

CLEARLAKE OAKS COUNTY WATER DISTRICT

RESOLUTION NO. 15-06

BILLABLE FEES

WHEREAS, the Board of Directors of Clearlake Oaks County Water District accepts all modifications to billable fees as provided herein. All listed fees are to go into effect immediately.

NOW, THEREFORE, BE IT RESOLVED, by the Clearlake Oaks County Water District Board of Directors hereby rescinds, repeals and revokes Resolution No. 13-09 Billable Fees along with all authorizations empowered by the adoption and enactment of said resolution and all other resolutions, or parts of resolutions, in conflict herewith are, to the extent of such conflict, hereby repealed.

THE ABOVE RESOLUTION is hereby passed and adopted by the Board of Directors of the Clearlake Oaks County Water District at a regular meeting thereof held on the 19th day of November, 2015 by the following vote:

AYES: Hudson / Heeszel / Barron / Kiser / Medeiros
NOES: None
ABSENT: None
ABSTENTIONS: None



CLEARLAKE OAKS COUNTY WATER DISTRICT

By: Iris R. Hudson
Iris R. Hudson, President

Attest: Judy Heeszel
Judy Heeszel, Director

Billable Fees

<u>Administrative Fee</u>	Minimum of \$100.00 or actual time at an hourly rate, whichever is greater.
<u>After Hours Service Call Out</u>	\$150.00
<u>Annual Back Flow Prevention Device Inspection and Testing Fee</u>	\$45.00
<u>Delinquent Turn Off</u>	\$100.00
<u>Foliage Removal Fee</u>	\$37.50
<u>Grease Trap Reinspection Fee</u>	\$70.00
<u>Illegal Cross Connection Fee</u>	\$500.00
<u>Illegal Tamper Fee</u>	Minimum of \$100.00 or actual repair and replacement cost, whichever is greater.
<u>Inspection Fee</u>	\$96.00
<u>Late Charges</u>	\$10.00 or 10% of current charges whichever is greater.
<u>Meter Reset Fee</u>	Minimum of \$100.00 or actual repair and replacement cost, whichever is greater.
<u>Returned Check Fee</u>	\$32.00
<u>Service Forfeit Disconnection Fee</u>	Minimum of \$100.00 or actual billable labor and material cost, whichever is greater.
<u>Service Forfeit Reconnection Fee</u>	Minimum of \$100.00 or actual billable labor and material cost, whichever is greater.
<u>Service Reduction Reinspection Fee</u>	\$96.00
<u>Transfer Fee (New Owner / Tenant)</u>	\$50.00
<u>Turn On Fee</u>	\$100.00

Definition of Fees

Administrative Fee:

This fee is to be billed to any customer, agency and/or billable client that receives services from the District that requires administrative time for anything more than one (1) hour of labor. This is to be billed in one (1) hour increments and at no time is this to be a prorated or reduced fee.

After Hours Service Call Out:

This fee is to be billed for any customer request that is performed after regular business hours (8:00am to 3:30pm Monday - Friday). Note: this fee will be assessed for services such as, but not limited to; turn on's, turn off's, sewer blockages and check for a leak.

Annual Back Flow Prevention Device Inspection and Testing Fee

This fee is to be billed to any customer that has a back flow prevention device inspected and/or tested by certified District staff. Please reference District Ordinance No. 76 Cross Connection Control and Back Flow Prevention Device Program for further definitions and regulations.

Delinquent Turn Off

This fee is to be billed to each customer account that has service(s) terminated for delinquency. Delinquency is defined as: any account with a minimum of one (1) month of past due charges. These charges may include regular monthly charges, penalties and miscellaneous fees. Every effort will be made to contact the occupant of the service property prior to discontinuance of service. If contact is not made a 48 hour shut off notice will be placed at the service address prior to discontinuance of service. Note: The District also has the right to notify the County of Lake of any property that may have occupants after 24 hours of service termination.

Foliage Removal Fee

Customers will be notified no more than twice by US Mail of excessive foliage or obstruction of meter as per District Ordinance No. 31. If after the second notification a customer does not comply District staff will be forced to gain access to the meter and the customer will be billed accordingly. If removal of foliage is to take longer than 1 hour the customer is to be billed T&M.

Grease Trap Reinspection Fee

If a grease trap is found dirty or in non-operating order customer will be required to have the device cleaned, repaired or replaced within 30 days of the first inspection. The customer will then be required to have the device reinspected by District staff to verify that they have taken proper action.

Illegal Cross Connection Fee

Any customer who willfully fails to install a Backflow Prevention Device as required by Ordinance No. 76, or who willfully bypasses or alters a District meter or Backflow device, may be subject to prosecution and, upon conviction thereof, shall be punishable by a fine not exceeding \$500.00 or by imprisonment in the County jail for a period not exceeding six months or by both fine and imprisonment.(California Health & Safety Code Section 116820)

Illegal Tamper Fee

This fee is to be billed to any customer that illegally turns on or tampers with a District equipment for any reason outside of a designated emergency (ie: significant leak on property). Said customer is at risk of having their meter pulled to stop any further tampering and additional fees may apply.

Inspection Fee

This fee is to be billed for any inspection done for non-District workmanship.

Late Charges

The District shall render a bill for services on or about the 25th day of every month. Bills are due and payable upon receipt, and become delinquent if not paid by the 15th day of the month following the billing date. A late charge of ten dollars (\$10.00), or ten percent (10%), whichever is greater, will be applied to the past due balance on the 16th day of the month following the billing date.

A Final Notice will be sent to the owner and/or tenant, stating the past due amount and the date of discontinuance of service. Every effort will be made to contact the occupant of the service property prior to discontinuance of service. If contact is not made a shut off notice will be placed at the service address 48 hours prior to discontinuance of service. Service may be terminated for non-payment of a past due balance.

Meter Reset Fee

This fee is to be billed to any account that the service connection has been forfeited by the owner of record. Upon service reinstatement the account is to be billed a minimum of \$100.00 or the total cost of labor whichever is greater along with the total cost of the replacement meter.

Returned Check Fee

If any fee or charge is paid to the District by check and said check is not honored by a bank, a thirty two dollar (\$32.00) charge will be levied to the account in addition to any other charges assessed to the District. The District may proceed with discontinuance of service upon receipt of a returned check.

Service Forfeit Disconnection Fee

This fee is to be billed to any account that the owner of record has forfeited rights to service connection(s). Fee is to be billed with the final closing bill for owner of record and at no time is this fee to be reduced.

Service Forfeit Reconnection Fee

This fee is to be billed to account upon service reconnection. Fee is to be billed with the first billing cycle after service reinstatement and at no time is this fee to be reduced.

Service Reduction Reinspection Fee

This fee is to be billed to any account that the owner of record has requested an inspection for a potential billable service reduction. Fee is only to be billed after the first inspection has been completed and further reduction is required before adjustments will be authorized.

Transfer Fee (New Owner / Tenant)

In accordance to District Policy Governing Transfer of Information Service (approved August 15, 2007), a fee is to be assessed any time the billing is requested to be transferred to a new tenant. The owner must properly fill out and submit a tenant transfer authorization form prior to this fee being billed and the account being transferred. This fee is also to be assessed any time an account is transferred to a new property owner. Note: no fee is to be assessed when billing is transferred back to the owner from an authorized tenant.

Turn On Fee

If water service is turned on at the customers request during regular business hours (8:00am - 3:30pm Monday - Friday) this fee is to be applied to the account for services rendered. Note: this includes but is not limited to service resuming from customer repairs and/or seasonal discontinuance of service, however does not include service resuming from a delinquent termination. Any service found turned on by someone other than District staff will be subject to other applicable fees.

Justification of Fees

Administrative Fee

Average cost per hour for one Administrative staff member \$44.44

Additional cost for supplies \$25.00

Office equipment use \$30.56

After Hours Service Call Out

Average labor cost for 1 callout \$100.19

Cost for 1 service truck for 1 callout \$50.08

Annual Back Flow Prevention Device Inspection and Testing Fee

Average cost for Back Flow Certified Staff \$49.98

Delinquent Turn Off

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies

Foliage Removal Fee

Average cost for 1 service person \$37.45

Grease Trap Reinspection Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Illegal Cross Connection Fee

Any customer who willfully fails to install a Backflow Prevention Device as required by the Ordinance No. 76, or who willfully bypasses or alters such device may be subject to prosecution and, upon conviction thereof, shall be punishable by a fine not exceeding \$500.00 or by imprisonment in the County jail for a period not exceeding six months or by both fine and imprisonment.(California Health & Safety Code Section 116820)

Illegal Tamper Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies

OR actual repair and replacement cost as determined by time and material quote(s).

Inspection Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

Late Charges

A late charge of ten dollars (\$10.00), or ten percent (10%), whichever is greater, will be applied to the past due balance on the 16th day of the month following the billing date.

Meter Reset Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies

OR actual repair and replacement cost as determined by time and material quote(s).

Returned Check Fee

Bank Fee(s) \$12.00

Average cost for 1 CSR \$31.80

Service Forfeit Disconnection Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies

OR actual repair and replacement cost as determined by time and material quote(s).

Service Forfeit Reconnection Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies

OR actual repair and replacement cost as determined by time and material quote(s).

Service Reduction Reinspection Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies

OR actual repair and replacement cost as determined by time and material quote(s).

Transfer Fee (New Owner / Tenant)

Average cost for 1 CSR \$31.80

Account maintenance \$18.20

Turn On Fee

Average cost for 1 service person \$37.45

Average cost for 1 CSR \$31.80

Cost for 1 service truck \$25.04

An additional \$5.71 for supplies