

KONOCTI COUNTY WATER DISTRICT
Customer Information

- Rates:** Water Meters are read every month. You are charged a Service Fee of \$53.345 each month, plus \$.042 per cubic foot of water. (a cubic foot is 7.48 gallons)
- Billing:** Your bill reflects one month of water service and usage. Bills are mailed around the 15th of month. Payment is due every month by the 5th. . *Example: Meter is read 1/8, bill is mailed 1/15, bill is due 2/5, and late 2/10. Payments can be made with cash, checks, money order or by credit cards.*
- Late Charges:** A late charge of \$20 is assessed on payments received after the 10th of the month in which they are due (5 days after due date).
- 48 Hr./ Lock Off:** Accounts that are over 60 days past due will receive a 48-hr. notice and charged \$25.00 for a posted notice and will be locked off if not paid within 48 hours (working days only). Accounts that are locked off must pay the balance in full plus an \$120 reconnect fee to restore service.
- New Service:** Property owners must provide Proof of Purchase and fill out an Account Application and a copy of their Drivers license before service will be put in their name.
- Fees:**
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| Name Change only: | \$20 | |
| Name Change w/ Closing Bill: | \$100 | <i>if closing bill was generated for previous owner/renter</i> |
| Name Change w/ Reconnect: | \$120 | <i>if service was disconnected</i> |
- Rentals:** To put the service in a renter's name, the owner must fill out and sign a Transfer Agreement. It is the owner's responsibility to keep us informed when a renter is moving in or out.
- Closing Bill:** An owner may call to request a closing bill at any time. If a closing bill is generated, a new owner will be charged \$100 to put service in their name.
- Disconnect:** An owner may disconnect service at any time at no charge. We require a signed Customer Disconnection Request to lock off service and the property must be unoccupied.
- Reconnect:** There is a \$120 fee to reconnect service. The fee must be paid by 3:00 PM. to reconnect the same day. Disconnections lasting 4 months or longer are subject to a monthly stand-by fee (2.50/mo.), payable by the property owner upon reconnection and billed yearly in July.
- 24 Hr.R/C** Customer's may reconnect locked-off service for a 24-hour period for a \$100 fee.
- After Hours Service Call:** Call outs for customer service after 3:30 PM are subject to a \$100 fee.
- Returned Check:** There is a \$45 fee for a returned check. Returned checks for payment on a past due bill will receive a 48 hour disconnect notice.
- Vandalism:** Water meters, locks and curb stops are the property of Konocti County Water District and there are substantial penalties for vandalism with increasing fees for multiple offenses - Cut or Missing Lock: \$300, 2nd occurrence: \$500, 3rd occurrence: \$600 and police report; Broken Curb Stop: \$325 + Time and Materials, Tamper to Meter Head: \$300, Tamper to Meter: \$500. Curb Stop plug \$100.00.
- Illegal Use:** It is illegal for customers to provide water to another customer with a locked-off meter. Such illegal use may result in service disconnection.