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| Title of Policy: | **Customer Fees, Rates, and Charges** | **Pg 1-3** |
| Section #: | Section 11 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 11.1 |

**\*\*SEE APPENDIX FOR RATE/FEE SCHEDULE\*\***

**POLICY STATEMENT**

**Charges for New Service**

**A “New Customer” is defined as an owner or tenant who has not had KWD service in their name since 2000**

1…Any customer or potential customer desiring utility service from KWD shall fill out a CUSTOMER APPLICATION FORM. The fee associated with the application is NOT a security deposit and is NOT refundable unless KWD cannot, within a reasonable period of time, provide service.

2…The landlord and/or Realty Company shall fill out a CUSTOMER APPLICATION FORM, have a valid photo ID on file, have the property ownership documentation on file or Realty Company is to have the contract to sale or manage the property on file in the office.

* + The fee associated with the application is NOT a security deposit and is NOT refundable unless KWD cannot, within a reasonable period of time, provide service.
  + The Landlord and/or Realty Company will pay the “Landlord Service Charge” fee to have the water turned on and will be handled as a regular customer.
  + Failure to comply with this policy will make this policy null and void in the future to the Landlord and/or Realty Company that did not comply.

3…A tap fee is a charge made when utility service is initially run from the main line to the customer’s property line and/or close proximity. The exact location will be at the discretion of KWD. The ownership of the tap is conveyed along with the property.

4…Multiple dwellings on one (1) property on one (1) water meter will be on a case by case basis, examples include but not limited to, trailers, apartments, RV’s, etc

5…A residential or commercial/industrial tap shall entitle a customer to utility service to one and only one dwelling or business. If a second residential dwelling or business is to receive service on the same or neighboring tract, a second tap must be obtained.

6…If any customer fails to disconnect any additional dwellings during the allotted time period, the customer’s service shall be disconnected for violation of the rules and regulations of KWD at the convenience of KWD.

**Temporary or Seasonal Charges**

7…Customers requiring temporary service shall pay all costs of connecting and disconnecting service, in addition to the regular charge for water used, provided such temporary service can be feasibly provided at the discretion of KWD.

8…The customer shall pay all costs for the discontinuance and reinstatement of service for temporary repairs and for any other purposes for the customer’s exclusive benefit. This fee will be at least “Representative Service Charge.”

9…If a customer wishes service to be temporarily turned off, he/she must contact KWD in person or in writing. Depending on the duration of the cut-off, KWD will valve off or remove the meter, at its discretion. In either case there is a service fee for the reinstatement of service (see Schedule of Rates and Charges)

10…As long as the account is active, a minimum bill will be assessed at each billing period. (The minimum bill reflects each customer’s share of the overhead to operate the system). By keeping the account active, the customer can demand service at any time and therefore must share in the costs.

**Miscellaneous Charges**

11…If full payment is not received in accordance with KWD’s policies on the date noted on the bill, the customer must pay the gross amount shown on the bill. *See Billing and Payment Policy paragraph #3 for details.*

12… *See Billing/Leak Adjustments Policy* for testing of meters and charges.

13… If a customer check is returned to KWD by a financial institution for any reason, an additional fee will be added to the amount due; the fee will be the maximum that the state allows:

1. If for insufficient funds current bills, the customer will be notified that the check is being held, and the customer may be required to pay the amount by money order, cashier’s check, cash, credit card, at the discretion of KWD staff, and must be paid to KWD’s office.
2. If for Closed Account or Frozen Account, the water service will be cut off immediately without notice.
3. If customer pays past due bill with a check and it is returned for any reason, KWD will cut-off customers water service immediately without notice. Customer will then be required to pay all fees in accordance with KWD’s “Discontinuance of Service (Cut-offs) Policy.

When KWD has discontinued service for Insufficient Funds, Closed Account or Frozen Account, KWD will follow the “Discontinuance of Service (Cut off) Policy.

14…If a customer who writes two (2) bad checks within a six (6) month period, the customer must pay their bills by money order, cashier’s check, cash, or credit card only. This is to be mailed to or paid at KWD’s office.

15…If KWD receives any return checks in the future from the customer who abuses this policy, the customer’s water service can be discontinued without notice. A service charge, plus return check charge, and the amount of the return check will have to be paid, see paragraph fourteen (14) for the payment options, only during regular office hours at KWD office, Monday through Friday. *See “Discontinuance of Service (Cut-offs) Policy reconnections of service.*

16…When a customer requests KWD to come back after the water meter has been unlocked and turned on, because they do not have water at no fault of the KWD, such as the customer’s shutoff valve being turned off, customer gives the wrong service address, the customer has tampered with the meter, etc., KWD has the right to charge an additional service charge of, “Representative Service Charge”. See “Schedule of Rates and Charges”.

17…KWD will allow a name change on all residential active accounts at no charge to the customer, under certain conditions, must provide proof for the following:

1. In the case that a customer dies, his/her surviving spouse may have the account put in his/her name by signing a new application for service.
2. In the case of a divorce the remaining wife/husband may have the account put in his/her name by signing a new application for service.
3. In the case of marriage, the customer(s) may sign a new application for service.