



**TUCKASEEGEE WATER & SEWER AUTHORITY**

**Approved 06/30/2022 Billing Rates**

**Approved by TWSA Board of Directors at 05/17/2022 Business Meeting**

1. Monthly Rates: All **multi-unit** residential and **commercial** customers shall pay one base rate fee for each unit of occupancy which is served from a single meter or on a single sewer connection if an unmetered sewer account. For metered accounts, a per thousand gallon rate will be assessed for consumption above the base rate allowance.

Tables updated to reflect 6% increase in rates and system improvement charges.

**Northern System – Metered (Excluding Whittier)**

<b>Rates:</b>	<b>Water</b>	<b>Sewer</b>
Minimum Residential/Month	\$ 20.48	\$ 20.48
Minimum Commercial/Month	\$ 23.36	\$ 23.36
Over 2,250 Gallons	\$ 3.50 / 1,000 gal	\$ 3.50 / 1,000 gal
Over 50,000 Gallons	\$ 3.61 / 1,000 gal	\$ 3.61 / 1,000 gal
Over 100,000 Gallons	\$ 4.04 / 1,000 gal	\$ 4.04 / 1,000 gal
System Improvement Charge	\$ 1.37 / 1,000 gal	\$ 1.37 / 1,000 gal

**Northern System – Unmetered Sewer (Excluding Whittier)**

<b>Rates – Service Type:</b>	<b>Service Charge</b>	<b>System Improvement Charge</b>
Residential	\$ 35.78 / unit	\$ 5.68 / unit
Commercial I	\$ 43.09 / unit	\$ 5.68 / unit
Commercial II	\$ 85.26 / unit	\$ 11.36 / unit

**Northern & Southern System – Campground (Excluding Whittier) NEW BILLING CATEGORY**

<b>Rates:</b>	<b>Water (Northern Only)</b>	<b>Sewer</b>
1 – 20 site hook-ups	\$ 46.72	\$ 46.72
21 – 50 site hook-ups	\$ 70.08	\$ 70.08
51 -100 site hook-ups	\$ 93.44	\$ 93.44
101-150 site hook-ups	\$ 116.80	\$ 116.80
Over 2,250 Gallons	\$ 3.50 / 1,000 gal	\$ 3.50 / 1,000 gal
Over 50,000 Gallons	\$ 3.61 / 1,000 gal	\$ 3.61 / 1,000 gal
Over 100,000 Gallons	\$ 4.04 / 1,000 gal	\$ 4.04 / 1,000 gal
System Improvement Charge	\$ 1.37 / 1,000 gal	\$ 1.37 / 1,000 gal

**Northern & Southern Metered Sewer**

<b>Rates – Service Type:</b>	<b>Charge</b>	
Minimum Residential/Month	\$	20.48
Minimum Commercial/Month	\$	23.36
Over 2,250 Gallons	\$	5.79 / 1,000 gal
System Improvement Charge	\$	1.37 / 1,000 gal

**Southern Unmetered Sewer**

<b>Rates – Service Type:</b>	<b>Service Charge</b>	<b>System Improvement Charge</b>
Residential	\$ 43.09 / unit	\$ 5.68 / unit
Commercial 1	\$ 59.11 / unit	\$ 5.68 / unit
Commercial 2	\$ 82.15 / unit	\$ 11.36 / unit
Commercial 3	\$ 105.31 / unit	\$ 17.04 / unit
Commercial 4	\$ 161.06 / unit	\$ 22.73 / unit
Commercial 5	\$ 282.33 / unit	\$ 28.41 / unit
Commercial 6	\$ 385.24 / unit	\$ 34.08 / unit
Commercial 7	\$ 476.96 / unit	\$ 39.76 / unit
Commercial 8	\$ 565.86 / unit	\$ 45.44 / unit
Commercial 9	\$ 654.78 / unit	\$ 51.12 / unit
Commercial 10	\$ 1,045.37 / unit	\$ 56.81 / unit

**Whittier Metered Sewer**

<b>Rates – Service Type:</b>	<b>Charge</b>	
Minimum Residential/Month	\$	50.99
Minimum Commercial/Month	\$	63.70
Over 2,250 Gallons	\$	10.45 / 1,000 gal
System Improvement Charge	\$	1.37 / 1,000 gal

**Whittier Unmetered Sewer**

<b>Rates – Service Type:</b>	<b>Charge</b>	
Single Family Residential / Month	\$	68.88
System Improvement Charge	\$	5.09 / 1,000 gal

**Whittier Sewer – Campground - NEW BILLING CATEGORY**

<b>Rates – Service Type:</b>	<b>Charge</b>	
1 – 20 site hook-ups	\$	63.70
21 – 50 site hook-ups	\$	127.40
51 – 100 site hook-ups	\$	191.10
101 – 150 site hook-ups	\$	254.80
Over 2,250 Gallons	\$	10.45 / 1,000 gal
System Improvement Charge	\$	1.37 / 1,000 gal

### Monthly Fire Line Charge

<b>Rates – Service Type:</b>	<b>Charge</b>	
All Fire Lines	\$	43.09
System Improvement Charge / Line	\$	5.68

### Hauler Dump Fees at WWTP #1

<b>Rates – Service Type:</b>	<b>Charge</b>	
Dump Fee – In County Hauler	\$	.0878 / gallon
Dump Fee – Out of County Hauler	\$	0.1317 / gallon

- **Out of County Haulers will pay an additional 50% surcharge**
- **An additional \$1,000 Deposit is required**

## Special Charges

### 1. Special Charges:

Rates:	Charge
Service Call at Customer Request *	\$ 40.00 / trip
Meter Testing at Customer Request **	Actual Cost plus 20%
Hydrant Meter – 1 day only ***	\$ 32.75 plus \$3.50/1,000 gal
Hydrant Meter – Multi-day ***	\$ 27.75 plus \$3.61/1,000 gal
Lab Analysis – (Bacteriological) ****	\$ 38.25 / sample

\* **Service Call at Customer Requests** – include rereading meters (billed when reading is correct); customer request TWSA to turn off meter after hours for repair work on the customer side of the meter; other requests as deemed applicable by the TWSA Director.

\*\* **Meter Testing at Customer Request** – is only charged if the meter is accurate.

\*\*\* **Hydrant Meter Rentals** – An additional \$1,500 deposit is required on all hydrant meter rentals.

\*\*\*\* **Lab Analysis** – Delinquent Lab Analysis accounts are subject to Late Fees described in **#4 Late Fees** below.

**2. Deposits:** All customer accounts shall have a service deposit collected at the time of application for service. The amount of that deposit shall be dependent on several factors: credit history with TWSA, the applicant supplying adequate information, and the type of service requested.

Deposit Type	Deposit Amount
Base Deposit – Single Units	\$ 100.00
If Applicant chooses to withhold SSN or Corporate Tax ID# in application process	\$ 200.00
Base Deposit – Multiple Units / Commercial	Two times estimated monthly user fee based on occupancy
If Applicant chooses to withhold SSN or Corporate Tax ID# in application process	Four times estimated monthly user fee based on occupancy

When an existing customer that has not paid a service deposit, as described above, has his/her service terminated, that service shall not be re-established until a security deposit has been paid. A deposit shall not be required when the existing customer has a good payment history with TWSA and the monthly bill will be issued in their name and address. Deposits will be applied to the final bill and the customer will be refunded or billed the difference.

**3. Returned Auto Draft / Check Charge:** A \$25.00 penalty will be applied to all **returned auto drafts and checks**. Payments for returned checks must be made by **CASH, DEBIT or CREDIT CARD Only**.

**4. Late Fees:** A \$10.00 (or 5%, whichever is higher) late fee shall be applied to outstanding balances the end of the 25<sup>th</sup> day of each month. The late fee can be relieved one time per a 12-month period at the customer's request.

**5. Non-payment Disconnection:** Services will be disconnected the 26<sup>th</sup> day of the month when the account is two months outstanding. The notice for disconnection will be on the monthly bill; therefore, no

additional written or verbal notice will be issued. Once an account is **disconnected for non-payment**, a \$75.00 reconnect fee will be applied to the account. Service will not be restored until the account and the reconnect fee are paid in full or a payment agreement is in place. The payment agreement will require payment of the reconnect fee (\$75.00) at the time the agreement is approved and before services are restored. A payment agreement can only be granted one time per 12-month period.

For reconnection of sewer service, the account will be billed for actual labor/equipment costs related to the reconnection in addition to the \$75.00 fee.

**6. Outstanding Account Balances:** Any person with an outstanding balance for service previously supplied at any TWSA served location will be required to pay this amount, in addition to the required deposit, as part of the process to establish a new account. The Authority also reserves the right to add any outstanding bills, including written-off amounts owed by the customer, to the current account in the event of such discovery after the initial fees are collected.

**7. Customer Responsibility:** Maintenance and operation of facilities and equipment beyond point of connection with TWSA shall be the property owner's responsibility. Users who allow disrepair of their facilities to result in unnecessary expense, disruption of service or damage to Authority or public properties are subject to service termination.

**8. System Connection:** No person or entity shall be allowed to connect to the water or sewer system until written permission is received from the Authority.

**9. Flat Rate Sewer:** Accounts will receive a monthly user bill regardless of occupancy. The monthly user fee is the responsibility of the owner when the unit is vacant.

**10. Leak Adjustments:** Upon written request, a combined water and sewer account or a metered sewer account may be adjusted for a one month bill one time during a 12-month period for water leaks. The adjustment will be for leaks that did not enter the sewer system. The sewer portion and the system improvement portion of the bill will be adjusted to a 12-month average. If the leak was repaired by a plumber, the customer must provide a dated repair invoice stating the problem and verifying the leak did not flow through the sewer system. Repairs made by the customer must be field verified by a TWSA employee prior to the adjustment being processed. All information must be received in the TWSA office, no later than 60 days after the repair has been completed.

**11. System Development Fee when access is only requested for either water or sewer where both services are available:** Where accessibility to both water distribution and wastewater collection systems are available and access to only one system is requested, the System Development Fees will be calculated at 150% for the service which is being provided. (Not applicable for irrigation only connections).

**12. Availability Locate Fee:** All requests for water and/or sewer availability to potential development will be charged **\$150.00** to be paid when the written request is received at TWSA. All availability requests for water and/or sewer must be submitted in writing. The request will be processed by TWSA and a response will be sent stating availability within ten working days.

**13. System Development Fees:** A customer for a proposed project (residential or commercial) must pay the System Development Fees within thirty days from the date of the invoice. The System Development Fees must be paid prior to any flow acceptance letter issued to any regulatory agency, code enforcement department or any other jurisdictional authority. Allocation will be rescinded for projects that have received allocation approval but have not started construction and/or paid the capacity assurance charge or have written agreement stating exception to the charge. Allocations are attached to the property by Parcel Identification Number.

**14. Capacity Assurance:** Customers (residential or commercial) receiving capacity allocation will receive a monthly water and/or wastewater base bill in 120 days unless, due to project size, additional time is granted by the Allocation Policy.

**15. Water and Sewer Installations:** Water service and/or sewer installations are to be scheduled by the office a minimum of **seven days** prior to the connection. Installations may be subject to delay for weather, utility locations, or repairs. – **For Rates: See Attached Schedule**

**16. Water and/or Sewer Relocation:** Must be scheduled by the office and paid prior to the work being started. **For Rates: See Attached Schedule**

**17. Road Bore and/or Open Cut:** Must be scheduled by the office. Invoice will be issued when the work is complete and must be paid prior to service activation. **For Rates: See Attached Schedule**

**18. Residential/Commercial Metered Service Consumption and Base Charges:**

**Residential - Metered Service:**

The minimum charge for water will be \$20.48. This charge includes consumption of 2,250 gallons @ \$3.50/1000 gal for a charge of \$7.88 and base charge of \$12.60.

The minimum charge for sewer will be \$20.48. This charge includes consumption of 2,250 gallons @ \$3.50/1000 gal for a charge of \$7.88 and base charge of \$12.60.

The minimum charge for **Whittier** sewer will be \$50.99. This charge includes consumption of 2,250 gallons @ \$10.45/1000 gal for a charge of \$23.51 and base charge of \$27.48.

**Commercial – Metered Service:**

The minimum charge for water will be \$23.36. This charge includes consumption of 2,250 gallons @ \$3.50/1000 gal for a charge of \$7.88 and base charge of \$15.48.

The minimum charge for sewer will be \$23.36. This charge includes consumption of 2,250 gallons @ \$3.50/1000 gal for a charge of \$7.88 and base charge of \$15.48.

The minimum charge for **Whittier** sewer will be \$63.70. This charge includes consumption of 2,250 gallons @ \$10.45/1000 gal for a charge of \$23.51 and base charge of \$40.19.

**19. Water and Sewer Rental System Development Fees:**

Non-residential customers who are determined to be eligible for additional water and/or sewer capacity on a rental basis shall be billed monthly. Please refer to the Excess Demand Policy and System Development Fee Schedule.

**20. Change of Use:** When the existing occupancy of a TWSA served property is proposed to be changed to accommodate a specific, future planned occupancy, there shall be no charge by TWSA for a one-time information review. A new review is required if the applicant changes the previous plans and/or the property location. The second and subsequent reviews of a proposed “Change of Use” shall be subject to a \$150.00 review fee.