete the proxy by appointing someone that will be attending to cast your vote then returning the Proxy and ballot to EFRW's office on or before October 18, 2023. These proxies will be given to the appointee at the annual meeting for the purpose of casting your vote.

Getting Ready for Winter

Fall is the perfect time to start your winter preparations! Homeowners should protect pipes in attics and crawl spaces with insulation. Outside pipes should be drained or insulated in 2" fiber sleeves. Outside faucets should be covered or wrapped in old towels or newspaper. Water hoses should be drained, disconnected from outside faucets and put away for the winter.

It's a good idea to leave your heat set no lower than 55 degrees.

If you are going out of town, it's always a good idea to turn your water service off at the meter and

drain your service lines and indoor plumbing to ensure you don't come home to water damage.

Generally, if you've winterized your home then you typically do not need to drip your faucets. If you do drip your faucet, then a stream of water the size of a pencil lead is more than enough.

In order to maintain water service during weather events, EFRW needs the public's help by managing their dripping faucets, inspecting their service lines, and valving out water leaks as soon as possible. If you see a problem, be a good neighbor and get it reported to EFRW. By working together, we can keep the water flowing!

Never Miss another Bill or Payment again!



EFRW offers **E-billing** where you can receive your water bill in your "Inbox" on the 1st of each month eliminating lost and forgotten bills.

Also, never incur a late charge or receive a disconnect notice with EFRW's **Auto Bank Drafting**. Your water bill will be automatically drafted from your checking or savings account on the 15th of each month.



These services are available at no charge! Sign up before December 31st and receive a \$5 credit!

Quick and Easy Bill Pay



If you have a phone number registered with EFRW, monthly bill payment is available online at www.eastfelicianaruralwater.com. Or by phone at 1-888-842-4218. A 3.5% convenience charge will apply.

**** Walk-in** payments can be made at the local banks in East Feliciana Parish.

**** Warning** - DOXO is not an approved payment processing affiliate. Payments processed thru this service may take up to 7 days to reach our office.



HURRICANE PREPAREDNESS

Ahead of a potential storm, EFRW is inspecting well sites to ensure sites are clean and clear of any debris that poses a threat to the site. Generators are inspected and fueled up in case of power outages. Chlorination systems are inspected, and cylinders changed out in order to manage proper disinfectant in case of lengthy outages.

During a storm Operations personnel are monitoring SCADA systems to ensure wells, pumps, and towers are functioning as designed and that pressures are being maintained.

After the storm has passed Operations personnel inspect well sites for damage and address any issues such as leaks due to lightening strikes, downed trees and powerlines.

The Office of Homeland Security recommends that residents be prepared with at least 3 days food and water. This will allow time for Disaster Relief teams to access the area and determine the needs of the public.

Are you signed up?

East Feliciana Rural Water utilizes a Notification System for notifying affected customers of Outages, Boil Advisories, Flushing Advisories, Work in your area Advisories, and pending Disconnects.

With our notification system, you can receive an automated call, text and email alerting you to the situation. Get the BEN Notification form from our website www.eastfelicianaruralwater.com, complete it and email it to meissa@eastfelicianaruralwater.com.

Think you are signed up to receive these notifications, but you're not receiving a call, text, or email? Contact our office to verify the information we have on your account or submit a new BEN Notification form with your updated info.

**** BE SURE TO TEXT THE WORD "ALERT" TO 22300 TO COMPLETE THE TEXT MESSAGING SETUP,**



Important Information

Office Hours
Monday – Thursday
8 a.m. – 4 p.m.

Friday – Closed

Reconnects must be paid by 2 p.m. on Thursday after disconnect in order to be reinstated on same day. All accounts paid after 2 p.m. will be reinstated on Monday.