

KONOCTI COUNTY WATER DISTRICT
Customer Information

(707)994-2561
(707)994-1107 FAX

- Rates:** Water Meters are read every month. You are charged a Service Fee of \$40.36 each month, plus \$.04 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 the 15th of the month. Payment is due by the 5th of the following month. *Example: Meter is read 2/12, bill is mailed 2/15, bill is due 3/5, and late 3/10.*
- Late Charges:** A late charge of \$15 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 receive a 48-hr. notice and charged \$20.00 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 past due balance in full plus an \$80 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 Driver's License before service will be put in their name.
- Fees:**
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| Name Change only: | \$10 | |
| Name Change w/ Closing Bill: | \$60 | <i>if closing bill was generated</i> |
| Name Change w/ Reconnect: | \$80 | <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, the new owner will be charged \$60 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 an \$80 fee to reconnect service. The fee must be paid by 2:00 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. Reconnect:** Customer's may reconnect locked-off service for a 24-hour period for a \$50 fee.
- After Hours Service Call:** Call outs for customer service after 3:30 PM are subject to a \$50 fee.
- Returned Check:** There is a \$20 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: \$100, 2nd occurrence: \$200, 3rd occurrence: \$300 and police report; Broken Curb Stop: \$325, Tamper to Meter Head: \$200, Tamper to Meter: \$250. Curb Stop plug \$50.00.
- 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.