

# Truckee Meadows Water Authority

## RATE SCHEDULES

### SC – SERVICE CHARGES

#### APPLICABILITY

Applicable to all Customers.

#### AVAILABILITY

The Authority's retail service territory.

#### RATES

Service Call:	
Business Hours - no site visit required	\$ 15.00 per call
Business Hours - site visit required	\$ 25.00 per call
Non-Business Hours - site visit required	\$ 50.00 per call
Returned Payment Charge	\$ 35.00 per occurrence
Illegal Service Tap Charge	\$ 1,000.00 per occurrence
Initial Backflow Test	\$ 15.00 per call
Damage to Authority Facilities	Actual cost but not less than \$ 500.00 per occurrence
Theft of Water	The amount of water times applicable commodity charge times 3 (three) but not less than \$ 100.00 per occurrence.

#### SPECIAL DEFINITIONS

"Service Call" shall mean actions taken by Authority personnel to: (1) initiate billing for a Customer at a Premise; (2) to turn-on or turn-off the delivery of water to a Premise for a Customer; or (3) to visit the Customer's Service Property at request of the Customer. The Customer will be charged for all Service Calls except when the Customer moves out of the Premise.

"Returned Payment Charge" shall be the charge applied to the Customer's account for each payment not honored by the Customer's bank regardless of the number of Premises in the Customer's name.



Added: 03/23/01 Amended: 10/01/03; 06/21/06; 05/21/09

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“Illegal Service Tap Charge” shall be the charge applied to the Customer's account for unauthorized connection to the Authority's Facilities and fire hydrants for delivery of water.

“Initial Backflow Test” shall be the charge applied to the Customer's account for the initial testing of a backflow assembly installed by the Customer at the service property which test is conducted by Authority personnel. This charge is in addition to the applicable Service Call charge. Should the backflow device fail the Test, Authority personnel will lock-out the water meter at the service property until such time when device is repaired and re-tested by a private backflow tester and Authority personnel deems backflow device to be properly operational.

### SPECIAL CONDITIONS

1. The applicable service charge(s) provided for in this Rate Schedule are in addition to the charges calculated in accordance with the Rate Schedule(s) for the Customer's Service Classification and will be made each time a Service Call is generated for the Customer's Premise.
2. The non-Business Hours rate is to be applied whenever the Customer requests a Service Call outside Authority Business Hours or within four (4) hours of his request.
3. The Authority shall take only those emergency actions and make only those minor repairs involving non-Authority facilities which would prevent serious hardship or property damage.
4. Authority may apply the service charge for problems with non-Authority facilities whether or not actions and/or repairs involving such facilities are actually completed by the Authority.
5. At Customer election, the Authority may contract for the annual testing of Customer backflow assembly(ies) on Customer's Service Property and bill the Customer for the costs of such work.



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