

# Howell Mountain Mutual Water Company

## Water Rate Plan and Company Policies for Users

### Definition of Types of Users

Two types of users exist on the system, they are as follows:

Active Users: These users have a water meter that is read every month.

Inactive Users: Users who want to retain a water service with no meter existing at the property. The current charge is \$200 to install a meter.

### General Rate Plan

#### Current Rates:

- Each inactive meter monthly fee is \$33.87.
- Each active meter service fee is monthly \$45.16, this fee includes no water.
- Backflow monthly fee is \$3.75.
- A return check fee for non sufficient funds (NSF) is \$25.00.
- New Connections:
  - 5/8" Meter - \$5,350.
  - 1" Meter - \$8,870.
  - 1 ½" Meter - \$17,675.
  - 2" Meter - \$28,233.(Please note this does not include construction costs.)

#### Pay as you go:

- All water used is billable at 11.56 cents per 100 cubic feet.
- 100 cubic feet equals 748 gallons of water.

#### Meter Reading

- The meters will normally be read on the 15th of each month, give or take 2 days, depending on the weekend placement.
- Your meter displays your water usage in cubic feet. One cubic foot is equal to 7.48 gallons.
- Your bill will show your water usage as well as current and previous month meter readings .

#### Payment Due Date:

- All water bills will be due on the 10<sup>th</sup> of each month.

#### You Can Help

- Please report all consumer leaks or any leaks in system to our office, 707.965.2205.

## CONNECT/ RECONNECT AND TERMINATION OF SERVICE POLICIES

### Disconnection and Termination of Usage Because of Unpaid Bills

Right to water service and termination of that service shall generally follow the procedures as outlined in the HMMWC Bylaws, Section 7.01. This section states that any customers with bills more than thirty days past due will be given a 15-day notice of disconnection of water service. Unpaid bills will result in the following:

- A \$10 Past Due Fee will be charged for bills that become more than thirty days past due.
- A \$50 Past Due Fee will be charged for delivery of a 48 hour Notice of Disconnection of Water Service.
- A \$200 Reconnection Fee will be charged for starting the service after it has been disconnected.
- The total unpaid bill must be paid before service will be resumed. The company, in certain instances, will accept a payment plan (plan must be approved by General Manager) as long as the user remains current with his/her water bill each month.
- If disconnection of water service occurs a second time, or if no attempt to contact the office is made within 30 days of any disconnection of water service, possible termination of water service may apply.
- Termination means that HMMWC will no longer provide water service to the property and the property owner will have to pay \$5350 for a new water service.
- The right to water service goes with the property. If the property is sold with an outstanding balance, the water service to that property will be disconnected until the past due bill(s) are paid in full or termination of water service occurs.

### Termination of Water Service Because of Owner/User Wishes

Any owner of a parcel of property being served by the water company who chooses to go off HMMWC service may do so at his/her discretion by sending HMMWC notice in writing. In doing so, the owner gives up all rights to water service by HMMWC at that time or in the future. If the owner, at a future date wants to have water service reinstated, they may request a new service. When a service is approved, a new service charge will apply (currently \$5350 for a 5/8 inch meter).

### Transfer Charges when Change of Ownership Occurs or New Renters of Property

A \$25 charge will be assessed for a change in ownership or new renter on parcels served by HMMWC. Because the water service goes with the parcel, **all back bills must be paid** plus the \$25 change in ownership fee before HMMWC will continue to serve that parcel.

Landlords are responsible for water usage billed to their parcel. If HMMWC is billing a tenant for water usage, HMMWC will make a reasonable effort to collect delinquent bills. However, it is ultimately the **landowner's responsibility** for any outstanding bills and the rules for **Termination of Usage Because of Unpaid Bills** will apply.

### Tampering with Water Meter

Tampering with the meter or reconnecting the meter by non-authorized personnel may result in a \$400 Meter Tampering Fee or termination of water service to that parcel.

# Questions/Concerns/Complaints Procedure

## Questions/Concerns/Complaints

- Any questions/concerns/complaints regarding water service, billing or general concerns can be directed to the office and/or general manager. The office phone number is 707.965.2205.
- If a resolution to a concern/complaint is unsatisfactory, the Appeal Process can be followed.

## Appeal Process

Users may initiate a complaint or a request to the Board of Directors after the office/GM has been notified of the issue.

- The appeal must be made in writing to the Board of Directors with the reasons why the Board of Directors should consider the appeal as a unique situation.
- The appeal should state what action they would like the HMMWC Board of Directors to take.
- The appeal should state what action or actions user will be willing to make, to be sure situation will not occur again in the future.

HMMWCO Board of Directors  
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