



Policy Number:	7000
Policy Title:	Billing and Collection Fees

1. Returned Check Fee

1.1. Checks that are returned by the bank as unpaid will be returned to the issuer. Replacement funds will be required along with a returned check fee. Late fees and penalties will be assessed to the customer's account, if applicable.

1.1.1. Where an account has two (2) or more returned checks, payment for FOWD services and/or fees will be required in the form of cash, certified check, or money order.

1.1.1.1. The customer may request to make payment with a check after demonstrating one (1) year of timely payments on the account.

1.1.2. The FOWD may waive the returned check fee for the following circumstances:

1.1.2.1. Where a customer can demonstrate a check returned by the bank as unpaid is due to fraud. Customer must supply a statement from the bank with letterhead.

1.1.2.2. Where a customer can demonstrate a check returned by the bank as unpaid is due to bank error. Customer must supply a statement from the bank with letterhead.

1.2. The returned check fee is due and payable immediately.

1.3. The returned check fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

1.3.1. Subsequent returned checks will be assessed a different fee amount.

1.4. Returned check fees collected will be posted as miscellaneous income.

2. Late Penalty Fee

2.1. When a bill for water service has become past due, the FOWD will not charge a late penalty fee until after first allowing a seven (7) day grace period for the delinquent account to be paid current, commencing no earlier than nineteen (19) days from the date of mailing the FOWD bill for services.

2.2. If after the seven (7) day grace period (at 4:30pm on the seventh day) the delinquent account is not paid current, a late penalty fee will be assessed to the customer account.

2.3. The late penalty fee is due and payable immediately.

2.4. The FOWD may waive this fee at the request of the person in billing for the account.

- 2.4.1. The late penalty fee can only be waived one (1) time per account in any three (3) year period.
- 2.5. The late penalty fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
- 2.6. Late penalty fees collected will be posted as other income.
- 3. Service Fees
 - 3.1. Final Notice Service Fee
 - 3.1.1. Where an account has become delinquent, and per FOWD policy, it is necessary for the FOWD to make an attempt to contact the customer to whom the service is provided to inform the customer of the impending discontinuance of service, a final notice service fee will be assessed to the delinquent account at the end of the business day prior to the scheduled delivery date of the final notice.
 - 3.1.1.1. The final notice service fee is used to recover costs associated with processing a delinquent account and dispatching FOWD personnel to deliver the notice. It will be assessed to the delinquent account at the cut off date/time as set forth in section 3.1.1 if full payment is not received by the cut off date/time regardless of whether contact is made with the customer.
 - 3.1.2. The final notice service fee is due and payable immediately.
 - 3.1.3. The final notice service fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 3.1.4. Final notice service fees collected will be posted as other income.
 - 3.2. Disconnect Service Fee
 - 3.2.1. Where an account has become delinquent, and per FOWD policy, the FOWD has given written notice of the delinquency and impending discontinuance of service, and has made a reasonable attempt to contact the customer to whom the service is provided, a disconnect service fee will be assessed to the delinquent account at the end of the business day prior to the scheduled disconnect date.
 - 3.2.1.1. The disconnect service fee is used to recover costs associated with processing a delinquent account and dispatching FOWD personnel to terminate water service. It will be assessed to the delinquent account at the cut off date/time as set forth in section 3.2.1 if full payment is not received by the cut off date/time and regardless of whether the actual service is disconnected.
 - 3.2.2. When service has been discontinued for violation of FOWD policy or for nonpayment of bills, the FOWD will charge a disconnect service fee to the customer account.
 - 3.2.3. When service has been discontinued at the request of the owner, for the purposes of removing said owner from billing and causing the account to become inactive, the FOWD will charge a disconnect service fee to the customer account.
 - 3.2.4. The disconnect service fee is due and payable immediately.

- 3.2.5. The disconnect service fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 3.2.6. Disconnect service fees collected will be posted as other income.
4. Disconnect Service - After Normal Working Hours (Non-Emergency) Fee
 - 4.1. When service has been discontinued at the request of the customer after normal working hours, for non-emergency reasons, the FOWD will charge a disconnect service – after normal working hours (non-emergency) fee to the customer account.
 - 4.2. The disconnect service – after normal working hours (non-emergency) fee is due and payable immediately.
 - 4.3. The disconnect service – after normal working hours (non-emergency) fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 4.4. The disconnect service – after normal working hours (non-emergency) fees collected will be posted as other income.
5. Reconnect Service - After Normal Working Hours Fee
 - 5.1. When service has been reconnected at the request of the customer after normal working hours, the FOWD will charge a reconnect service – after normal working hours fee to the customer account.
 - 5.2. The reconnect service – after normal working hours fee is due and payable immediately.
 - 5.3. The reconnect service – after normal working hours fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 5.4. The reconnect service – after normal working hours fees collected will be posted as other income
6. Lien Processing Fee
 - 6.1. When the FOWD is recording a lien upon the real property served for delinquent charges and penalty fees thereon, a lien processing fee will be assessed to the delinquent account and will be included in the amount recorded on the lien.
 - 6.2. Water accounts that have payment for receivables that have exceeded 60 days past the bill date are subject to a lien on the property. The minimum amount for recording a lien is \$100.
 - 6.3. The lien processing fee is due and payable immediately.
 - 6.4. The lien processing fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 6.5. Lien processing fees collected will be posted as other income.
7. Meter Re-Read Fee

7.1. Where a customer has made a written request to have a meter re-read for the purpose of verifying billing accuracy, a meter re-read fee will be assessed to the account if the meter reading on the bill is confirmed as being accurate.

7.1.1. Each customer account may receive one FOWD meter re-read per calendar year with no meter re-read fee assessed.

7.2. The meter re-read fee is due and payable immediately.

7.3. The meter re-read fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

7.4. Meter re-read fees collected will be posted as other income.

8. Meter Test Fee

8.1. Where a customer has made a written request to have a meter tested, a meter test fee will be assessed to the customer's account if the meter test results reveal that the meter does not exceed the allowable AWWA standard of 101.5% accuracy rate.

8.1.1. The FOWD may waive this fee if the customer schedules a Landscape/Irrigation Review with the FOWD to be performed on the subject property prior to the next scheduled meter reading for this meter.

8.1.2. The meter test fee can only be waived one (1) time per calendar year.

8.2. The meter test fee is due and payable immediately.

8.3. The meter test fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

8.4. Meter test fees collected will be posted as other income.

9. Meter Lock Replacement Fee

9.1. FOWD staff secures all inactive (not in billing) water meters in the off position with a lock. Where this lock has been cut/removed and service restored without approval from FOWD staff, a meter lock replacement fee will be assessed to the customer's account.

9.2. The meter lock replacement fee is due and payable immediately.

9.3. The meter lock replacement fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

9.4. Meter lock replacement fees collected will be posted as other income.

10. Meter Box Cleaning Fee

10.1. Where FOWD staff encounters issues with access to the water meter due to obstructions and is necessary for FOWD staff to use resources to remove and cleanout obstructions, a meter box cleaning fee will be assessed to the customer's account.

10.2. The meter box cleaning fee is due and payable immediately.

10.3. The meter box cleaning fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

10.4. Meter box cleaning fees collected will be posted as other income.

11. Meter Box Replacement Fee

11.1. Where FOWD staff encounters a meter box that needs replacement due to damage not related to normal wear and tear, and FOWD staff uses resources to restore the meter box back to FOWD standards, a meter box replacement fee will be accessed to the customer's account.

11.2. The meter box replacement fee is due and payable immediately.

11.3. The meter box replacement fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

11.4. Meter box replacement fees collected will be posted as other income.

12. Denial of Access Fee

12.1. Where a customer denies FOWD staff access to FOWD owned facilities, a denial of access fee will be accessed to the customer's account.

12.2. The denial of access fee is due and payable immediately.

12.3. The denial of access fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

12.4. The denial of access fees collected will be posted as other income.

13. Unauthorized Hydrant use or Tampering Fee

13.1. FOWD requires a permit for fire hydrant use other than for emergency firefighting and FOWD purposes. Any use or tampering of a FOWD fire hydrant, including construction water, dust control, fire department training, swimming pool filling, etc., is unauthorized and requires a permit. Where FOWD staff witnesses the unauthorized use of a fire hydrant, the person(s) found using the fire hydrant (without permission) will be assessed an unauthorized hydrant use or tampering fee.

13.2. The unauthorized use or tampering fee is due and payable immediately.

13.3. The unauthorized use or tampering fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

13.4. The unauthorized use or tampering fees collected will be posted as other income.

14. Meter and Service Tampering Fee

14.1. Where FOWD staff determines that a customer has with intent tampered with FOWD water meter/service, diverts metered services, prevents a meter from accurately performing its measuring function, causes connection with FOWD property without FOWD permission, breaks, digs up, obstructs, or injures any appurtenances, will be assessed a meter and service tampering fee.

- 14.2. The meter and service tampering fee is due and payable immediately.
- 14.3. The meter and service tampering fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
- 14.4. The meter and service tampering fees collected will be posted as other income

15. Change of Ownership Processing Fees

- 15.1. Water service billing will be in the name of the property owner as recorded at Sacramento County. The property owner will be responsible for the cost of delivery of water to the property.
- 15.2. It is the property owner's responsibility to notify the FOWD of a pending property ownership change. Typically, this is done during the escrow process through the title company.
- 15.3. FOWD will issue a demand for payment to the title company upon request. The demand for payment will be based on the pending change of ownership date. Typically, this is performed within 1-3 days of the change of ownership date.
 - 15.3.1. The water account balance for the incoming and outgoing owner will be reconciled as of the change of ownership date as recorded at the Sacramento County. The account balance, fixed charges billed/paid in advance, unbilled water consumption and assessment of the change of ownership processing fee are components of the reconciliation process. The FOWD does not generate a final bill.
- 15.4. When property ownership change occurs, the existing property owner (seller) will be assessed a change of ownership processing fee.
- 15.5. If the existing property owner has a credit balance on the water account, as of the ownership transfer date, the credit balance will be applied to the change of ownership processing fee.
- 15.6. The change of ownership processing fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
- 15.7. Change of ownership processing fees collected will be posted as other income.

16. Credit Card Processing fees

- 16.1. Customers that choose to use the credit card payment option will be assessed a credit card processing fee.
- 16.2. The credit card processing fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.