



## AVILA BEACH COMMUNITY SERVICES DISTRICT

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### UPDATED WATER & SEWER BILLING PAYMENT POLICIES

At the March 8, 2016, Board meeting, the Avila Beach Community Service District Board of Directors adopted updated Water and Sewer Payment Policies and directed staff to implement the Policies as soon as practicable. The complete Policy is attached, but a summary of Policy is provided below.

- The new Policy will be effective **June 1<sup>st</sup>, 2016.**
- Any bills not paid within 25 days of the billing date are considered delinquent and will incur a **10% delinquency charge** on the outstanding amount.
- A Service Application must be completed to establish a new account.
- A \$100 refundable deposit will be required before providing service to new rental accounts. The District will accept a written consent by the property owner requesting the account be maintained in the name of the property owner in lieu of a deposit.
- Payments may be made by mail, in person or by deposit in the drop box outside the District office. Visa and MasterCard payments are accepted.
- Shut-Off Notices will be sent on the 15<sup>th</sup> day after the specified date in which a delinquency charge has occurred. Payment will be due within 10 days. Accounts not paid by the due date will be subject to **turn off and a Restoration Fee.**
- A Final 48 hour Shut-Off Notice will be hung on the door where service is provided and accounts will incur a **\$25.00 charge.**
- A Service Restoration Fee of \$75.00 will be added to accounts which are unpaid as of 4:00 PM on the evening before shut-off day.
- Payment for returned checks must be made in person at the district office. **A \$25 returned check charge** will be added to all returned checks.



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**Water and Sewer Billing Payment Policies**

## **Billing**

District staff read the water meters between the 23<sup>rd</sup> – 26<sup>th</sup> of each month. Meter readings are double-checked for errors and accounts are billed at the beginning of each month. All bills are due and payable upon receipt of the bill. Any bills not paid within 25 days of billing are considered delinquent and will incur a 10% delinquency charge. Property owners are ultimately responsible for utility payment.

## **Current Billing Charges**

The minimum monthly charges for water is currently \$49.25 and includes 5 units of water (1 unit = 100 cubic feet or 748 gallons), each additional unit of water is billed at \$9.85 per unit. The current minimum monthly fee for wastewater collection, treatment and disposal is \$44.90; each additional unit of metered water is billed at \$8.98 per unit.

## **New Accounts**

All new accounts must complete a service application before new service can be started. A deposit in the amount of \$100 will be required before providing service accounts in the name of renters. In lieu of a renter deposit, the District will accept a written consent by the property owner requesting that the account be maintained in the name of the property owner. Water and sewer utility services will not be turned on for a new tenant until all charges for the previous tenant have been paid.

## **Payment Methods**

Payments may be made by mail (P.O. Box 309), in person at the District office (191 San Miguel St.), or by deposit in the drop box outside of the District office. Credit cards payments may be made in person at the district office or over the phone during regular office hours (9:00 AM - 2:00 PM)

## **Shut-Off Notices**

Shut off Notices will be sent to the customer (and property owner if a rental) on the 15<sup>th</sup> day after the specified date in which a delinquency charge has occurred. Payment will be due within 10 days. Accounts not paid by the due date will be turned off and subject to a Restoration Fee. A Final 48 hour Shut-Off Notice will be will be hung on the door where service is provided and there will be a \$25.00 door hanger charge for this service.

## **Restoration Fee**

A \$75.00 non-payment/restoration charge will be added to accounts which are unpaid as of 4:00 PM on the evening before shut-off day.

## **Payment Arrangements**

Payment arrangements are allowed once in any 18 month time period and must be requested in person at the District Office. The past due amount must be paid in full within one year of the execution of the Repayment Agreement.

## **Returned Checks**

Payment for returned checks must be made in person at the District Office. A \$25 charge will be added to all returned checks.