

# Spanish Flat Water District

P.O. Box 9163  
Napa, CA 94558  
(707) 966-1607  
SpanishFlatWD@gmail.com

## Application for Water & Sewer Service

Name	Service Address		
Start Date of Service	Drivers License Number & State Issued		
Billing Address (if Different than Service)	City	State	Zip
Primary Phone #	Secondary Phone #		
E-mail Address			

Emergency Contact: Name	EC Phone Number
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You acknowledge and allow the Spanish Flat Water District to contact the individual listed in emergency circumstances and relay information about your water or sewer service after Spanish Flat Water District representatives have tried and failed to contact you directly.

**As per Ordinance No.8, dated April 1, 1988, and amended with Resolution 303, dated March 11, 2010, "A deposit of \$300.00 shall be paid by the homeowner of homes located in the District before the homeowner occupies the property. The deposit will be refunded in full when the water and sewer charges are paid in total when the homeowner ends service"**

The undersigned hereby requests utility service at premises designated above, and waives claims for damages resulting from running water originating from leaks, open faucets, etc. on such property, and agrees to hold the Spanish Flat Water District harmless from such damages.

Date	Signature
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OFFICE USE ONLY			
Account #	Meter #	Water and/or Sewer	Deposit

This form is to be signed and returned to the SFWD office along with your deposit.

## GENERAL INFORMATION SHEET

**DUE DATE:** Accounts are delinquent if “payment” is not received by the 10<sup>th</sup> of the month after the billing month.

**CHARGES:** A late fee will be assessed on all delinquent accounts.

**NON-SUFFICIENT CHECK CHARGE:** There is a \$50.00 charge for all returned checks.

**72 HOUR SHUT-OFF NOTICE:** A “72 Hour Shut-Off Notice” (RED TAG) will be posted at the customer’s service address if payment has not been received and the account is 90 days past due.

**TERMINATION OF SERVICES:** If a “72 Hour Shut-Off Notice” (RED TAG) was posted at the service address and payment was not made within the indicated time, your water service will be disconnected. If water services are disconnected for non-payment, a \$200.00 non-refundable reconnection fee will be charged. Service will not be restored until payment has been made for the full amount of the bill plus the reconnection fee.

**DEPOSIT:** A refundable service deposit equaling \$300.00 is required for all new customers as per Resolution 303 dated March 11, 2010. It is refundable upon the termination of service. Deposit should be made payable to “Spanish Flat Water District” or “SFWD”

**PAYMENT:** The only forms of accepted payment are: check, money order, cashier’s check, or payment made through our online portal at <https://spanishflatwater.govtportal.com/> for which there is a 3% convenience fee. No cash is accepted.

**DISPUTED BILLS:** If a customer claims that the bill is incorrect, the customer needs to contact the office immediately and request a review of their billing. If the District Manager has confirmed the stated amount owed, the customer needs to pay the amount of the bill (under protest if necessary) and request a further review by the Board of Directors if the billing amount is still disputed. The action by the Board of Directors shall be final and conclusive.

\* Service charges are ongoing monthly charges billed each month and reflect the previous month’s charges. These charges are not prorated and are the responsibility of the owner of the property whether occupied by the owner or a tenant of the owner.

\* All address changes should be made in writing and mailed to: Spanish Flat Water District, 4340 Spanish Flat Loop Rd. Unit 9163, Napa, CA 94558.

\* For your convenience there is a gray metal drop box located below the SFWD sign at the bottom of the driveway to the district office where you may drop off payments or other correspondence related to the water district.