

Redway Community Services District
P O Box 40 Redway, CA 95560
923-3101

Customer Service Agreement-Residential

Redway Community Services District provides water and sewer services for the residents and businesses within our boundaries. These services are billed on a monthly basis, for the previous month's use. Payment is expected by the monthly due date; (Normally the 25th of the month.) Additional charges for all and any water used. (See New Rate Schedule)

Water, base fee \$29.00 plus monthly SEF \$ 10.00, Plus WSLF (Water System Loan Fund) Fee \$8.50

Sewer, base fee \$42.50 plus monthly SEF \$ 10.50

The "SEFs" are System Expansion Fees, for capital improvements to the District's Facilities.

Basic Residential Monthly fees Total \$100.50 (plus water used)

There will be a late fee of \$12.00 charged for accounts not paid by the due date each month.

Payments on account can be made by mail, or at the District office during business hours. There is also a drop box inside of Shop Smart's north entry door, for dropping off payments any time during store hours. The District also offers automatic ("draft) payments as another option.

A \$100.00 (one hundred dollars) service deposit is required from customers that are renting. This deposit is kept for two years, minimum. For customers with a good payment record, it is applied to the account. If a customer moves away the deposit is refunded after the final billing has been paid.

The District's responsibility for your water service does not extend past the meter, onto private property. Our ordinances require that all residences provide a separate shut off valve on the customer's side of the meter for the customer's use. It is also not the District's responsibility to maintain the sewer lines beyond the public right of way or easement.

If you have a situation regarding water or sewer services, requiring our staff's attention, the RCSD office telephone number will forward a voice mail message immediately to staff after hours. The District has staff on call 24 hours a day to deal with problems as promptly as possible.

If an account becomes past due office staff will make a diligent effort to notify the customer prior to service being shut off. Field staff will not accept payments on account, outside the office. Basic fees will not be suspended if service is locked off for non-payment. There is a \$27.50 fee to have services reconnected. This fee must be paid, along with the past due balance prior to services being turned back on.

I/we agree to notify Redway Community Services District 48 hours prior to vacating premises to have service discontinued.

I/we agree to make timely payments on my account. I/we understand that this is not the complete Water & Sewer Ordinances for Redway Community Services District.

I / we _____ have read & agree to the above information.
(Customer signature/s)

Print Customer Name _____

Service & Address _____

Account Number _____

Revised 1/2019