

**Residential Water/Sewer Service Fact Sheet
2019/2020 Fiscal Year**

Service Charges: Water or Water/Sewer.....\$50.00
Sewer only account..... \$14.00
Service charge.....\$50.00

Security Deposit: Required on all Water and/or Sewer accounts..(5/8" & 3/4" residential).....\$100.00
This deposit may be waived if you have had an account in good standing in your name within the last two years. Security Deposits are applied as a credit to your account on the first billing after one year of service **unless you have incurred penalties and/or disconnection**, or to the final bill in the event that service is discontinued before one year. **For customers with a history of several late penalties and/or account locked off the deposit will be held an additional year beginning with the date of the last late penalty.**

Returned Check Fee: Checks returned by the payer's bank (for insufficient funds, closed accounts, stop payments, etc.) must be redeemed in cash, money order, or cashier's check for the full amount of the check plus a \$25.00 service fee.

Monthly Billing: Utility accounts are billed monthly and are due upon presentation. The bill becomes delinquent 30 days after the billing date and will be assessed a 10% penalty on any past due balance.

- If payment is not received within 45 days after the billing date a final notice will be mailed indicating a shutoff date for nonpayment.
- If payment is not received within 60 days after the billing date **service will be disconnected.**
- If service is disconnected, reconnection will only be made after all past due charges, current charges, and a reconnection fee of \$50.00 are paid. Service will then be restored within 24 hours from the time payment is received (excluding weekends and holidays).
- A copy of our Policy on Discontinuation of Residential Water Service for Non-Payment is available by request, or electronically on our website www.cityofarcata.org. Policies are available in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

Payments: Utility payments may be mailed to: City Hall, 736 F St. Arcata, CA 95521-6284. Payments are accepted at the Cashier's Window in City Hall, Monday, Thursday & Friday, 10am to 3pm, Tuesday 10am to 5pm, and Wednesday 9am to 3pm. For your convenience, payments may also be left in the drop boxes located to the left of the cashier window, next to the mail box by the front entrance, and in the rear parking lot at the end of the center parking row nearest the Library. Payments may also be made online at <https://arcata.merchantransact.com> or by phone at 707-827-1114.

Closing an Account: Please call the Finance Department at 707-822-5951 to DISCONTINUE SERVICE. **Have the following information ready:**

1. Customer name and account number.
2. Date service is to be discontinued.
3. Forwarding address for final bill or deposit refund.

It is the account holder's responsibility to notify the City when you wish service to be discontinued. If you fail to discontinue service you will be responsible for any/all charges after moving out. Requests to discontinue service retroactively will not be honored.

RESIDENTIAL UTILITY RATES (5/8" & 3/4" METERS):

Water Service:	<u>Inside City Limits</u>	<u>Outside City Limits</u>
Base rates:	\$13.76/month	\$26.50/month
Consumption:		
0 - 300 cu.ft.	\$3.51/100 cu.ft.	\$3.69/100 cu.ft.
301 - 400 cu.ft.	\$3.78/100 cu.ft.	\$3.97/100 cu.ft.
401 - Above	\$7.40/100 cu.ft.	\$7.78/100 cu.ft.

Excess water consumption charges may be waived for customers who provide a written statement from a medical doctor indicating the medical necessity for excess water use.

Wastewater (sewer): Residential sewer rates are based on water consumption. The base rate is \$49.62/month and includes the first 400 cu.ft.. Consumption in excess of 400 cu.ft. is billed at \$7.62/100 cu.ft.. Winter averaging allowance will be made for irrigation purposes for all billing periods whose billing dates fall within the period of June 1 through September 30. The allowance will be computed based on average usage for the previous February through April period.

Sewer Repair Fee: In October 1996 the City Council approved a bond to pay for capital improvements in wastewater collections system. This bond is being repaid by the collection of a "Sewer Repair Fee" collected monthly on each sewer connection billed by the City. The initial payment was \$1 per month starting in February 1997. The fee increased by \$1 each year until the fee reached \$5 per month in February 2001. The fee will continue at \$5 per month for 20 years until the bond is paid.

Tampering Fee: A tampering fee of \$293.00 shall be charged for the unauthorized operation of any City owned curb cocks, main cocks, gates on vales; or any interference with meters, their connections, or other parts of the City's water system.

Call Out Fee: A service charge of \$284.00 will be charged for turn-on, reconnection, or other service calls related to water accounts performed outside of the City's usual business hours (evenings, weekends and holidays).

Backflow Prevention Devices: Residents with backflow prevention devices are charged \$7.25 per month for backflow device rental and annual inspection.

Jacoby Creek Assessment District: Residents who live in the Jacoby Creek Water District are assessed \$6.50 per month on their City of Arcata Water Bills. This money is used by the Jacoby Creek Water District to pay a bond debt for construction of the water lines and water tank that services the district. The bond is scheduled to be paid off in 2033. The address for the Jacoby Creek Water District is PO Box 122, Bayside CA 95524-0122.

Utility tax: All utility services within the city limit are taxed at a rate of 3%. For the purposes of City billed utilities, this applies to water and sewer charges.

Other Utilities:

Garbage Services:	Recology Arcata Garbage	707-683-4853
Electric and Gas	PG&E	800-743-5000