

Sunnyslope County Water District

INFORMATION SHEET

3570 Airline Highway, Hollister, CA 95023-9702
Telephone: (831) 637-4670 Fax: (831) 637-1399

- 1) **MONTHLY BILLING:** Water meter readings generally occur between the 15th to the 20th of the month. The sewer amount billed is considered to be for service from the 21st of the previous month to the 20th of the current month being billed. The bills are generated between the 20th and the last working day of the month, being mailed on the last working day of the month. Bills are due and payable upon presentation and become delinquent after the 20th of the month, regardless of whether the 20th falls on a Saturday, Sunday, or holiday.

- 2) **PAYMENTS:** Utility payments may be made:
 - ◆ **By Mail:** To Sunnyslope County Water District, 3570 Airline Highway, Hollister, CA 95023-9702. Remember, payment must be received in the office by the 20th, not postmarked the 20th, to avoid the late fee penalty and the administrative collection fee.
 - ◆ **By Automatic Payment:** You may now also enjoy the convenience of having the total amount of your utility bill automatically deducted from your checking, share draft, or savings account. You will continue to receive your monthly District utility bill as normal; however, your bill will state: ****ON AUTO PAY, DO NOT PAY THIS BILL****, and your payment will be electronically deducted from your designated account on the 15th of every month. To sign up for auto pay, complete and return the application form, which is available in our office and on our website at www.sscwd.org.
 - ◆ **In Drop Boxes:** We have two drop boxes at our main office that you can drop payments in. After turning off Airline Highway into our driveway, you must turn right into our parking lot area. The first drop box is free-standing on your immediate left at the entrance to the parking area. The second drop box is located in front of our building, to the left of our main entrance door.
 - ◆ **By Credit/Debit Card:** Visa, MasterCard, and Discover card payments are accepted in person or by calling (831) 637-4670 during business hours. Debit cards can only be used in person.
 - ◆ **At Cashier's Desk:** Payments are accepted in person at the Cashier's desk during normal business hours, which are Monday – Friday, 8 a.m. to 5 p.m., except on Holidays.

- 3) **GUARANTEE DEPOSIT:** All new water service customers are required to pay a \$90.00 Guarantee Deposit and all new sewer service customers are required to pay a \$60.00 Guarantee Deposit. This means that customers with water service only pay a deposit of \$90.00 and customers with both water and sewer services pay a total deposit of \$150.00. Also, existing customers whose water is shut off due to non-payment will be required to bring their deposit up to the current required Guarantee Deposit level. The deposit will be applied to your account after three years of no Late Fees charged on your account. If you move out of the District before the three-year time period is up, your deposit will be credited to your final bill. You must notify this office when starting or stopping water service. If you are moving within the district and have good credit, no deposit is required. If a customer has a deposit on file, we will transfer it to the new account.

- 4) **PAST DUE ACCOUNTS / TERMINATION OF SERVICE:** Utility bills are due and payable upon presentation and become delinquent after the 20th of the month, regardless of whether the 20th falls on a Saturday, Sunday, or holiday. Accounts still unpaid after two billing cycles (roughly 60 days past due) will have their water service disconnected. Termination of service may result in additional Guarantee Deposit amounts required and other fees including, but not limited to: a reconnection fee, a bad check fee, the administrative collection fee, late fees, and a call-out fee. Once service is disconnected, reconnection of service will only be made after all past due charges, current charges, and other fees are paid. Payment must be made before 3 p.m. for service to be reconnected the same day, or it will not be turned back on until the following business day.

- 5) **LATE FEES:** Bills unpaid by the 20th of the month are past due and will be assessed a basic late fee penalty of ten percent (10%) of the charge or fee that became delinquent. In addition, a penalty of one half of one percent (1/2%) per month will be assessed for non-payment of the unpaid balance.
- 6) **RECONNECTION FEE:** Customers whose water service was disconnected due to the non-payment of their utility bill must pay a service charge of \$40.00 to have service restored Monday thru Friday between 8 a.m. and 3 p.m., except holidays.
- 7) **RETURNED CHECK FEE:** Payments made by check or electronic fund transfers that are returned as uncollected by the bank due to insufficient funds, or are returned for any other reason, will result in a charge of \$25.00. Collection efforts will resume at the point before the payment was posted to the account and could result in immediate termination of service.
- 8) **ADMINISTRATIVE COLLECTION FEE:** A charge of \$10.00 will be assessed to customers for each shut-off notice mailed or each door hanger delivered during the collection cycle. This fee was reduced from \$20.00 to \$10.00 effective July 1, 2008.
- 9) **CALL-OUT FEE:** A service charge of \$150.00 will be charged to customers who request that water service be started after 3 p.m. on normal business days, or during holidays or weekends.
- 10) **PROPERTY LIEN FILING FEES:** A charge of \$45.00 will be assessed to customers on whose property we file a lien to ensure collection of past due balances owed. We will file liens with San Benito County on customers who are past due on their account(s) and own their property, especially if their property is listed for sale.
- 11) **PROPERTY OWNER / LANDLORD RESPONSIBILITY:** If the district furnishes water for residential use to a customer who is a tenant and the service is disconnected for non-payment, the district will require that service to subsequent tenants be placed in the property owner's/ landlord's name and must remain in the property owner's/landlord's name thereafter.
- 12) **CLOSING AN ACCOUNT:** Please call the District office at (831) 637-4670 to discontinue service. You will need to have the following information ready:
 - Customer name and account number(s).
 - Date service is to be discontinued.
 - Forwarding address and phone number for the final bill or deposit refund.
- 13) **WATER PRESSURE:** One of our most frequent questions is regarding low water pressure. The main cause in most cases is from dirty screens in faucets. These should be cleaned periodically. They are easy to remove and replace. Please check with the office for the correct water pressure in your area.
- 14) **METER BOXES:** Your home is furnished with a concrete meter box. Before you landscape please check to see where your meter box and water service lines are located. If this box is smashed or broken, you or the party responsible for breaking it will be billed for replacement costs. This box is to be kept accessible at all times. Do not plant trees, shrubs, vines, etc., around it. We must read your water meter each month. It is your responsibility to keep this area cleared. If for some reason the District has to clear this area, you will be billed accordingly.
- 15) **SHUTOFF VALVE:** If you have an emergency or need to make a repair that requires turning your water off, you may do so by using your valve on your side of the water meter only or your valve on the outside of your home. If you do not know where to find these valves, please call our office and we'll send a serviceman to show you their location and how to shut them off. If your valve is broken and you need the water turned off, call our office and we will turn your water off and then on again for you. No charges will be assessed for this service during normal working hours (Monday thru Friday, 8 a.m. – 4 p.m.). For your convenience, a new shutoff valve should be replaced or installed at the homeowner's expense. To keep the shutoff valve in good working order, you should exercise the valve every couple of months by turning the valve off and on again.

- 16) **FIRE HYDRANTS:** Please do not plant trees, shrubs, flowers, etc., in front of or closer than 3 feet from a Fire Hydrant. Fences also should be built at least 3 feet away from Fire Hydrants. If you have anything closer than 3 feet, please move it now. This is for your own protection and your neighbors. In case of a fire, the firemen need room to hook up fire hoses immediately; this could save your life, the lives of your loved ones and your personal property. These Fire Hydrants need to be tested at least twice a year. The volume of water is quite heavy for a few minutes. No water is to be taken from Fire Hydrants at any time without written permission from our office.
- 17) **SALE OF HOMES OR PROPERTY:** When your home or property is up for sale, remember that you are the owner until escrow closes. Therefore, you are responsible for the water bill up until this time. Please call our office for any change in ownership of property.
- 18) **WATER & SEWER RATES:** Our current water and monthly sewer rates are given below. We have provided some examples of charges based on the amount of water used.

Effective July 1, 2007, we began billing sewer and street sweeping charges for the City of Hollister to our water customers who receive their sewer services from the City. The City's rates are also given below.

Sunnyslope County Water District Water:

The current water rate schedule was approved by the Board of Directors of the Sunnyslope County Water District in July 2009 by Ordinance 68, and is effective July 21, 2009. The rates below are for customers inside Improvement District No. 1, and inside San Benito County Water District, Zone 3. For the rates on other meter sizes and customer classifications, call the District office at (831) 637-4670.

Monthly Base Rate: (5/8" meter*)	\$ 14.55
Monthly Quantity Rates:	
1 st 2000 cu. ft. per 100 cu. ft. /unit:	\$ 1.76
Next 4000 cu. ft. per 100 cu. ft. /unit:	\$ 2.49
Over 6000 cu. ft. per 100 cu. ft. /unit:	\$ 6.03

* 97% of our customer base of single family residential dwellings has 5/8" meters.

Examples of water charges in comparison of water used:

1200 cu. ft.	-	\$ 35.67	5000 cu. ft.	-	\$ 124.45
1700 cu. ft.	-	\$ 44.47	5500 cu. ft.	-	\$ 136.90
2000 cu. ft.	-	\$ 49.75	6000 cu. ft.	-	\$ 149.35
2500 cu. ft.	-	\$ 60.20	6500 cu. ft.	-	\$ 179.50
3000 cu. ft.	-	\$ 74.65	7000 cu. ft.	-	\$ 209.65
3500 cu. ft.	-	\$ 87.10	8000 cu. ft.	-	\$ 269.95
4000 cu. ft.	-	\$ 99.55	10000 cu. ft.	-	\$ 390.55
4500 cu. ft.	-	\$ 112.00	12000 cu. ft.	-	\$ 511.15

Sunnyslope County Water District Sewer:

The current monthly sewer charge was approved by the Board of Directors of the Sunnyslope County Water District in March 2007 by Ordinance No. 64, and is effective December 21, 2008. The rates below are for single-family dwellings in Ridgemark Estates, Oak Creek & Quail Hollow Developments.

Monthly Sewer Charge: \$55.58 plus \$3.29 per one hundred cubic feet of water used, based on average winter water usage for February and March.

For the rates on other sewer customer classifications, call the District office at (831) 637-4670.

City of Hollister Sewer & Street Cleaning:

The current monthly sewer charge was approved by the City Council of the City of Hollister at a regular meeting held on November 3, 2008 by Resolution No. 2008-164, and is effective July 1, 2009. The rates below are for single-family dwellings and multi-family dwellings in the City.

Monthly Sewer Charge:	Single-Family	\$78.47
	Multi-Family	\$68.41 per unit
Monthly Street Cleaning Charge:	Single-Family	\$2.40
	Multi-Family	\$2.40 per unit

For the rates on other sewer customer classifications, call the District office at (831) 637-4670. For sewer service questions or problems, contact the City at (831) 636-4377.

City of Hollister Senior Citizen Discount:

The City of Hollister offers a 25% discount on the sewer bill to eligible senior citizens. To qualify, you must meet the following criteria: 1.) Provide proof of either telephone service with the Universal Lifeline telephone service rate –OR– provide proof of gas/electric service under the California alternate rate for energy –AND– 2.) Be at least 62 years of age. Applications are available from the City of Hollister, in the District office, and on the District's web site at www.sscwd.org.



The Sunnyslope County Water District is still experiencing a water shortage from past drought years. In 1990, the Board of Director's passed Ordinance #45 (prohibiting water waste) requiring a volunteer water conservation program to reduce water usage by 20%. The Board of Director's also passed Ordinance #56, a water schedule to encourage water conservation in 1991.

Below are illustrations of water waste and non-essential uses of water, which are prohibited by Ordinance #45.

1. Indiscriminate or excessive water use, which results in water waste.
2. Washing of cars, buildings, or exterior surfaces, without the use of a quick-acting, positive shut-off nozzle.
3. Use of potable water to irrigate turf, lawns, gardens, or ornamental landscaping between 9:00 a.m. and 5:00 p.m. by means other than drip irrigation or hand watering with a quick-acting, positive shut-off nozzle.
4. Use of potable water to wash sidewalks or roadways when the use of air blowers or sweeping would provide a reasonable alternative.
5. Allowing water waste caused by easily correctable leaks, breaks, or malfunctions, after a reasonable time within which to correct the problem.
6. Operation of decorative fountains, even if they use recirculating systems.
7. Use of water for construction purposes, such as consolidation of backfill, except when no other method can be used.
8. Restaurant water service unless upon customer request.
9. Hydrant flushing, except where required for public health and safety.
10. Refilling existing private pools, except to maintain water levels.

We encourage our customers to conserve water whenever possible. This will result in savings to you and the District. You can also receive water conservation services by calling (831) 637-4378 for more information on:

- Free home water check-ups.
- Free water conserving toilet give-a-ways.
- Washing machine rebates.