

## Water & Sewer Service Fact Sheet

**Application Submission:** Applications can be obtained from our website [www.opud.org](http://www.opud.org) but must be signed and either returned to our office at 1970 9<sup>th</sup> Avenue in Olivehurst, or by fax (530) 743-3023, or email [customerservice@opud.org](mailto:customerservice@opud.org). If you have any questions, our customer service representatives are available to assist you from 7:30 AM – 4:00 PM, Monday - Friday at (530) 743-4657.

### **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 (**AT THE COST OF \$1.75 PER BILL COPY**) however, the Landowner is the customer of record and is the only party who may make changes on the account. **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.

**NOTE:** Be aware that if you are not present at the time water service is restored, you should take precautionary measures to prevent water damage to your property including turning off the water valve connected to the residence (commonly called the "house valve"). At no time will an OPUD field service technician turn service on or off from any point other than our service connection located adjacent to the property (commonly called the "street valve").

**Current Service Rates\* As of September 1, 2018** Customers with non-metered residential water services are charged \$44.55 for water service and \$40.00 for sewer service per month for a total of \$84.55 per month per single-family dwelling. New rates for flat rate customers are effective with your September 15, 2018 bill.

Customers with residential metered water service are charged in arrears for water and sewer service. Metered water service is \$16.50 per month for the first 6 hundred cubic feet (CCF) plus an additional \$1.65 per CCF over 6 CCF; sewer service is a flat rate of \$40.00 per month per single-family dwelling for a total minimum of \$56.50 per month per single-family dwelling for water and sewer services. New rates for metered customers are effective with your October 15, 2018 bill for September 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 Cycle:** Metered and non-metered accounts are billed on the 15<sup>th</sup> of the month - Due the 10<sup>th</sup> of the following month. Non-metered accounts are billed for services from the 1<sup>st</sup> through the last day of the current month. Metered accounts are billed for services from the 1st through the last day of the prior month.

**Non-Receipt of Bill:** If you do not receive your bill within 7-10 days after your billing cycle closes, 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 per Resolution 2230. A Tenant can only sign an amortization agreement if authorized by the "Landowner's Guaranty and Consent" to be the account holder and customer of record.

**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 are reminded of any past due amount with each bill and all past due amounts are due immediately. Customers with a past due amount 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 the Reminder Notice. An additional notice will be mailed more than 48 hours prior to termination of services and the account will be subject to a \$3.00 fee and 10% penalty.

If the past due amount has not been paid by the Shutoff Deadline Date given in the Reminder and 48 Hour Notices (more than 50 days after the original bill was mailed) 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 months of service charges 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 occurring before the 12 months has expired, the 12-month waiting period will restart. At the end of a 12-month period in which no delinquency has occurred, the deposit will be applied to the account or refunded to the customer upon request.

**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 7:30 AM to 3:30 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. In most cases, these payments are made with checks sent to OPUD electronically, which make take a minimum of 48 hours to post to your account. If your bank sends out the payment by check via US Postal Service, 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 "Invoice Cloud". The fee charged by the service provider is \$2.95 per credit card and electronic check transaction for online payments. This fee is collected by Invoice Cloud and may be subject to change. For more information on electronic payments, please visit our Web Site at [www.opud.org](http://www.opud.org), go to the "PAY ONLINE BY CLICKING HERE – ONLINE BILL PAY" box on at the bottom right of the main page. Then click on the "Utility Service" link located on the left-hand side of the page. To make a payment online you will need your full account number and the last name on the account. To make a payment by phone through Invoice Cloud, please call (855) 259-2993, the fee for this service is \$3.95 per transaction. To make a payment by phone you will need your full account number. This fee is also collected by Invoice Cloud and may be subject to change.