



Resolution No. 20220719-2

Policies for Water Service

WHEREAS, the Board of Directors of MOWD wishes to rescind Resolution No. 20200317 in favor of a new resolution on the issue of water service billing;

WHEREAS, in 2020, MOWD transitioned to new guidelines in compliance with Senate Bill 998, related to disconnection of water service for non-payment (Resolution 20200317).

WHEREAS, Meiners Oaks Water District water bills are sent out monthly and are to be paid in full by 5:00 pm on the 25th of each month (WHETHER IT FALLS ON A WEEKEND OR HOLIDAY) or be through the secure District Office drop-slot box or paid on the District's online payment portal before 8:00 am the first working day after the 25th. If this bill is still not paid in full by 5:00 pm on the 25th of the same month or before 8:00 am the first working day thereafter, a **Late Penalty of 25% of bill balance** will be added and your water may be turned off pending a letter of termination in accordance with Senate Bill 998.

The District has a secure payment drop-slot in the District Office door, as well as a secure online payment portal, available through the District website. If at anytime customers have trouble making the payment or will be out of the area, they are to contact the District Office ahead of time and make payment arrangements. If customers do not receive a bill by the 15th of each month, call the office and request a copy of the bill statement.

When customers receive a letter of termination by the District, it will include the total amount to be paid, including the 25% late penalty. No customer shall be shut off for non-payment less than 60 days after payment due date, in accordance with Senate Bill 998. If service has been shut-off for non-payment, a \$50/\$150 (normal hours/after-hours) reconnect fee will be added.

The District has personnel on-call 24 hours a day, 7 days a week. All valves on the District side of the meter are to be worked by District personnel **only**. If a customer needs the water shut-off, please call the District. (This service is at no cost to the customer).

The District has established fees (**See Appendix A**) related to administrative procedures, including but not limited to refundable service deposits, fines for

improper water use, penalties for delinquencies, returned checks, reconnection for non-payment, failures to test backflows, will-serve letter, new meters and expansion of services requests, temporary hydrant meter rental, customer valves, meter testing, lock cutting, meter tampering and fire flow testing.

The District Office is open 8:00 am – 5:00 pm, Monday through Friday, excluding weekends and holidays.

Board meetings are open to the public and are held every third Tuesday of each month at 6:00 pm at the District Office.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of Meiners Oaks Water District that the Fee Schedule in Appendix A is hereby adopted and that this Resolution 20220719-2 take effect on August 1, 2022.

PASSED, APPROVED AND ADOPTED this 19th day of July 2022.

On File

Board President
Michel Etchart

ATTEST:

On File

Board Secretary
Summer Ward



Appendix A: Fees Schedule

New Service Refundable Deposits

Residential	Commercial	Agriculture
\$50.00	\$75.00	\$150.00

Fines for Improper Water Use

	Stage 1	Stages 2 & 3	Stages 4 & 5
First Violation	No Fine	Warning	Warning
Second Violation	No Fine	\$100	\$150
Third Violation	No Fine	\$100	\$250
Fourth Violation	No Fine	\$200	\$350
Fifth Violation	No Fine	\$300	\$450
>5 Violations	No Fine	\$500	\$550

Penalties

Delinquent Payment	25%
Returned Checks	\$12
Reconnect for Non-payment	\$50 (normal hours) \$150 (after hours)
Failure to Test Backflow	\$150

*Customers must provide test results within 14 days of the 3rd request or a fine may be applied and water service will be disconnected. Reconnection fees will apply

Administrative Fees

Will-Serve Letter Requests, New Meters or Expansion of Service Requests	\$100.00
--	----------

Temporary Hydrant Meter (6-month Rental Maximum)

Deposit	\$1,000
Administrative Fee	\$100
Usage Charge (per unit)	\$3.85
Monthly WAC	\$36.00



Appendix A: Fees Schedule

	5/8" & 3/4"	1"	1.5"	2"	3"	4"	6"
Customer Valves	\$95	\$130	\$238	\$238			
*Meter Testing	\$48	\$53	\$159	\$159	\$175	\$175	\$250

*Standard shipping rates will be applied

Lock Cutting \$150

Meter Tampering \$150 & up

Fire Flow Testing \$300/hydrant