

# **CUSTOMER FEES, RATES, AND CHARGES**

**ADOPTION DATE:** October 26, 2006

**EFFECTIVE DATE:** October 26, 2006

Revised 01-01-2007----changed schedule of rates

Revised 10-01-2007----changed schedule of rates

Revised 10-01-2009----changed schedule of rates

Revised 12-1-2009-----added item 14 and corrected schedule of rates and charges (minutes 11-19-09)

Revised 02-11-2010----added G under item 14

Revised 03-24-2011----changed transfer of service and minimum bill section

Revised 10-01-2011----changed schedule of rates

Revised 04-01-2013----changed schedule of rates

Revised 04-01-2016----changed schedule of rates

**RESPONSIBLE FOR ADMINISTERING POLICY:**

Manager, Governing Board

## **BACKGROUND AND PURPOSE:**

It is generally accepted utility practice in the United States that each customer pay his fair share for utility service. Each customer must pay his fair share for service used and for the availability of service. The UTILITY'S minimum bill covers the costs of the infrastructure and overhead to make service available. Each customer is charged a minimum bill regardless of whether the customer actually uses service during the billing period.

The UTILITY is run for the benefit of all present and future customers. While no customer shall be treated unfairly intentionally, no customer shall be treated in any way that compromises the interest of other current and future customers.

## **LIMITATIONS**

The UTILITY is subject to various city, county, state and federal or other governmental agency requirements and has no discretion to set fees in a manner which would violate these regulations.

## **RECORD KEEPING DURATION**

All records of fees shall be kept for a minimum of ten years.

## **OMISSIONS**

This policy does not include any provisions for utility deposits which are covered in the Special Deposits Policy. The Governing Board reserves the right to establish new fees, rates, and charges and to modify existing fees, rates, and charges as it deems appropriate.

# POLICY

## Charges for New Service

- Application fee 1...Any customer or potential customer desiring utility service from this UTILITY shall fill out a CUSTOMER APPLICATION FORM. The fee associated with the application is NOT a security deposit and is Not refundable unless the UTILITY cannot, within a reasonable period of time, provide service.
- Transfer of service (see item 15 rules and regulations) 2...No application fee shall be charged to transfer an existing account to another address including immediate family member (spouse, mother, father, brother, sister, son, daughter, mother-in-law, father-in-law, daughter-in-law, son-in-law, grandmother, grandfather, grandson, granddaughter, step-father, step-mother, step-children, brother-in-law, sister-in-law, and legal guardians) or a cohabitant of residence over six (6) months. Proof of residence may be required for cohabitant and (relationship) for family members.
- Landlords 3...No application fee shall be assessed to a property owner who resumes responsibility for service formerly in the name of a tenant.
- Tap Fees 4...A tap fee is a charge made when utility service is initially run from the main line to the customer's property line. The ownership of the tap is conveyed along with the property.
- Multiple Connections not Allowed 5...A residential or commercial/industrial tap shall entitle a customer to utility service to one and only one dwelling or business. If a second residential dwelling or business is to receive service on the same or neighboring tract, a second tap must be obtained.
- 6...If any customer fails to disconnect any additional dwellings during the allotted time period, the customers service shall be disconnected for violation of the rules and regulations of this UTILITY, at the convenience of the UTILITY.

## Temporary or Seasonal Charges

- Connection and Disconnection fees 7...Customers requiring temporary service shall pay all costs of connecting and disconnecting service, in addition to the regular charge for water used, provided such temporary service can be feasibly provided at the discretion of the UTILITY. No application fee shall be assessed to a property owner who resumes responsibility for service formerly in the name of a tenant.
- 8...The customer shall pay all costs for the discontinuance and reinstatement of service for temporary repairs and for any other purposes for the customer's exclusive benefit.

Cut-off requests in writing

9...If a customer wishes service to be temporarily turned off, customer must contact the UTILITY in person or in writing. Depending on the duration of the cut-off, the UTILITY will valve off or remove the meter, at its discretion. In either case there is a service call fee for both the cut-off and the reinstatement of service. A minimum bill will be assessed at each billing period.

If a customer wishes for service to be permanent cut-off, the customer must contact the UTILITY in person or in writing.

Minimum bills (contracts after Sept.22, 2006)

10...A minimum bill will be assessed for each customer at each billing period. (the minimum bill reflects each customer's share of the overhead of operating the system). Non-payment of minimum bill for six months shall result in forfeiture of tap. Some situations such as major disaster may be at the discretion of the board. If a customer moves, dies etc. from location, the new owner (be it an individual, bank etc.) will be given the option of honoring the contract or not. If they decide not to honor, the tap will be removed if payment is behind (6) six months or more. If they decide to honor the contract the minimum payment will begin a the time they sign their contract and pay an application fee. If a cohabitant of an residence over six (6) months, or family member (spouse, mother, father, brother, sister, son, daughter, mother-in-law, father-in-law, daughter-in-law, son-in-law, grandmother, grandfather, grandson, granddaughter, step-father, step-mother, step-children, brother-in-law, sister-in-law, and legal guardians) desires to honor the contract, all past due bills shall be paid in full and the application fee will be waved. Proof of residence may be required for a cohabitant and (relationship) proof for family member.

### **Miscellaneous Charges**

Forfeited discount

11..If full payment is not received in the UTILITY office by the close of business on the dated noted on the bill, the customer must pay the gross amount shown on the bill.

Testing of Customer Meter and charges

12..Any customer questioning the accuracy of his meter may pay the bill in question plus a meter testing deposit of \$50.00 (residential meters) and \$350.00(commercial and industrial meters). The UTILITY will remove the meter and ship it to the manufacturer or have a recognized meter testing company test the meter on site. The UTILITY will pay all costs associated with the testing of the meter. If the meter proves to be accurate within the guidelines established for used meters by the American Water Works Association (AWWA), it is deemed to be accurate. If the meter tests accurate, the customer forfeits the meter testing deposit if the meter does not meet AWWA accuracy standards, the UTILITY shall refund the meter testing deposit to the customer and repair or replace the meter.

Check return charge

13..If a customer check is returned to the UTILITY by a financial institution for any reason, a fee in the amount of \$25.00 will be added to the amount due. The customer will be notified that the check is being held, and the customer may be required to pay the amount by money order, cashier's check or cash, at the desertion of the UTILITY staff.

Service call

14. SERVICE CALLS INCLUDE THE FOLLOWING BUT NOT LIMITED TO:

- A. Customer request for pressure test
- B. Customer moves from one location to another in the district that requires personnel to travel to site for meter reading, locks, etc.
- C. Leak checks ( if leak is on customers side)
- D. Temporary cut-offs that require personnel to travel to site for meter reading, locks, etc.
- E. Person responsible for bill change from renter to owner. Note: if owner request change prior to meter being cut off the charge will be less. (see rates sheet)
- F. Any request by customer that requires personnel to travel to site as directed by the manager.
- G. No charge if customer request turn off and moving out of district.

**THIS POLICY WILL SUPERSEDE ANY OLD POLICY IF IN CONFLICT**

**Minutes of Meeting of the Board of Commissioners  
October 26, 2006**

# River Road Utility District

## Schedule of Rates and Charges

0000 - 1000 Gallons ----- \$21.50 Effective May 1, 2016  
 1001 - Remainder Gallons ----- \$12.50 PER 1000 gal.

### RESIDENTIAL TAPS\* Effective May 18, 2007

TAP FEE	PRIVILEGE FEE	APPLICATION FEE
¾" \$500.00	\$1000.00	\$100.00
1" \$1000.00	\$1000.00	\$100.00
1 ½" \$1500.00 (1" METER)	\$1000.00	\$100.00

### COMMERCIAL TAPS\* Effective May 18, 2007

TAP FEE	PRIVILEGE FEE	APPLICATION FEE
1" \$1000.00	\$1200.00	\$100.00
1 ½" \$1700.00	\$1500.00	\$100.00
2" TAP EXPENSE (MATERIAL/LABOR)+	\$2000.00	\$100.00
3" TAP EXPENSE (MATERIAL/LABOR)+	\$2500.00	\$100.00
4" TAP EXPENSE (MATERIAL/LABOR)+	\$3500.00	\$100.00
6" TAP EXPENSE (MATERIAL/LABOR)+	\$5000.00	\$100.00

\* Plus any engineering cost

### DISCONTINUANCE OF SERVICE (CUT OFFS)

Regular Hours ----- \$50.00 Effective Nov. 1, 2007 (7:00 – 3:30)  
 After Hours ----- \$75.00 Effective Nov. 1, 2007

Returned check fee --- \$25.00 Effective May 18, 2007

#### SERVICE CALLS EFFECTIVE DEC. 1, 2009

Regular Hours ---- \$30.00  
 After Hours ----- \$60.00

Service change from renter to owner --- prior to cut off \$10 -- after cut off \$30

Meter box & lid replacement \$60 --- lid only \$30

Cutting locks --\$75 plus any other damage

Moving from one location to another-\$30 (Moving out of district no charge 2-11-10)

#### CREDIT CARD CHARGES EFFECTIVE JUNE 21, 2007

Credit Card / Debit Card	Call In
\$ 0 -- \$99	\$2.00
\$ 100 -- \$ 199	\$3.00
\$ 200 -- \$ 299	\$4.00
\$ 300 -- \$ 399	\$5.00
	\$6.00
	\$7.00
	\$8.00
	\$9.00