

Gasconade County PWSD #1 Policy Manual

Amendment # 1 (dated 1/11/18; rev. 3/4/18)

The purpose of this Amendment is to clarify and update parts of the Policy Manual related to rates, fees, and customer service. If there is a conflict between this Amendment and the Policy Manual, this Amendment will govern. We use the term "customer" and "homeowner" interchangeably. We acknowledge that we also have customers that are not homeowners, and pay only for Water Availability, or Spigots. Most of the information in this Amendment is for homeowners.

RATES AND FEES

BILLING AND NON-PAYMENT

NEW CUSTOMERS/ STATUS CHANGES FOR EXISTING CUSTOMERS

1. RATES AND FEES

a. Quarterly Rates

i. Sewer service.....	\$36.85
ii. Lagoon Project Surcharge .....	\$140.00
iii. Water Service (home, PVPOA, spigots).....	\$48.45
iv. Water availability .....	\$15.00

A homeowner will pay i + ii+ iii every quarter. There are also small taxes and DNR fees that are less than \$10.00 per year.

b. Fees (per occurrence)

i. Water and Sewer tap-in/connection for new homes

- 1. Cost varies greatly depending on conditions
- 2. Homeowner pays all costs
- 3. Homeowner to meet with PWSD Operator prior to construction to get an estimate of cost
- 4. Inspection (first time)..... no charge
- 5. Re-inspection ..... \$30.00

ii. Returned check (insufficient funds)..... \$30.00

iii. Water shut-off (“disconnect”) ..... \$30.00  
(due to non payment, or at homeowners request due to sale of home) Quarterly rates for water and sewer stop; LP Surcharge continues)

iv. Water turn-on ("reconnect") ..... \$30.00  
(after bill is paid, or when a new customer applies for service)

v. Late payment (\$10 for spigot; \$10 for water; \$10 for sewer).  
A homeowner would pay \$10 + \$10 = \$20

vi. Fees for copying public records are \$.10 per 8 ½ by 11 page, plus cost of clerical time. Fees for photos, discs, or other medium will be at cost to reproduce, plus clerical time (RSMO Section 610.206.1)

2. BILLING AND NON-PAYMENT

- a. Invoices are mailed January 1, April 1, July 1, and October 1.

- b. Payments are due the 21st of that month
- c. If you pay with cash, you must get a receipt from the PWSD office NOT the PVPOA office.
- d. If payment is not received by the 21st, the PWSD will mail a “disconnect” notice (copy attached)
- e. If payment (plus Late Fee of \$20.00) is not received by the 7th of the following month, water will be shut off and service discontinued.
- f. To restore service, customer must pay:
  - i. Unpaid balance .....(whatever it is)
  - ii. Water shut-off ..... \$30.00
  - iii. Water turn-on ..... \$30.00
  - iv. Late Fee..... \$20.00
- g. For Water Availability customers that don't pay on time, PWSD will use whatever legal means and efforts available to recover payment. Customer will also be responsible for the costs of those means and efforts.

3. NEW CUSTOMERS/ STATUS CHANGES FOR EXISTING CUSTOMERS

- a. New home being built: Customer shall meet with the PWSD Operator in the earliest stages of their project to better understand the locations of existing water and sewer lines. This will allow the PWSD and customer to select the best possible connection locations that have the lowest cost to the customer, and allow for access and maintenance by customer and PWSD. There are a wide range of conditions that can affect the cost of your connections. The best case is that both water and sewer lines are on or adjacent to your property. If this is not the case, the further they are from your property, the higher the cost. This cost can become prohibitive and affect the financial viability of your

project. The PWSD Operator will provide an estimate of these connection costs as quickly as possible, depending on the conditions. The customer also has other requirements by the PVPOA (Property Owners Association) that must be satisfied prior to construction.

i. Water Connection for a new home

1. The PWSD (and/or it's contractor) will:

- a. Locate, excavate, and expose the main.
- b. Tap the main, install a service line and a shut-off valve, leave the shutoff valve exposed for connection by the homeowner.
- c. Backfill from main to shut off valve
- d. Patch the road, if needed.
- e. Inspect the homeowner's line from the shut-off valve to the house, prior to backfill. There is no charge for the first inspection.
- f. The homeowner will reimburse the PWSD for all of these costs. There will be no mark-ups applied to these costs.

2. The homeowner (or his contractor) will:

- a. Excavate from the shut-off to the house.
- b. Furnish and install the water line
- c. Call PWSD to inspect prior to backfill.
- d. Backfill after approved.
- e. Be responsible for all of these costs. 4

3. This process will be different, more complicated, and more expensive if lines are not on or adjacent to the property.

ii. Sewer connection for a new home

1. The PWSD will:

- a. Locate the main.
- b. Furnish and install a connection fitting on the main (after excavated and exposed by the homeowner or his contractor).
- c. Inspect the homeowner's line from the main to the house, prior to backfill. There is no charge for the first inspection.
- d. All of these costs will be billed to the homeowner.

2. The homeowner (or his contractor) will:

- a. Excavate from the house to the main, and expose the main at the connection point.
- b. Furnish and install the pipe from the house to the main.
- c. Call the PWSD to inspect.
- d. Backfill the trench.
- e. Be responsible for all of these costs.

3. This process will be different, more complicated, and more expensive if lines are not on or adjacent to the property.

- b. Buying an existing home. The buyer fills out an application and pays a "Water Turn-on" fee of \$30.00.

- c. Selling a home. The seller:
  - i. Requests Water Shut-off date
  - ii. Pays Water Shut-off fee.....\$30.00
  - iii. Pays pro-rated quarterly fees for water and sewer service up to the shut off date. The LP surcharge fee continues until the home is sold.