

THE TOWN OF CULLEN

OFFICE OF THE MAYOR

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Board of Aldermen: Barbara Green Denise Epps-Hoof Bianchi Veal Yolanda Castleman Floydean White

April 6, 2026

Dear Resident,

The Town of Cullen would like to inform you of important updates to our water billing, payment procedures, and service policies. Please review the information below carefully.

Effective immediately, the Town Hall payment window will only be open on **Tuesdays and Thursdays**. For your convenience, payments may also be submitted using the **drive-thru** Dropbox or large Dropbox located in front of Town Hall. Yes, **THERE IS NOW A DRIVE-THRU DROP BOX!**

Water bills are due by the **17th of each month**. A **\$25 late fee** will be applied **after** the 17th of each month. Water service **cut-off occurs on the 25th of each month**.

NO EXTENSIONS WILL BE GRANTED!!! Payment arrangements no longer allowed for the Town of Cullen per the Louisiana State Auditors. If your water service is disconnected, a **\$50 reconnect fee plus the full past due balance** must be paid before service is restored.

Please make all reconnect payments before 3:30 PM Monday- Thursday. Payments made **after 3:30 PM Monday-Wednesday** will result in reconnection at **7:30 AM the next business day**. Payments made **after 3:30 PM Thursday** will not be reconnected until **Monday at 7:30 AM**.

Please do not call water operators after hours to request reconnection if your water has been disconnected for failure to pay. Water operators **MUST** receive confirmation of payment from Town Hall before restoring service.

If your water service has been disconnected and is turned back on without authorization, it will be considered **theft of services**, and legal action will be taken.

We appreciate your cooperation and understanding as we work to improve service efficiency and accountability for our community.

If you have any questions, please contact Town Hall during normal business hours.

Sincerely,

Terry Hoof
Mayor, Town of Cullen