



MEMORANDUM

To: Charles F. Dodge – City Manager **Date:** January 20, 2021
From: Jonathan N. Cooper, P.E. – Utility Director **Subject:** Customer Service Fee Schedule

In accordance with Ordinance No. 1978, adopted on November 17, 2021, the current Customer Service Fee Schedule is presented below for your approval.

	CUSTOMER SERVICE FEE SCHEDULE	Effective November 17, 2021
Water and Sewer Security Deposits		
<i>Residential Security Deposit</i>	Residential Customer (5/8")	\$100
	Master-Metered Residential Customer Per Unit	\$50
<i>Commercial Security Deposit</i>	5/8"	\$120
	1"	\$160
	1-1/2"	\$320
	2"	\$640
	3"	\$1,280
	4"	\$2,560
	6"	\$5,120
<i>Industrial Customer Security Deposit</i>		To be determined (case-by-case)
Delinquent Turn-off and turn back on	Turn on/Turn off	\$75
New Account Set-Up	New Account	\$20
Lien Fee	Liens	\$100
Penalty Fee	Penalty Fee	10%
Return Check Fee	Returned Checks	\$25 or %
Unauthorized use Fine	Unauthorized Use	\$300
Tampering Fine	Tampering	\$200
Courtesy/After Hour Turn on	Courtesy/After Hours	\$75
Delinquent Backflow Certification	Field Visits	\$135
	Failure to Submit or False Documents	\$150
	Recertification Fee	\$25

Temporary hydrant & Construction meter security deposit. Hydrant meter Note: Customer must provide their own approved wrench to receive a meter. Construction meter Note: Backflow to be provided by customer	5/8"	\$750
	1"	\$920
	2"	\$2,400
Hydrant Meter Backflow Rental Fee	5/8"	\$100
	1"	\$200
	2"	\$400
Hydrant Meter No Reads Fee	No Read Fee	\$50
Disconnect or Reconnect charge	Disconnect or Reconnect	\$30
Customer Service Call/ Verify Request	n/a	\$25
Water Tapping Charge	5/8"	\$500
	1"	\$500
	1.5"	\$500
	2"	\$500
	Greater than 2"	At Cost
Sewer Tapping Charge	2" or less	\$500
	4"	\$500 + material
	6"	\$500 + material
	8"	\$500 + material
Sanitary Sewage Permit	Permit Fee	\$50
Permanent Water Meter Charges		
Meter Sizes	5/8" Residential	\$295
	5/8" Non-residential	\$250
	1"	\$397
	1.5"	\$802
	2"	\$896
	Over 2"	At cost

Approved by: Charles F. Dodge
Charles F. Dodge
City Manager

Date: 1/25/22

Jonathan N. Cooper, P.E.
Jonathan N. Cooper, P.E.
Utility Director

Date: 1/20/22

cc: Martin Gayeski, Deputy City Manager
Aner Gonzalez, Assistant City Manager
Lisa Chong, Finance Director
Melinda Maugeri, Administrative Supervisor
Allyson Gayle, Customer Service Manager

Matthew Kefford, Director of Technology Services
Steve Totton, Manager of Systems Development
Steve Pizzillo, Building Official
Sherrell Jones-Ruff, Building Dept. Supervisor
Bryan Walsh, Asst. Customer Service Manager