

# SPANISH FLAT WATER DISTRICT

4340 SPANISH FLAT LOOP RD., UNIT 9163, NAPA, CA 94558

707-966-1607 OFFICE - 707-966-0193 FAX

## 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.

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

**72 HOUR SHUT-OFF NOTICE:** After 3 month's of non-payment of a Utility Billing, a "72 Hour Shut-Off Notice" (RED TAG) will be posted at the customer's service address.

**TERMINATION OF SERVICES:** If a 72 Hour Shut off Notice (RED TAG) was posted at the service address and the payment was not made by the time indicated on the notice, your water service will be disconnected. If water service is disconnected for non-payment, a \$200.00 non-refundable re-connection fee will be charged. Service will not be restored until payment has been made for the full amount of the bill plus the re-connection fees and a 'DEPOSIT' (see deposit below) equaling \$300.00 if not already paid.

**DEPOSIT:** A water/sewer deposit equaling **\$300.00** is required for all new customers as well as filling out an application for water/sewer monthly service.

**DISPUTED BILLS:** If a customer claims that the bill is incorrect, the customer should contact the Secretary immediately and request a review of the billing. If the District Manager has correctly stated the amount owed, the customer should pay the amount of the bill, under protest if necessary and request further review by the BOARD OF DIRECTORS. The action by the BOARD OF DIRECTORS SHALL BE FINAL AND CONCLUSIVE.

### UTILITY CHARGES:

**Water Service Charge** (CURRENTLY) \$55.30\*\* per month ON GOING

**Sewer Service Charge** (CURRENTLY) \$66.85\*\* per month ON GOING

**Water Quantity** (CURRENTLY) \$1.38\*\* per 1000 Gallons of use

**Loan** \$8.15\*\* per month ON GOING UNTIL PAID

**Energy Surcharge\*\*** 15% on Sewer rates per month ON GOING

\*\*These service charges are ON GOING monthly service charges billed each month and reflect the previous month's charges. These charges are not pro-rated 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 THE DISTRICT AT THE ADDRESS AT THE TOP OF THIS PAGE.

I have read the above and agree to the terms set forth: Owner's Name \_\_\_\_\_

Service address \_\_\_\_\_

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

SFWD Approval \_\_\_\_\_ Date \_\_\_\_\_

FOR YOUR CONVENIENCE A BLACK METAL MAIL DROP BOX IS LOCATED BELOW THE SFWD SIGN AT THE BOTTOM OF THE DRIVEWAY TO THE DISTRICT OFFICE. **PLEASE DO NOT PUT CASH IN OUR DROP BOX. WE WILL NOT BE RESPONSIBLE.**

Thank you for your cooperation. SFWD March 2019