

# Tri-County Water Conservancy District

## Customer Information Sheet

January 2012



1. Every inhabitable dwelling capable of independent living must pay a plant investment fee to receive water service as outlined in the District's Operating Policy Section 6 Meter Requirements. Designated customers are responsible to install and maintain backflow prevention assemblies as required by state law. TCW prohibits cross connections with any other water source of any kind. Any violation of the operating policy could result in termination of service.
2. Upon purchase of any tap, customers will be billed according to the rate schedule. At a customer's request and to protect the meter setting, Tri-County Water will turn off, drain, and seal inactive meters. A minimum of 2 working days notice is requested to reactivate water service.
3. Water Rate Schedule (Bi-monthly):
  - Residential Base Rate \$ 16.00 - 0 gallons (Standard Meter)
  - Demand Base Rate \$ 50.00 - 0 gallons (1" Meter and larger)
  - Rate per 1000 gallons \$ 3.00
  - Pumping \$ .35 per 1000 gal per pump level

Payments may be made at the District office, by mail, or online at [www.tricountywater.org](http://www.tricountywater.org). Accepted forms of payment are cash, check, money order, EFT, Visa, Master Card, and Discover.

4. If tap is locked due to delinquency of account, all charges to date must be paid to reinstate service.
5. Tap ownership is transferred on District records at closing by completing and submitting a District application and service agreement and proof of ownership (deed). A \$10 fee is charged for transfer of ownership. All charges incurred prior to closing are the responsibility of the new owner. We recommend that accounts be settled prior to closing, transfer, or change in renter. A final bill can be furnished to the owner or renter with 24 hours notice to the District.
6. A water use right or tap fee for residential service is currently \$5000 (plant investment fee) plus cost of installation. Tap fees are based on an "average" demand for meter size and may be increased based on customer requirements. Tap fee schedules are available upon request.
7. The District's water service spans more than 3000 feet in elevation and can experience pressure fluctuations of 20 to 200 psi. Customers are encouraged to install private pressure relief protection to guard against occasional pressure surges in our pipelines. Private pressure regulators are NOT allowed in the District's meter pit. The District is not responsible for any damage caused by pressure fluctuations in our system. If you are experiencing any problems, please call our office.

8. The District is responsible for operation and maintenance of facilities to and through the meter pit. The owner is responsible for all private service facilities beyond the meter pit including their pressure regulator, if needed. Some meters installed prior to 1997 include a regulator in the District's pit. Upon failure of this regulator, the District will remove it from pit and the customer may install one in a private pit or in the house. The owner shall have sole responsibility for operation, maintenance, and replacement of the regulator thereafter.
9. The District will assist customers in investigation of private service problems, if requested. If extensive assistance or repair is needed on the customer's side of the meter, the customer will need to hire private assistance.
10. The most common points of loss or waste in an individual's water system are leaking fixtures such as toilets, faucets, and yard hydrants. Please check your fixtures periodically to protect yourself from unnecessary water loss and expenses.
11. The District will bill a renter at the request of the owner. However, the owner is ultimately responsible for any and all charges due by the renter.

12. Current Fee Schedule:

- Renter and Owner Transfer - \$ 10
- Delinquent Notices - \$ 5 each
- Delinquent Fee - \$ 30
- Returned Check or EFT - \$ 25 (any reason)
- Meter Tampering/Damage - All Costs (\$200 Minimum)
- Cut Lock Fee w/o damage - All Costs (\$100 Minimum)
- Reassignment of uninstalled meter - \$ 500 (District approval required)
- Limited Use Tap Conversion - \$ 1,337

13. Household water heaters can increase internal pressure which may cause the pressure relief valve on the water heater to discharge. Appropriate measures should be taken to alleviate internal pressure problems in the home.
14. The District's water system is designed for domestic water service only. Fire hydrants located on the system may not provide adequate flow or pressure for fire protection.
15. The District can determine available pressure and flow prior to design and installation of a lawn watering system. All sprinkler systems must connect outside the meter pit and have a pressure vacuum breaker or reduced pressure assembly backflow prevention device appropriately installed in their system. Please contact the District office for more information.
16. All District policies, fees, and rates are subject to change by the Board of Directors without notice.
17. For **EMERGENCY AFTER HOURS**, please call 249-3369 and our answering service will notify appropriate District staff.