RULES AND REGULATIONS

TRANQUILLO PINES MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

These rules and regulations of the Tranquillo Pines Mutual Domestic Water Consumers Association, TPMDWCA, are issued in compliance with the Bylaws of the association and are designed to govern the supplying and distribution of water for domestic purposes for its members. They are subject to annual review and change from time to time by a majority vote of the Board of Directors.

If a provision of the rules and regulations conflicts with a provision of the Bylaws, the Bylaw provision will prevail.

PROCEDURE FOR ESTABLISHING RULES & REGULATIONS

The association's Board of directors is responsible for administering these rules and regulations and seeing that the business affairs of the association are in proper operating order. The directors may issue policies from time to time to direct how the association will operate.

Proposals for establishing policies may be presented to the Board of directors by any director of the association. Members of the association may also petition the Board for implementation or amendment of the rules. Proposed policies will be in accordance with the association's certificate of association, Bylaws and other applicable laws and regulations. The Board will review and vote on each proposed policy. A majority vote in favor of adopting the policy is needed for the policy to become official.

The passage of a rule or amendment will be documented in the minutes of the Board meeting at which it was approved. Additional or updated rules will be numbered according to the year passed and a sequence number.

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SECTION 1: MEMBERSHIP REQUIREMENTS

2025.1A Membership in the Association: Membership is limited to property owners within the community of the association that are reasonably accessible to services provided and who are in need of water for domestic purposes as provided by the association Bylaws and evidenced by a membership certificate and payment of all fees. Renters or purchasers of property through pending real estate contracts are not considered property owners.

2025.1B Member in Good Standing: A "member in good standing" is defined as one who is not delinquent in payments to the Association and in compliance with the Bylaws, these rules and regulations and any other associated laws. A "member in good standing" entitles a member to vote at membership meetings and elections, qualify to be on the Board of Directors and continued water service.

2025.1C <u>Electronic Communication:</u> A member may elect to receive all communications electronically, including monthly bills and meeting notifications, which the association would normally send by certified mail. The member

must complete and sign the <u>Electronic Communications Release Form</u>, in person at the association office, witnessed by an officer of the Board of directors, or the form can be notarized and sent to the office via certified mail. If the member desires to rescind this selection, they must complete the change form in person, or the form can be notarized and sent to the office via certified mail.

2025.1D Rights, Privileges and Obligations of Members: The voting rights, privileges and obligations of all members of this association, whether the member is using the water services or not will be equal. All members of the association should demonstrate courtesy and respect at all times by being polite and considerate, using good manners, behaving in a professional demeanor and adopting an attitude of thoughtfulness and consideration for each other. Those members who lack courtesy and respect at Board meetings or other interactions will be asked to leave the meeting or to end a hostile exchange. If this behavior continues during a meeting, it will be adjourned with no business conducted and a special meeting will be scheduled to complete the unfinished business.

Abusive behavior and actions that create an unsafe situation for anyone on the Board, their family members or contractors will not be tolerated and may result in the disconnection of service, reporting to law enforcement, and may result in civil action against the individual.

Unacceptable behavior includes, but is not limited to, the following acts:

- Stalking, cyber bullying, threats, intimidation, harassment, defamation, and abusive language on association Board members, employees, contractors or family member of.
- Member blocking access to easements.
- Tampering with the association's equipment.
- Theft, vandalism or sabotage of association's infrastructure.
- Any other crime.

2025.1.E Application for Membership:

Application for membership shall be made as provided by the association's Bylaws. In addition to the requirements set forth in the Bylaws, applications for membership will be considered on a first-come, first-serve basis. Memberships will be approved, however, subject to satisfactory evidence that the applicant has a need for service and that the system has adequate capacity to provide the service. No application for membership shall be approved under this section if the capacity of the association's water system is inadequate to meet the needs of its existing members. Needs of existing members are defined as the result of the average daily pumping capacity divided by average aggregate daily use, which must be greater than two. If membership is denied due to lack of capacity, the unsuccessful applicants are placed on a waiting list. In reviewing applications for membership, the Board will consider the following in priority order

- Service to existing residence
- 2) Service to residential construction in progress
- 3) Service to undeveloped property (see additional language below)
- 4) Additional service to member with existing service

Applications seeking membership for undeveloped property shall show to the satisfaction of the Board of Directors that the applicant has plans to develop the property within a reasonable length of time and is willing to transfer all water rights to the association. Items to be considered as evidence of development within a reasonable length of time shall be approved building plans, building permits, and executed construction contracts with reputable building contractors. Upon review and approval of the application by the Board of Directors and the payment by the applicant of a non-refundable membership fee, a refundable service deposit, new service installation fee, and applicable taxes, a membership certificate shall be issued and service provided. The service deposit will be refunded to any member requesting membership cancellation providing the account is in good standing.

- **2025.1.F.** Membership Certificate: This Association will use the Membership Certificate as its official form of certificate. The original certificate will be kept by the member and a copy filed in the association's office.
- **2025.1.G.**<u>Transfer of Membership Certificate</u>: To transfer a membership the current member must show proof of membership by submitting a copy of the original Membership Certificate to the Board along with a written request to transfer membership and a copy of the property deed in the name of the new owner and payment of all outstanding account balances, new customer activation fee and transfer fees as described in the Fee Schedule in this document. Burden of proof of membership falls on the current member. Memberships must be transferred to the new property owner with payment of all fees owed within 30 days of taking possession of the property and before water can be delivered. In the event that the membership certificate is lost the copy of the certificate on file will be used. The President and Secretary/Treasurer or Secretary must approve all transfers.

SECTION 2: RENTALS AND PURCHASERS OF PROPERTY

- **2025.2. A.** <u>Water Services for Rental Property</u>: The property owner is the member and responsible for all bills incurred. The association will only send the water bill to the member and not the renter since they are not members.
- **2025.2. B.** Water Services for Property under Real Estate Contract: The property owner is the member and is responsible for all bills incurred. The association will only send the water bill to the member and not the purchaser of the property served by the association as they are not owners and do not qualify for membership.

SECTION 3: PROVIDING WATER SERVICE

- **2025.3.A.** Water Services Ready to Use: Minimum Charge: Water services will be considered ready to use when the installation process has been completed, regardless of whether or not the member makes use of them. Charges will be made for services as of this date. Whether a meter is present or not, the base rate and assessments must be paid to maintain membership standing. The base rate and assessments are set by the Board of directors as provided for in the Association Bylaws.
- **2025.3.B.** <u>Service Deactivation and Reactivation.</u> Members who will be temporarily out of their residence may choose to have the water services temporarily disconnected. The monthly base rate and assessments, deactivation and activation fees listed in the current rate schedule will apply.
- **2025.3.C.** <u>Multiple Service Connections Not Allowed.</u> Multiple connections into one residential meter are prohibited and considered theft from the association and it's members. Water service is intended for the sole use of the member, their agent or tenant at the single location requested, and does not permit the transfer or cross-connection of water by any means to another dwelling or place of business. Members who allow multiple connections will be charged a water theft fine and will be disconnected from water service.

A member may have more than one metered water service connection, but each connection requires its own membership.

- **2025.3.D.** <u>Connection to Private System.</u> There will be no physical connection between any private water system or well and the water system of the association. Violation of this provision is cause for disconnection of a member's water services and payment of all applicable costs to correct and tampering fees.
- **2025.3.E.** <u>Continuity of Service</u>. The association will make all reasonable efforts to supply continuous, uninterrupted service. However, it will have the right to interrupt service for the purpose of making repairs, connections, extension, testing, or for other necessary work. Every effort will be made to notify members affected by service interruptions, except in emergencies. The association will not accept responsibility for losses which might occur due to such necessary interruptions of service or shortage of water supply. Members may contact the association's office or visit the website to learn more about disruptions to service.

2025.3.F Water Line Placement In Easement. All water service lines, except association-maintained lines, within the members property, whether it is in the easement or not, is the responsibly of the member to maintain. The association is responsible for the maintenance of distribution lines and other appurtenances within the member's property. It is the responsibility of the member to install service lines on the member's side of the meter that pair to meet the association's meter. At the member's request and expense, the association will install a shut off valve for the member to use within the property boundary or easement. The member will be responsible for maintaining this shut-off valve once it is installed.

2025.3.G <u>Vacant Residences</u>: For the safety of member's property and to prevent the freezing of pipes and excessive water loss, water will be shut off to all vacant residences and all residences without electricity no matter the season.

SECTION 4: METER AND METERING FACILITIES

2025.4.A. Metering of Water Service: Water service will be metered to each individual dwelling or place of business. Multiple dwellings will not be served by one meter. Metering facilities will be installed by the association and considered part of the new service installation charge. These shall consist of service clamp, corporation stop, service line, meter yoke, turnoff valve, meter can, meter and any apparatus that the association deems proper. All these facilities remain the property of the association. The service line from the discharge point of the meter yoke is the property of the member and responsibility of the member. This service line shall be installed according to applicable governmental codes. It is the responsibility of the member to install a backflow prevention device on the member's side of the meter that pairs to meet the association's meter. At the member's request and expense, the association will install a backflow prevention device and a shut off valve for the member to use within the property boundary or easement. The member will be responsible for maintaining these devices once installed.

Operation of the association's turnoff valve is restricted to the manager, manager designee, and Board members. It is recommended that the member install their own turnoff valve on their side of the meter yoke.

2025.4.B. Tampering with Metering Facilities: There is a zero tolerance for tampering with any of the association's facilities including but not limited to the meters. Members who tamper with the meter will have service disconnected, be assessed a tampering fine, disconnect and reconnect fees, along with any other cost needed to repair the meter/equipment. For tampering resulting in water theft the members will be assessed a water theft fine in addition to other fines for meter tampering and associated fees. Payment of all fines, fees and costs are required before service is reconnected.

Tampering with the meter includes, but is not limited to, the following acts:

- Turning the water back on, when water is disconnected, will be considered theft and subject to the water theft fine.
- Breaking the shut-off valve.
- Digging in or around the meter or the meter box.
- Breaking any lock that may be present.
- Damage to the meter or the meter box and/or the lock.
- Any other tampering that may arise.

2025.4.C. <u>Location of Metering Facilities:</u> Metering facilities will be located at the main line in the utility easement nearest either the right or left of the property line. If this is not practical the location will be mutually agreed upon by the Board and property owner. Should the location be within the member's property, the member shall grant the association an unobstructed easement with the right of ingress and egress to said property for the purposes of servicing, reading or removing the metering facility.

2025.4.D. Meter Accuracy: Service meters, where errors do not exceed five percent (5%) percent fast or slow, will be considered as within the allowable limits of accuracy for billing purposes. The association uses mechanical meters which slow down over time until they stop running completely, they do not speed up.

- **2025.4.E.** Meter Testing: Meter testing will be performed at the request of the member in writing. If the meter is found to be off in excess of five percent (5%), such testing shall be at no cost to the requesting member. Otherwise, the member for whom the required testing was made will be charged for the cost of the test and the trip cost for taking the meter in for testing. To avoid interruption of service a temporary meter will be installed.
- **2025.4.F.** Meter Reading: Meters will be read by a designee of the association on a monthly basis. If a meter cannot be read, the association will bill the member for the average water used during the prior three months until such time as adjustments can be made for actual water used.
- **2025.4.G.** Only the association's designee can turn on or off the water meters: When the association's designee turns off a water meter there will be a reading, or a picture taken to ensure tampering does not occur during shutoff.

SECTION 5: BILLING AND PAYMENT FOR WATER SERVICES

- **2025.5.A.** Billing of Water Services: All persons connected to the water system are subject to at least the base rate and assessment water charges as soon as water service is available to the property. The association's secretary/treasurer or designee will bill monthly for water services from actual meter readings at the rates set forth on the approved water rate schedule. Meters will be read by the association on or about the 10th day of the month. Bills will be mailed on or about the 20th day of the month and payment is due in full upon receipt of bill.
- **2025.5.A.** <u>Disconnection of Water Service:</u> Fifteen (15) days prior to the day the meters will be read, delinquent members will be notified by certified mail that the water service will be disconnected on that day if the accounts are not paid current.
- **2025.5.B.** <u>Reconnection of Water Service</u>: Any water service which has been disconnected due to a delinquent account or for other reasons, shall not be reconnected until the account has been paid current and a reconnection fee paid.
- **2025.5.C.** Payment of Water Services: Payment for water service is due upon receipt of the bill. Please include your account number, payment stub and either mail or deposit your payment in the box located at Highway 337 and Raven Road or you may drop your payment off at the association office.
- **2025.5.D.** Overdue Accounts: Bills not paid within fifteen (15) days of the billing date are considered overdue. Overdue payments are subject to a late fee as described in the rate schedule. Persons who fail to pay for water services and applicable fines, fees and assessments within 60 days of the due date will be considered **delinquent** and will be subject to disconnection procedures.
- **2025.5.E.** Delinquent Accounts/Notification & Disconnection of Services: All persons with delinquent accounts in violation of these rules will be notified by certified mail at the last address known to the association. The association is not responsible for undelivered mail as a result of failing to update the association with a new or correct address. The notification will include the amount due or will state the non-compliance problem and will provide a final date for payment/compliance. This date shall not be less than 10 days from the date the notice is sent. Failure to comply or pay as specified in the notice will result in water services being disconnected and subject to a delinquent account reconnection fee described in the rate schedule. The Board of directors may file suit in a court of competent jurisdiction to recover costs associated with an unauthorized or illegal connection or delinquent connection, including the cost of water delivered, charges for connection and disconnection, damages and attorney fees.
- **2025.5.F.** <u>Negotiating Monthly Payment Schedule</u>: To avoid disconnection of services, the Board and the member may negotiate in writing in the form of a contract a monthly payment schedule for the delinquent amount, provided that at the time the agreement is executed the customer will pay an initial deposit amount, to be no less than 50% of the total amount owing plus the current month's bill. The outstanding amount will be paid for in three (3) equal payments over (3) consecutive months in order to bring the account current. Defaults on payment arrangements agreed to by the member will result in disconnection from service immediately.

2025.5.G. Major Leak Payment Plan.

If a member of the association experiences a major leak, defined as five or more times their average monthly usage, the member can either pay off the full amount or they can request, in writing, that the Board of Directors approve a reduced bill with a one-year payoff plan. If the leak(s) are not repaired immediately the Board will consider disconnecting the meter. The reduced bill and payoff plan, if approved by the Board of Directors, will be administered as follows:

- 1. To avoid misuse of the Major Leak Policy, a \$240 fee will be imposed for each occurrence that the Board approves, which also covers the extra electricity and billing costs. This fee will also be spread out over 12 months at \$20 per month.
- 2. The number of gallons used for the month the leak occurred will be divided by twelve and, using the water rate table in effect at the time of the leak, a monthly water usage charge will be calculated based on the result
- 3. The total result of #1 and #2 will be spread equally over 12 billing cycles, starting with the bill for the month the leak occurred, by adding the result to the Member's monthly bill for 12 months.
- 4. If the same member has another major leak before 12 months have elapsed, the member must begin the process again, using the same formula and adding the new "Leak Charge" to previously calculated charges. The Board will consider special circumstances, but lack of maintenance on the members' part is not one of them.
- **2025.5.H.** <u>Lien on Property:</u> The Board of directors may place a lien on property to which services have been extended in the amount of all outstanding assessments, charges and fees associated with the services. The Board of directors may enforce the lien in a manner provided by the laws of the state. In the event the Board of directors is forced to enforce the lien in a court of competent jurisdiction in New Mexico, the Board of directors shall be entitled to recover all costs and attorney fees.
- **2025.5.I.** Returned Checks. A returned check fee will be charged for each check returned for insufficient funds as listed in the rate schedule. Once a member bounces three (3) checks the association will only accept payment by money order.
- **2025.5.J.** Water in Exchange for Service: No member, Board member, or contractor will be compensated by reduced water rates, fees or fines, free water or free or reduced connection costs. All compensation must be in US dollars and recorded in the association's general ledger.

SECTION 6: SERVICE EXTENSIONS

- **2025.6.A.** Extension of Water Mains for One Individual: Main lines laid beyond the association's existing water system service area will be installed by the association and paid for by the individual applying for membership or water service. Individuals are not authorized to extend or alter main lines without Board approval. The individual must provide easements to the association, should easements be necessary. Main lines become the property of the association.
- **2025.6.B.** Extension of Water Mains not Covered Above: The Board of directors may enter into special service contracts in cases where the applicant has unusual service requirements. The contract, however, must not be in conflict with any of the organizational documents or laws of the state that are applicable to public water systems.

SECTION 7: FINANCIAL POLICIES

2025.7.A. <u>Temporary Assessments</u>: If at any time, it appears in the judgment of the Board of directors that revenue from the collection of water charges will be insufficient to pay all costs incident to the operation of the association's system and the payment of all debts of the association, the Board shall make an assessment against each member of the association for a limited time so that the total amount reasonably expected to be collected from water charges fully pays, when due, all cost of operation, maintenance, replacement and loan payments, or other necessary expenses of the year's operation.

2025.7.B. Board Member Mileage. Board members of this Association are eligible to receive reimbursement for certain types of expenses that are incurred for the purpose of carrying on official duties. Expenditures require prior approval from the Board and subject to budget availability. Final approval for reimbursement will be documented by submitting receipts and other supporting documentation.

Board members using a private vehicle in the discharge of their duties will be reimbursed at the current IRS designated rate per mile. Board members will be required to keep a log of the total actual mileage traveled, the purpose of the trip, and the date of the trip. Commuting expense between work and the employee or Board member's personal residence is not eligible for reimbursement.

2025.7.C. Board Member Travel and Per Diem: The purpose of travel per diem is to reimburse a Board member for meals, overnight lodging and related expenses necessary in the discharge of official duties. Overnight Travel more than 50 miles from the Board members property must be pre-approved by the Board and will be paid the current State of New Mexico per diem rate or the actual lodging and transportation costs if they exceed the standard per diem rate. Meal rates and incidentals for actual expense costs will follow the current State of New Mexico rates published on the Department of Finance and Administration website in May for the preceding fiscal year. Other expenses such as gratuities, not to exceed 20%, parking, rental car and registration fees may be reimbursed if receipts are submitted. Partial day per diem may be approved for travel that exceed 24 hours at the current rate published on the Department of Finance and Administration website.

Eligible actual expenses must be reasonable, at the best attainable price and require receipts. Lavish expenditures and alcohol will not be reimbursed.

- **2025.7.D.** Non-salaried Board Member Per Diem: Pursuant to the Per Diem and Mileage Act (10-8-4 NMSA 1978), non-salaried public officers (Board members) may receive \$45.00 for physical attendance at a meeting for less than 4 hours or attendance at a virtual meeting during a single day. For meetings greater than 4 hours Board members may receive \$95.00 during a single day. This per diem is not considered compensation, cannot be paid to salaried Board members and is subject to budget availability.
- **2025.7.E** Office Expenses: Reimbursement will be provided for Board members incurring expenses for postage, purchasing office supplies, office equipment, or other similar business expenses. Such expenses must be preapproved by the secretary/treasurer or President of the association if the cost is \$100.00 or less and by the board of directors if the cost exceeds this amount. Such expenditures must be documented by a receipt. Special exception for pre-approval may be waived whenever the circumstance is an emergency.
- **2025.7.F** <u>Bank Accounts and Signatures</u>: The Board shall have bank accounts in the name of the association. The Board shall determine which of the officers will be authorized to sign checks and to conduct financial transactions on behalf of the Association.
- **2025.7.G** <u>Audits</u>: The association is subject to financial audits as required under the Audit Act (12-6-1 NMSA 1978) and any rule promulgated under this act.
- **2025.7.H** <u>Budgets:</u> The Secretary/Treasurer or Treasurer shall prepare an annual operating budget at the beginning of each fiscal year for Board approval by resolution. The budget should be realistic and consider historical data as well as inflationary factors.
- **2025.7.I** <u>Purchasing</u>: All purchases made by the Association shall follow the State of New Mexico Procurement requirements under 13-1-1 to 20 NMSA 1978.
- **2025.7.J.** <u>Reserve Funds</u>: Funds sufficient to provide for proper operation and maintenance of the association will be identified through a rate-setting analysis that will ensure enough revenue to cover yearly expenses equitable pay for staff and emergencies. Reserve funds for non-major capital items, emergencies and debt service shall be

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maintained and included in the annual budget.

SECTION 8: CUSTOMER SERVICE

2025.8.A. <u>Customer Complaints</u>: All customer comments, complaints or suggestions must be addressed to the association's Board in writing or by contacting the association email account. Each complaint will be responded to in a timely fashion. A written response will be made within five business days of the complaint via email and/or posting on the website. The board will respond to each complaint respectfully with the intention of resolving every issue in as timely a way as possible.

The member has thirty (30) days to file a complaint regarding the amount of their most current water bill dated no later than forty-five (45) days of the bill date. If the complaint is made after the forty-five (45) days, the member must request to be put on the agenda to address the Board although, any bill over sixty (60) days will not be heard or addressed.

The secretary will document in writing any account discrepancy, research findings, and present it for Board approval before any adjustments can be made. The Board will review and address complaints as necessary at the regular Board meetings. Approval or disapproval of the adjustment must be indicated in writing. A copy will be mailed to the customer and a second copy will be placed in the customer's file within 10 business days.

2025.8.B. <u>Customer Overpayment</u>: Any payment amounts over and above current due amounts owed to the association shall be applied toward future billing. In cases where the account is closed and the membership cancelled, the overpayment shall be refunded to the customer within 30 days, provided there is no balance outstanding.

SECTION 9: MEMBERS' RESPONSIBILITIES

- **2025.9.A.** <u>Keeping trash and weeds cleaned up around meter & easement</u>: Each customer and or member needs to keep the weeds around their meters cleared so our meter readers can safely read your meter each month. Easements must also be cleared of weeds and trash. Trash and garbage also needs to be kept clear of your meter. If the association is forced to clean around your meter a clean-up fee will be billed to you on your monthly bill. In winter months please keep meter can surroundings clear of snow.
- **2025.9.B.** Each residence needs to have a shut-off valve and backflow prevention device: Every residence on the water system has to have a shut-off valve and a backflow prevention device installed. The association will not install a meter or turn the meter on until the member can show they have these devices installed.
- **2025.9.C.** <u>Dripping your indoor faucet in winter months</u>: When it is freezing outside the member must and should drip a faucet in the night hours to keep pipes from freezing. If pipes freeze and cause the water meter to freeze and break the member will be responsible for the cost of replacing the meter.
- **2025.9.D.** <u>Install and maintain heat tape under your house</u>: The association strongly recommends installing heat tape to insulate any exposed pipes that are at risk of freezing. Broken pipes are costly, not only in damage to the home, but in water waste as well. **Please follow directions on the installation of the heat tape you purchase.**
- **2025.9.E.** <u>In winter months wrap and cover outdoor faucets</u>: During the wintertime, be sure to unhook all hoses and turn off outdoor faucets. Insulate and cover each faucet to prevent freezing.
- **2025.9.F.** In an emergency always call TPMDWCA if your water needs to be shut off: Only the association employees, delegates, or Board members are permitted to turn the meter on/off. The member may and should whenever possible turn on/off the valve on the customer side and/or at the residence.
- **2025.9.G** Report any water leaks to TPMDWCA: Whenever you see water puddled up in your yard, or someone else's yard, or in the road or easement you need to call the association office so we can investigate it further. Wasting of water is a very serious matter and needs to be stopped. The association has a responsibility to conserve water ALWAYS and if there is a broken water line or hose left running unattended, or a meter is tampered with

and wasting excessive water, it is up to the discretion of the operator to shut the customer's water off to stop the flow of said water. Any wasted water on the member side of the meter will be billed to the member account.

2025.9.H. Report any theft of water: If you should see anyone digging in the easements or water trucks connected to hydrants, report it immediately to TPMDWCA. A hose strung to another property or house is not allowed and should be reported. Water theft drives the cost of water up and puts unnecessary wear and tear on equipment and must be stopped. Do not confront the thieves yourself. Call the Bernalillo County Sheriff's office.

2025.9.I. Report change of Address and or phone number: All members must keep their contact information up to date with the association and notify the association within ten (10) days of any change.

2025.9.J. <u>No outdoor watering:</u> The association's water is for potable household use only and may not be used for outdoor watering, agricultural or livestock use. Outdoor use is subject to fines listed on the rate schedule.

2025.9.K. <u>Death of Member:</u> In the event of death, the membership may be transferred, subject to Board approval, at no cost to heirs pending submittal of death certificate, proof of property ownership, and copy of the original Membership Certificate.

SECTION 10: Water Rate/Fee/Fine Schedule

Fee/Fine Schedule:

Membership transfer: \$300.00 (also called customer activation fee)

New member fee: \$5000.00 (one-time fee)

Replacement Certificate: \$100

Refundable Service deposit: \$150.00

New Service Installation: Cost + 15% service charge (50% of estimate paid up front with balance due upon

completion)

Meter testing: \$100.00/event

Disconnect/Reconnect: \$100.00/event

Meter turn on/off: \$50.00/event - No charge in emergencies or during normal hours M-F, 8am-5pm

Returned check: \$40.00

Certified letter: \$40.00 Includes preparation of letter and cost of travel to Post Office

Lien Fee: Cost + 15% service charge

Standby Fee: Monthly charge of base rate plus assessments

Tampering Fine: \$100/event plus property damage
Water Theft: \$250/event plus property damage

Late Fees: 10% of past due amount

Outdoor watering fine: \$50/event

Meter Cleanup Fee: \$25.00

WATER RATE SCHEDULE

July 2023 Consumer Price Index Adjustment 0f 8.7% for 2022 Inflation

Base Rate		ite	\$61.80
	0	- 4,000 gallons	\$2.88 per 500 gallons
	4,001	- 5,000 gallons	\$4.60 per 500 gallons
	5,001	- 6,000 gallons	\$5.76 per 500 gallons
	6,001	- 7,000 gallons	\$6.91 per 500 gallons
	7,001	- 8,000 gallons	\$8.06 per 500 gallons
	8,001	- 9,000 gallons	\$12.66 per 500 gallons
	9,001	- 10,000 gallons	\$17.27 per 500 gallons
	10,001	- and above	\$28.78 per 500 gallons