



## **Water & Sewer Service FAQs**

### **Who is authorized to sign in for service?**

On October 21, 2010 the Board of Directors adopted Ordinance 210, effective December 1, 2010 to establish that only a Landowner may sign in to service and that application for deferred payment of delinquencies by an existing Tenant account be made only with the knowledge of the Landowner. Courtesy copies of the billing may be sent to the Tenant at the Landowner's request however the Landowner is the customer of record and is the only party who may make changes on the account..

**Current Service Rates\*:** Non-metered residential water services are required to pay for water and sewer service in advance. As of January 1, 2012, customers with a flat rate are charged \$30.00 for water service and \$31.00 for sewer service per month for a total of \$61.00 per month per single-family dwelling.

Customers with residential metered water service are charged in arrears for water and sewer service. As of January 1, 2012 metered water service is \$17.50 per month for the first 15 hundred cubic feet (CCF) plus an additional \$0.99 per CCF over 15 CCF; sewer service is a flat rate of \$31.00 per month per single-family dwelling for a total minimum of \$48.50 per month per single-family dwelling for water and sewer services.

\*All other size services and commercial contact the Business Office. Rates are subject to adjustment from time to time by action of the OPUD Board of Directors. Please contact the office, view the website at [www.opud.org](http://www.opud.org) or check the Messages section of your bill for updates.

**Billing Cycles:** Currently there are two (2) billing cycles:

- 1<sup>st</sup> of the month – Due 25<sup>th</sup> of the month (Flat Rate Accounts)
- 15<sup>th</sup> of the month – Due 10<sup>th</sup> of the following month (Metered Accounts)

**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](mailto: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. **You are responsible for the payment of your bill even if you do not receive a statement.**

**Payment Arrangements:** OPUD encourages you to contact the business office before your account becomes past due to discuss payment arrangements. For those accounts currently signed in to service by a Tenant, the Landowner's contact information must be supplied in order to process an Amortization as per Resolution 2230. A Landowner who is the customer of record may not authorize a Tenant to execute an Amortization Agreement.

**Administrative and Delinquency Fees:** Customers who pay their bill in full and by the due date will not be affected by the following fees. Customers with past due accounts are subject to administrative fees and delinquency fees as per Resolution 2230. Accounts that are not paid in full by the due date will be subject to a \$2.00 fee to cover the costs of providing a Reminder Notice and a \$20.00 fee and penalty to cover the costs of providing a 48-Hour Notice. These fees are only assessed to accounts that are not paid in full by the due date.

In the event a customer remains past due following the Due Date of the second payment due (approximately 55 days after the first bill) the 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. Deposits are held for a minimum of 12 months following the delinquency. In the event of another delinquency before the 12 months is up, the 12 month calculation restarts. Following the payment as agreed for a 12 month period, the deposit is then refundable and may be applied to the account or refunded to the customer.

**Returned Check Fees:** OPUD charges \$25.00 for returned checks (checks dishonored by your bank for non-sufficient funds, stop payment or any other reason). 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 a \$25.00 Returned Check Fee. Payment of all fees, charges and a deposit (equivalent to two months 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.

**Customers Personal Banking Online Bill Pay:** OPUD accepts payments from the Customer's personal bank Bill Pay providers. These payments are made with checks that are MAILED via the US Post Office by the Bill Pay providers. It is important to note that it can take up to 10-14 business days to receive at OPUD due to mail time and the time of day/day of week the customer enters the data in the Bill Pay provider systems.

***PAYMENT IS NOT APPLIED/RECEIVED UNTIL CHECK IS RECEIVED AT OPUD.***

**Payments at the OPUD Business Office 1970 9<sup>th</sup> Ave.:** Payment at the OPUD business office can only be made in cash, check, money order or cashier's check during regular business hours. See below for Phone, Debit, Credit Card, Bill-Pay through a third party service provider as the office cannot process these types of payments.

**Credit Card/Debit/Electronic/Phone Payment Options:** OPUD can only accept credit card, debit card and EFT payments through a third-party service provider "Official Payments". 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](http://www.opud.org) and click on the "Electronic Payments" link located on the left-hand side of the page or follow the steps below.

\* Fee determined by Provider and subject to change.

The Operator makes a reference to paying your taxes ... you have the correct phone #, follow the instructions below.

**To make a payment by phone through Official Payments (\$2.00 charge applies):**

Call **1-800-272-9829**

Select Option 3 "**Charge Property Tax...**"

Enter Jurisdiction Code **1568**

System will ask you to verify the following:

Olivehurst Public Utility District, **Press 1**

Utility Bill Payment, **Press 1**

Enter Account Number /Customer Number (exclude leading zeros) using a star to replace the dash.

(example: 000000XXXX\*00)

Press the # key after Account Number/ Customer Number has been entered

Enter payment amount as instructed

Confirm payment amount

Write down confirmation number for your records – if account past due see **IMPORTANT** note below.

**To make a payment using the Internet through Official Payments (\$2.00 charge applies):**

Go to [www.opud.org](http://www.opud.org)

Click "Electronic Payments" (on left)

Click "Pay by Credit Card"

Locate 4 boxes in center of screen; select one labeled "Local Payments"

Enter Jurisdiction Code **1568** in small box on left

Press **Enter key**, jurisdiction code will disappear, but 3 boxes on right will now be filled

Top box should read "**California**"

Middle box should read "**Olivehurst Public Utility District**"

Select "**Utility Bill**" for bottom box

Click "**Make Payment**"

Enter payment amount

Click "**Continue**"

Verify payment amount/accept Terms & Conditions, click "**Accept**"

Enter the requested personal information and your Account Number /Customer Number (exclude leading zeros)

**Be sure to write down your CONFIRMATION # for your records, if you did not enter your e-mail address.**

**IMPORTANT:** If your account is delinquent and you have paid through 'Official Payments' you must call in your confirmation # and payment amount to the OPUD Business Office.