

Sunnyslope County Water District

Customer Information

3570 Airline Highway, Hollister, CA 95023-9702

☎ Telephone: (831) 637-4670 Fax: (831) 637-1399

✉ Email: billing@sscwd.org 🌐 Website: www.sscwd.org

- 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 no later than 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:
 - ◆ **In Person** 🗿: Payments are accepted at the District office Monday – Friday, 8 a.m. to 5 p.m., except on Holidays.
 - ◆ **By Mail** 📧: Mail payment 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.
 - ◆ **In Our Drop Boxes** 📦: We have two drop boxes at our main office that you can drop payments in, 24-7. 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.
 - ◆ **With a Credit Card:**
 - ◆ **By Phone:** 📞 Visa, MasterCard, Discover, or American Express card payments are accepted by calling (831) 637-4670 during business hours. Debit cards can only be used in person.
 - ◆ **By Recurring Credit Card Payment:** 🖱️ You can sign up for automatic payment on your credit card on the 16th or 17th day of the month. There is no additional fee for this “in-house” processed service. You will continue to receive your monthly District utility bill as normal. To sign up for recurring credit card payments, complete and return the Application Form, which is available in our office and on our website.
 - ◆ **By Signing up for ‘In-House’ AutoPay** 🔄: We offer a free “in-house” processed service, where the total amount of your utility bill is 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 our ‘In-House’ auto pay, complete and return the Application Form, which is available in our office and on our website.
 - ◆ **By Computer using Online Services** 🌐: On the District’s website, click on the Use ONLINE Billing & Payment Services link. Once you register your Sunnyslope account, just follow the on-screen instructions. Payments can be made via the online system and includes an online “Auto Pay” option; however, they are subject to a nominal charge. When paying by check (electronically from your checking account), the fee is graduated until you reach payments of greater than \$99, which are then maxed out at \$1.20 flat fee. When paying by credit or debit card with a VISA or MASTERCARD logo, the fee varies depending on the rate negotiated with the credit card company. The payment detail will itemize the fees included before final submission. See more about other **FREE** Online Services below.

- 3) **Online Services:** Sign up for online services by simply going to the District’s website and clicking on the Use ONLINE Billing & Payment Services link. Once you register your Sunnyslope account, just follow the on-screen instructions. You will have **free 24-hour access** to your *billing history* and *water usage history*. **GO GREEN:** It is also **FREE** to sign up for E-Bill, where you will receive an email notification when your bill is ready to be viewed. You can then access your E-Bill via logging into the online bill/payment system. Payments can be made via the online system, see above Payments section – ‘By Computer using Online Services’.

- 4) **Security Deposit:** All new customers are required to pay a Security Deposit at the time Application for Service is made. The deposit for water service is \$125.00, and the deposit for sewer service is either \$275.00 for Sunnyslope sewer customers, or \$175.00 for City of Hollister sewer customers. This means that a customer with water service only pays a deposit of \$125.00 and a customer with both water and sewer service pays a total deposit of either \$400.00 if in

Sunnyslope's sewer service area, or \$300.00 if in the City of Hollister's sewer service area. To qualify for no deposit or a reduced deposit, see the [Start / Stop Service](#) link on the District's website.

Also, existing customers whose water is shut off due to non-payment will be required to bring their deposit up to the current required Security 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. If you move 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.

- 5) **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 Security 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. Services scheduled for termination that remain unpaid at 10 a.m. on disconnect day will be deemed shut off at 10 a.m. 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.
- 6) **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.
- 7) **Reconnection Fee:** Customers whose water service was disconnected due to the non-payment of their utility bill must pay a service charge of \$50.00 to have service restored Monday thru Friday between 8 a.m. and 3 p.m., except holidays.
- 8) **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 \$30.00. Collection efforts will resume at the point before the payment was posted to the account and could result in immediate termination of service.
- 9) **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.
- 10) **Call-Out Fee:** A service charge of \$175.00 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.
- 11) **Property Lien Filing Fee:** A charge of \$50.00 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.
- 12) **Property Owner / Landlord Responsibility:** The property owner is responsible for payment of water service and sewer service bills. If the district furnishes water for residential use to a tenant and the tenant fails to pay the account for such service, the district may require that service to subsequent tenants be furnished on the account of the landlord or property owner.
- 13) **Stop Service:** Accounts are not closed automatically. We request notice of 2 working days to cancel your service. Please call the District office at (831) 637-4670 to close your account and update your mailing address. It is your responsibility to contact our office to discontinue service. Please have your account number available.
- 14) **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.
- 15) **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.

- 16) **Shut-Off 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.
- 17) **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.
- 18) **Sale of Home 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.
- 19) **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.

★ **Sunnyslope County Water District Water:**

The current water rate schedule was approved by the Board of Directors of the Sunnyslope County Water District in August 2013 by Ordinance 73, and is effective December 21, 2017. The rates below are for customers 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", 3/4", or 1" meters*) **\$ 31.59**

Monthly Quantity Rates (per 100 cu. ft.):

First 1000 cu. ft.:	\$ 3.08	1100 – 2000 cu. ft.:	\$ 4.56	Over 2100 cu. ft.:	\$ 6.77
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* 97% of our customer base of single-family residential dwellings has 5/8", 3/4", or 1" meters.

Examples of water charges in comparison of water used (includes monthly base rate):

1200 cu. ft.	–	\$ 71.51	3500 cu. ft.	–	\$ 209.54	6000 cu. ft.	–	\$ 378.79
1700 cu. ft.	–	\$ 94.31	4000 cu. ft.	–	\$ 243.39	6500 cu. ft.	–	\$ 412.64
2000 cu. ft.	–	\$ 107.99	4500 cu. ft.	–	\$ 277.24	7000 cu. ft.	–	\$ 446.49
2500 cu. ft.	–	\$ 141.84	5000 cu. ft.	–	\$ 311.09	8000 cu. ft.	–	\$ 514.19
3000 cu. ft.	–	\$ 175.69	5500 cu. ft.	–	\$ 344.94	10000 cu. ft.	–	\$ 649.59
						12000 cu. ft.	–	\$ 784.99

★ **Sunnyslope County Water District Sewer:**

The current monthly sewer rates were approved by the Board of Directors of the Sunnyslope County Water District in August, 2013 by Ordinance No. 74, and is effective December 21, 2014. The rates below are for single-family dwellings in Ridgemark Estates, Oak Creek & Quail Hollow Developments. For the rates on other sewer customer classifications, call the District office at (831) 637-4670.

Monthly Sewer Charge: **\$ 95.93** plus **\$ 5.64** per one hundred cubic feet of water used, based on average winter water usage for February and March billings. (Includes water usage from mid-January to mid-March).

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 shown below.

★ ***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 20, 2017 by Resolution No. 2017-296, and is effective January 1, 2018. The rates below are for single-family dwellings and multi-family dwellings in the City. For the rates on other sewer customer classifications, call the District office at (831) 637-4670.

Monthly Sewer Charge:	Single-Family	\$ 80.38	Multi-Family	\$ 70.07 per unit
Monthly Street Cleaning Charge:	Single-Family	\$ 2.40	Multi-Family	\$ 2.40 per unit

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 website in both English and Spanish.



20) ***Water Conservation:***

On April 18, 2017, the Sunnyslope County Water District Board of Directors declared the drought and water supply emergency over and implemented new water conservation measures. District water customers are encouraged to use water wisely and water waste is prohibited.

Outdoor Water Restrictions:

- ◆ Landscape watering between the hours of 9AM ☀ and 5PM ☀ is not recommended.
- ◆ Watering outdoor landscapes with potable water during measurable rainfall and within 48 hours after measurable rainfall is prohibited.
- ◆ Irrigation of ornamental turf on public street medians with potable water is prohibited.
- ◆ Irrigation of landscapes outside of newly constructed homes and buildings with potable water and in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development is prohibited.
- ◆ Washing down sidewalks, driveways, or other hardscape surfaces is prohibited.
- ◆ Landscape watering in a manner that causes runoff to adjacent property, non-irrigated areas, private and public walkways, roadways, or parking lots is prohibited.
- ◆ Car washing without the use of a quick acting, positive shut off nozzle is prohibited.
- ◆ The use of potable water in decorative fountains or other water features is prohibited unless the water is recirculated.

General:

- ◆ Leaks, breaks, and malfunctions of irrigation systems and plumbing equipment causing waste of water shall be repaired and corrected within a reasonable amount of time as determined by the District General Manager.

Penalties: Penalties for violating the outdoor water restrictions shall be as follows:

- ◆ **First Violation** – written notice with an opportunity to correct the violation.
- ◆ **Second Violation** – \$100 penalty for a violation within 12 months of a First Violation.
- ◆ **Third Violation** – \$250 penalty for a violation within 12 months of a Second Violation.
- ◆ **Fourth Violation** – \$500 penalty and installation of a flow restrictor at the water meter at the customer’s expense for each and every violation within 12 months of a Third Violation.

For assistance in finding ways to conserve and meet the mandated reduction in use, we encourage you to call the **Water Resources Association** of San Benito County at **(831) 637-4378** for more information on:

- ★ Free home water survey.
- ★ Free water wise landscape plans.
- ★ Free water conserving toilet give-a-ways.
- ★ Water softener assistance/rebates.

Speakers and outreach programs are available upon request.

Revised December 21, 2017