



Olivehurst Public Utility District Water/Wastewater Services Policy

The Landowner applies for and establishes services with the District and shall be responsible for all charges which accrue on the account until the account is closed. **Exception:** When the Landowner completes the Landowner's Guaranty & Consent a tenant may become the customer of record and will remain the customer of record as long as payments are made when due.

The customer is responsible for notifying the District in writing (via OPUD service forms) of the date the water service should be activated or discontinued in their name as defined in the "current" Water and Sewer Service FAQs.

1) Charge to Account for Activation of Service

- a) To establish an account with the District, any property owner of the service address desiring water service shall apply for service through the District office and pay a nonrefundable turn-on processing charge in the amount of \$25.00. This charge will be applied to the first month's bill in lieu of a credit check/deposit.
- b) Accounts with a temporary power of attorney name addition, legal name change (such as marriage) or name addition are excluded from this charge. In the event there is a change in the name through the Grant Deed, the \$25.00 charge applies, and a new account ID will be established on said account.
- c) The General Manager has the authority to waive the Service Activation Fee where circumstances justify such waiver.

2) Charge to Account for Discontinuance of Service

For those delinquent accounts of which a 10-Day Reminder Notice and 48-Hour Notice have been processed that have not paid by the specified date on the 48-Hour Notice, services will be discontinued for non-payment and a delinquency charge will be assessed on the account.

- a) A \$50.00 delinquency charge will be assessed to the account to cover the administration costs. The charge is incurred even if services have not been physically turned off. If it becomes necessary to discontinue service, the delinquent account balance must be paid before water service is restored.
 - a. This charge covers reactivation of services during normal business hours (7:30 AM to 3:30 PM, Monday – Friday, excludes Holidays). If reactivation is requested after normal business hours a \$75.00 After Hours charge will apply and be charged to the account.
- b) In addition to the delinquency charge, in order to restore service after discontinuance for non-payment, a deposit equal to two (2) average monthly payments will be required to reestablish credit with the District if one is not on record. The deposit will be refundable after 12 months continuous 'payment as agreed' activity. When eligible for refund, the deposit will be applied to the account.
- c) **At any time during this process, customer may request a payment plan (amortization) to prevent termination of services. Payment plan requested prior to the termination of services date, will prevent the \$50 delinquency charge.**
- d) Failure to make payment to bring the account current may result in a lien upon the property or transference to the County Tax Rolls.
- e) If the customer feels that they have been billed in error or wishes to dispute the charges with regard to their water services, they can contact the OPUD Business Office at (530) 743-4657.

3) Charge to Account for Vandalized Service Connection, Includes Unauthorized Turn-On and/or Unpermitted Water Use

It is unlawful for any person except duly authorized employees of the District to turn-on or turn-off services for any reason or to obtain water through an unpermitted connection. The District reserves the right to notify the District Attorney's office in accordance with California Penal Code, Section 498 of a violation (for example but not limited to: lock cut-off; blocking off service access; using water from another service address through such use as a hose between properties, turning on of services following discontinuance due to non-payment).

- a) A minimum \$200.00 vandalism charge will be assessed to the account to cover the administration costs. This charge must be paid prior to the reestablishment of services.

4) Charge to Account for Special Turn-off/on (e.g. facilitate repairs) at Request of Customer Who is Not Delinquent

- a) No charge will be incurred during normal business hours (7:30 AM to 3:30 PM, Monday – Friday, excludes

- Holidays) when a customer contacts the District to request the turn-off/on to facilitate maintenance/repairs.
- b) A \$75.00 charge will be incurred after normal business hours or on Holidays or weekends when a customer contacts the District to request the turn-off/on to facilitate maintenance/repairs.
- 5) Charge for Account for Turn-on/off Services for Activation of New Account or Termination of Account
Activation of new services, termination of services or reactivation of services due to a delinquency discontinuation are done during normal business hours. Service activations and terminations should be requested 24 hours in advance and during normal business hours.
- a) A \$75.00 charge will be assessed to the account to cover the administration costs when service is turned-on/off after hours.

Penalties to Be Charged to Accounts for Which 10 Day Reminder
and 48-Hour Notices are Processed

- 1) The penalties for processing of notifications to delinquent accounts are as follows:
 - a) A \$2.00 fee will be assessed to the account upon processing the “10-Day Reminder Notice” and a further penalty of ten-percent (10%) of the outstanding balance plus a \$3.00 fee will be added to the account upon processing of the “48-Hour Notice”.
 - b) “10-Day Reminder” notices are processed by mail at least 10 days prior to the proposed termination of services and the 10-day period shall not commence until 5 days after the mailing of the notice. “48-Hour” notices are processed by mail at least 5 calendar days prior to any proposed termination of.
 - c) No penalties will be assessed to any accounts with a past due balance of \$25.00 or less.
- 2) The penalties will be added to the account and will be collected as part of the costs to preserve or restore service, whether or not the delinquent balance is paid before termination of service.