

Olivehurst Public Utility District Water & Sewer Service Fact Sheet

Current Service Rates*:

As of January 01, 2010 customers with non-metered water service (primarily Historic Olivehurst) are required to pay for water and sewer service in advance. Water service is a flat rate of \$26.00 per month and sewer service is \$27.00 per month for a total of \$53.00 per month per single-family dwelling.

Customers with metered water service are charged in arrears for water and sewer service. As of January 01, 2010 metered water service is \$16.00 per month for the first 17 hundred cubic feet (CCF) plus an additional \$0.90 per CCF over 17 CCF; sewer service is \$27.00 per month per single-family dwelling for a total minimum of \$43.00 per month per single-family dwelling.

*Rates current as of 01/01/10 and are subject to adjustment from time to time by action of the OPUD Board of Directors.

Billing Cycles:

Customer bills for residents of Historic Olivehurst, River Glen, Mapleton and Heartlands will be mailed on or about the 1st day of the month.

Customer bills for residents of North and South Plumas Lake, Summerfield, and Wheeler Ranch are mailed on or about the 15th day of the month.

Non-Receipt of Bill: If you do not receive your bill within 7-10 days after your billing cycle closes (either on the 1st or the 15th of the month; see above), please call our office immediately at (530) 743-4657 or contact us via e-mail at: opud@opud.org to report the problem. We can provide you with a duplicate copy of your bill or advise you of the amount due so you can pay your bill on time. Our mailing address for payments is: OPUD, P. O. Box 670, Olivehurst CA 95961-0670.

Administrative and Delinquency Fees:

For customers billed on the 1st of the month: Payment is due and payable upon receipt of your bill, but not later than the 25th calendar day of the month. If your account is not paid in full by the 15th day of the following month (approx. 45 days after billing), you will be considered delinquent and a \$10.00 Administrative Fee will be assessed. If you remain delinquent on the 25th day of the following month (approx. 55 days after the first bill), your account will be assessed a \$50.00 Delinquency Fee and services will be discontinued. Payment of all fees, charges and a deposit equivalent to two month's bill will be required in order to restore service.

For customers billed on the 15th of the month: Payment is due and payable upon receipt of your bill, but not later than the 10th calendar day of the next month. Your account must be paid in full by the last day of the following month (approx. 45 days after billing) or you will be considered delinquent and a \$10.00 Administrative Fee will be assessed. If you remain delinquent on the 10th day of the next month (approx. 55 days after the first bill), your account will be assessed a \$50.00 Delinquency Fee and services will be discontinued. Payment of all fees, charges and a deposit equivalent to two month's bill will be required in order to restore service.

Returned Check Fees: OPUD charges \$25.00 for returned checks (checks dishonored by your bank for non-sufficient funds or stop payment). A check written to avoid the \$50.00 Delinquency Fee which is later returned by your bank will be treated as if payment was not made. You will be charged a \$50.00

Delinquency Fee, service will be discontinued and you will be charged an additional \$25.00 Returned Check Fee. Payment of all fees, charges and a deposit equivalent to two month's bill will be required in order to restore service.

After-Hours Fee: Normal business hours for field service calls are 9:00 AM to 4:30 PM, Monday through Friday, excluding Holidays. Customers requesting service outside of normal business hours will be charged a \$75.00 fee to cover the overtime costs incurred by the District.

Electronic Payment Options: OPUD accepts credit card and debit card payments through a third-party service provider. The fee charged by the service provider is \$2.00 per transaction with a \$150.00 limit per single transaction. For more information on electronic payments, please visit our Web Site at www.opud.org and click on the "Electronic Payments" link located on the left-hand side of the page.