

## **VANDALIA WATER DISTRICT WATER DELIVERY AND PAYMENT POLICY**

### **Description of Water Supply**

The principal water supply of the Vandalia Water District comes from the Tule River via extractions from the connected groundwater aquifer. The District owns, maintains and operates pumping and distribution facilities essential to serve water to the lands within the District boundaries. The District recovers its costs of operating and maintaining these facilities by imposing charges on the delivery of water to landowners within the District boundaries.

### **Water Rates and Water Runs**

The Board of Directors of VWD determines the water rate and establishes water runs. Water rates and water delivery are based upon the latest information on well supply and are subject to change. The Board will try to keep users notified in advance of any changes. Changes in water delivery may occur on short notice due to unforeseen conditions that affect the well deliveries.

### **Water Orders**

All water orders should be placed with Lower Tule River Irrigation District (LTRID) according to the following criteria:

Water orders must be placed with LTRID staff by a phone at (559) 686-4716 or by email at: [customerservice@ltrid.org](mailto:customerservice@ltrid.org)

Spray water and regular water orders for both turn on and turn off must be made by 2:00 p.m. to the LTRID office to be effective for the following day. Water orders may be made **no more than two weeks** in advance. Orders for Saturday, Sunday and Monday must be made by 2:00 p.m. on the preceding Friday. Water orders may be placed in the office during normal office hours from 7:00 a.m. to 4:30 p.m. during weekdays and, when LTRID is running their system, from 7:00 a.m. to 9:00 a.m. on Saturdays. Notes left on a turnout for turn on or turn off will not be acknowledged, and therefore constitutes an unauthorized order. It may be necessary for LTRID to establish the time for you to turn on and turn off due to operational constraints of the pipeline system. We will work with you in emergency situations to the best of our ability.

The water delivery system is a pressurized system, and it is necessary to maintain pressure to make optimum deliveries at each turnout. The system operator sets the flow of the individual turnout based on orders, and locked to secure the set pressure. Water users who change the set pressure for the turnout will be fined \$1,000.00.

To make water orders and billing as precise as possible, please provide your turnout number and location when ordering.

### **Emergency Procedure**

LTRID has a telephone messaging system that provides 24-hours access to an attendant for emergencies that occur outside of regular business hours. The telephone number is the same as during regular business hours:

(559) 686-4716

The messaging system is not meant for water orders, so please do not leave water orders on either the messaging system or with the attendant on call.

If you do have an emergency leave a name and phone number with the attendant so that we may contact you to find out the nature of the emergency. An example would be a line break or anything that alters the flow of water that might cause property damage.

### **Water Measurement**

ANY COMPLAINT REGARDING THE QUANTITY OF WATER CHARGED TO YOUR ACCOUNT MUST BE REVIEWED WITH LTRID PRIOR TO THE END OF THE MONTH FOLLOWING THE DATE OF BILLING. ALL CHARGES WILL BE CONSIDERED CORRECT AND FINAL AFTER THAT DATE.

### **Spray Water Connection**

The used of quarter turn valve is prohibited.

### **Water Payment Procedures**

The District will mail invoices for the prior month water deliveries on or before the 10<sup>th</sup> day of the month following delivery of the water. All invoices must be paid within thirty (30) days of the invoice date. If an invoice is not paid within thirty (30) days it shall be delinquent. The remittance portion of the bill must be returned with payment to assure proper posting. If remittance is not returned, payment will be applied to water bills first, and then any other unpaid balances.

### **Past Due Accounts**

All delinquent accounts must be paid in full before additional water can be delivered. Delinquent accounts are those which have been outstanding for more than thirty (30) days following the date of billing. ***A past due fee of 1.5% or \$20.00 (whichever is greater)*** will be assessed on the first day of the following month on unpaid balances as of the last day of the month. Water users who for reasonable cause are unable to comply with this policy may make payment arrangements with the Manager of the District provided that appropriate security is provided to insure the delinquent and future charges are paid. No water will be delivered if prior water year(s) account remains delinquent. The District will notify water users and/or landowners of prior year delinquent accounts on or about January 15<sup>th</sup> of each year.

### **Deposits and Delinquent Accounts**

The District may require landowners or lessees to make deposits with District prior to delivery of water if such landowner has had delinquent accounts in the prior year. In no case will the deposit exceed the estimated charge for two (2) months of water deliveries.

### **Collection Procedures**

The District has statutory authority pursuant to California Water Code Section 258060 to impose a lien upon property to secure the payment of delinquent water charges. Additionally, the District has authority pursuant to California Water Code Sections 26025 et seq to sell property for which delinquent assessments exist in order to secure payment. In such event, the District is entitled to penalties and costs specified in Water Code Section 26075 et seq. It is the policy of the District to exercise its statutory authority in order to maintain its financial integrity.

### **MONTHLY DOMESTIC & IRRIGATION ACCOUNTS**

- **Meters Read on or about the 20<sup>th</sup> of each month**
- **Billing sent out on the 25<sup>th</sup> to 30<sup>th</sup> of each month**
- **Penalty assessed if payment not received by the last day of the following month**

### **STANDBY & ASSESSMENT BILLING**

- **1<sup>st</sup> Installment Billed on October 20<sup>th</sup>, Due and Delinquent on December 20<sup>th</sup>**
- **1<sup>st</sup> Installment Penalty assessed on December 21<sup>st</sup>**
- **2<sup>nd</sup> Installment Billed on April 20<sup>th</sup>, Due and Delinquent on June 20<sup>th</sup>**
- **2<sup>nd</sup> Installment Penalty assessed on June 21<sup>st</sup>**

### **MISCELLANEOUS FEES**

- **Lien Fee.....\$ 100.00**
- **Lien Release Fee.....\$ 100.00**
- **New Meter Fee.....\$ 100.00 plus Time & Materials (Includes hourly labor, Cost of Meter and Supplies to Install and Machinery rental)**
- **Meter Disconnect Fee.....\$ 500.00**
- **Meter Reconnect Fee.....\$ 250.00 plus time and materials**
- **Meter Tampering Fee.....\$ 500.00**
- **Dishonored Check Fee.....\$ 25.00, first occurrence, 30.00 thereafter**

(Revised 11/10/2021)