

Rates and Fees

Effective for all billings on or after November 1, 2009

The District's operations and other expenditures are funded by customer fees and charges. Rates and fees are approved by the Board of Directors.

A customer's monthly bill shows three charges:

Monthly service charge: This fee is based upon how much water is used during the billing period.

Monthly Consumption	Average Daily Use In Units of 100 cu. ft.*	Rate	Service Charge
0 – 7	0.0 – 0.25	Basic	\$16.50
8 – 35	0.26 – 1.17	Conservation	\$17.50
36 – 200	1.18 – 6.60	Standard	\$35.00
201 +	6.61 +	Premium	\$125.00
* 100 cu. ft. of water equals 748 gallons			

Water-use fee: This amount is based upon how much water is used during the billing period. This rate is fixed at \$1.47 per 100 cubic feet of consumption (except for construction flow-meter which is \$2.36 per 100 cubic feet).

Other Fees and Charges

The Victorville Water District has established fees and charges to cover the cost of other specific services.

Initial Set-up Fee - \$25.00 - This fee covers the cost of establishing a new account in a specific name at a specific specified location. All new accounts are charged this fee. An additional \$32.00 service call fee is required for a District representative to turn the service on (see Service Call Fee).

Late Payment Fee - \$6.00 - This fee covers the cost of collecting past due payments. The regular monthly bill is due and payable upon presentation and is delinquent if not paid within 15 days from the billing date shown on the bill. After 30 days, if the account has a remaining unpaid balance, the District will charge the account a late payment fee and the service will be subject to disconnection. To avoid this fee, the entire amount due as indicated on the bill, must be paid.

Returned Payment Fee - \$25.00 - This fee covers the cost of returned checks and the reversing of those payments from the account. If the payment is returned from a bank or financial institution for insufficient funds or any other reason, the payment is reversed, the return payment fee is charged to the account, and the account may be subject to further restrictions, such as cash payments only or service disconnect as determined by District procedures.

Service Call Fee - \$32.00 - Prior to disconnection for nonpayment, the District will make a good faith effort to give notice that the service will be turned off within approximately 48 hours. This fee covers the cost of the District's effort to make the notification.

Whenever a District representative is dispatched to a service location, the customer will be charged the Service Call fee of \$32.00. If the service is disconnected and/or reconnected, the

account will be charged this fee for each occurrence. For example, if the service is turned off for nonpayment, the account would be charged a Service Call fee for placing the 48-hour tag notice, another Service Call fee for when the service is turned off, and a third Service Call fee when the service is turned on for a total of \$96.00 plus a security deposit as shown below.

If a service call must be made after normal business hours or on weekends, the fee is \$48.00 for each occurrence as described above.

After hours are times after regular hours including evenings, Fridays, weekends, and holidays, or other closed days as indicated on the calendar.

Security Deposit - \$120.00 - A security deposit is required of all customers who do not meet the criteria of credit worthiness as established by the District. Customers who have an existing account showing prompt and full payment each month for the previous twelve months are deemed to have demonstrated credit worthiness and will not have to establish an additional deposit. The amount of the deposit depends on the size of the connection, starting at \$120.00 for connections of ¾ inch or 1 inch and more for larger connections.

The security deposit is also required for reconnection if the service has been disconnected for nonpayment.

The security deposit will be credited to the account after 12 months of continuous prompt payment.

Vandalism - The customer is responsible for the **actual cost of any vandalism** to District pipes, valves, or meters on the service location property. Additional fines may also apply.

Account Information - The customer is responsible to maintain the accuracy of account information. If telephone or billing information changes, the customer must notify the District by calling the Customer Service Department at (760) 955-5001.