

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 \$46.67
- Each active meter service fee is monthly \$62.10 this fee includes no water.
- There is no minimum water usage requirement.
- A return check fee for non sufficient funds (NSF) is \$25.00.
- New Connections:
 - 5/8" Meter - \$7,356.25.
 - 1" Meter - \$12,196.25.
 - 1 ½" Meter - \$24,303.75.
 - 2" Meter - \$38,820.00.(Please note this does not include construction costs.)

Pay as you go:

- All water used is billable at 15.09 cents per 100 cubic feet.
- 100 cubic feet equals 748 gallons of water.

Meter Reading

- The meters will normally be read on the 1st of each month, give or take 2 days, depending on the weekend placement and the bills will be sent out by the 10th of the month.
- 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 first day of each month following billing.
(example: Bills sent out on January 10th for the month of December, will be due on February 1st.)

You Can Help

- Please report all consumer leaks or any leaks in system to our office, 707.965.2205.
- All water distribution piping/ infrastructure located past the meter is the water-right-holder's responsibility and should be maintained appropriately to avoid leaks. Leaks on the customer's side of the water meter are the water-right-holder's responsibility. A ball valve installed on the customers side of the meter is highly suggested for easy water shut off in the event of a leak.

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 the company may begin disconnection procedures when accounts are more than sixty days past due. Past due accounts will result in the following:

- A \$10 Past Due Fee will be charged for bills that become more than thirty days past due.
- A 15 day Notice of Disconnection of Water Service will be mailed to the customer with past due balances over 60 days.
- 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.
- Place a lien on the property to which the water is delivered, and a notice of such lien may be recorded by General Manager of the company with the County Recorder. Such lien may be foreclosed in the manner provided by law for the foreclosures of liens on real property.
- Termination means that HMMWC will no longer provide water service to the property and the property owner will have to pay \$7,356.25 for a new water service.

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 \$7,356.25 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.

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 **Disconnection and 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. HMMWC owns all water and distribution infrastructure up to the meter (including the meter).

Note: Relocation of a water meter is at customer expense and will be subject to inspection and approval process by HMMWCO.

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/General Manager 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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