

MUIR BEACH COMMUNITY SERVICES DISTRICT

19 Seacape Drive, Muir Beach, CA 94965 . 415-388-7804 . www.muirbeachcsd.com

Water Department Rates and Policies - Updated December 28, 2008

1) Current Rates for Water Service (billed Monthly)

<u>GALLONS</u>	<u>CHARGE</u>
0 to 2,250	\$23.00 flat charge
2,251 to 5,000	\$ 0.85 per 100 gallons used, plus charge from prior tier
5,001 to 15,000	\$ 1.19 per 100 gallons used, plus charge from prior tier
15,000+	\$ 1.49 per 100 gallons used, plus charge from prior tier.

Meter readings are in cubic feet; there are 7.48 gallons per cubic foot.

Note that once a meter is installed, the minimum flat charge will be billed whether any water is used or not, or whether any plumbing appertunances are connected on the customer's side of the meter.

Built into the water rates is a 25% surcharge for Water System Capital Improvements. Revenues collected from water usage billings are allocated as 75% to fund current operating expenses, and 25% is set aside in the Capital Improvements Fund.

2) Water Billing Policies and Procedures

Water meters are read on the 16th day of each month; bills are sent out in time to arrive before the 1st of the next month. Payment is essentially due on receipt, and no later than the 16th day of the following month.

Customers may choose to receive their monthly statements via regular U.S. mail or via email. Email is encouraged to help reduce postage and other costs.

Payment in the form of checks made payable to Muir Beach Community Services District or MBCSD may be dropped off in either the mailbox in front of the Community Center at 19 Seacape Drive or at the Water mailbox at the right end of mailbox row on Highway 1 opposite the Pelican Inn. Checks can also be mailed to MBCSD, 19 Seacape Drive, Muir Beach, CA 94965.

Delinquent accounts are subject to a \$25 fee, and notice of termination of water service per the following schedule:

16th of month A: meter reading and charge date.

16th of month B: late date for month A billing.

16th of month C: 15-day notice of past due amounts sent if balance from month A have not been paid.

~1st of month D: 48-hour termination notice sent out and a **\$25 charge is assessed.**

MUIR BEACH COMMUNITY SERVICES DISTRICT

19 Seacape Drive, Muir Beach, CA 94965 . 415-388-7804 . www.muirbeachcsd.com

Water Department Rates and Policies - Updated December 28, 2008

The District Manager has the final decision as to when fees may be waived and when service may be terminated by placing a lock on the meter.

Customers are required to notify the District at least ten days in advance of a requested service termination, (usually due to moving out.) Customers are responsible for all water service charges until 5pm on the requested termination date.

3) Leak Relief Policy

On occasion, a leak in the water distribution pipe carrying water to the customer residence on their side of the meter may occur. A notice of a possible leak will be included on the customer's monthly statement if current water usage exceeds the previous months' by 150%.

If a customer suspects a leak has occurred, they must contact the Water Manager immediately, who will verify the leak. While the District Water Manager may assist or facilitate in effecting the repair, all leaks on the customer's side of the water meter are the customer's responsibility. Once the leak has been verified and repaired, the customer can apply to the Water Billing department for leak relief as follows:

Property owner will pay the average of the previous 12 months water bills, or the average of all the water bills in the case of an account in service of less than 12 months, including the Capital Improvements surcharge.

There is no limit to the number of times relief can be sought but relief will only be granted after the leak has been verified as having been repaired.

Water leak or excessive use must not have occurred as a result of a willful or negligent act on the part of the customer. Leaky faucets, toilets, hot water heaters, hoses left unattended or other leaks and malfunctions in appliances are not eligible for leak relief. The policy is intended to provide relief for leaks that occur in buried pipes from the meter to the house only.

Final decision as to applicability of the Leak Relief policy rests with the District Manager.

MUIR BEACH COMMUNITY SERVICES DISTRICT

19 Seacape Drive, Muir Beach, CA 94965 . 415-388-7804 . www.muirbeachcsd.com

Water Department Rates and Policies - Updated December 28, 2008

4) Initiating Water Service

Customers requesting water service for an existing meter can apply by submitting the Water Application Form. Complete name, address, phone numbers and emergency contact information is required.

A \$100 refundable security deposit is required for any new water account, whether the customer is a homeowner or renter. Unpaid balances upon termination of the account will be deducted from the security deposit, otherwise the security deposit will be refunded in full upon termination of the account.

5) New Water Connection

Customers may apply to the District for a new water service connection with a CSD installed meter. New connections consist of a \$6500 hookup fee, plus all installation costs. Depending on the distance and location of the new connection to existing service lines, these costs may run anywhere from \$5,000 to \$10,000 due to street and other excavation. All costs of installing water lines on the customer's side of the water meter to any new house or structure are solely the responsibility of the customer, and are subject to all Marin County building codes and permits.

6) Second Units

A residential second unit is defined by Marin County as a permanent residence that is accessory to a primary residence on the same site. A second unit typically has a separate entrance, separate bathroom, and separate food preparation facilities (which include a stove, refrigerator, and sink) intended for the use of the occupants.

Owners of second units are strongly encouraged to install a separate meter and service connection to the second unit, (at their expense) but this is not required. The CSD Board is currently in the process of formulating a second unit policy, with specific respect to any new hookup or entitlement fees.

MUIR BEACH COMMUNITY SERVICES DISTRICT

19 Seacape Drive, Muir Beach, CA 94965 . 415-388-7804 . www.muirbeachcsd.com

Water Department Rates and Policies - Updated December 28, 2008

7) Water Parcel Tax

The District has passed an additional parcel tax that is paid annually along with the property owner's Property Tax. The current assessment is \$300 annually, and the funds go into the Water Capital Improvements Fund. Owners are only assessed once if they have multiple contiguous lots comprising their property.

8) Water Conservation

As the district's water supply is limited, water conservation measures are encouraged throughout the year. A general guideline is no more than 80 gallons of water per day per occupant.

In conformance with the District's Water Rights permit, we are required to monitor the levels in Redwood Creek, and during conditions when the creek is not continuously flowing, Muir Beach is required to go on Water Conservation Alert and curtail our use of water. During times of noticed conservation, there are severe financial penalties for any residential customer who exceeds 2,000 cubic feet of water in a month (approximately 15,000 gallons.)

9) Grandfathered Exemptions

The District recognizes that in certain cases agreements were made in the past that may be contrary to the policies stated above. Upon application to the CSD Board, grandfathered exemptions will be approved and recorded in the Water Billing System for future reference.