



SCHEDULE C – CHARGES FOR SPECIAL SERVICES

EFFECTIVE 07/01/2024

A. METER TESTING

Charges for meter testing will be in accordance with the following schedule:

<u>SIZE OF METER</u>	<u>TESTING CHARGES</u>
5/8", 3/4", and 1"	\$73
1-1/2" and 2"	\$73 On Site \$165 Pull/Test
3" and larger	\$329 On Site Actual Cost Pull and Test

B. SERVICE INTERRUPTION

The charge for shutting off water service due to non-payment of a water bill is	\$50
The charge for restoring service after payment has been received during regular office hours is	\$50
The charge for restoring service between 5 p.m. and 8 a.m. or on Saturday, Sunday, or on a holiday is	\$83
An additional charge to lock or plug the meter due to non-payment or unauthorized water use is	
S-Lock	\$75
Plug	\$502

A service interruption charge of \$50 may be charged in the event of any additional field stops to shut off service beyond the initial service interruption, including EBMUD locking the meter if the customer self-restores water service prior to making payment. (See Section M.)

C. RETURNED PAYMENT CHARGE

A charge of \$27 shall be paid for each check or electronic transaction received as payment to the District that is returned unpaid from a financial institution.

D. PROCESSING FEES FOR DELINQUENT CHARGE COLLECTION THROUGH LIENS AND PROPERTY TAX BILLS ON MULTI-FAMILY RESIDENTIAL ACCOUNTS

For multi-family residential accounts, the District may place liens on parcels with unpaid charges and collect unpaid amounts on parcels' property tax bills. Multi-family residential accounts are any residential accounts where a water meter serves two or more dwelling units.



SCHEDULE C – CHARGES FOR SPECIAL SERVICES

EFFECTIVE 07/01/2024

-
- | | |
|--|---|
| 1. Lien Filing Fee | \$169 per lien (in Alameda County)

\$145 per lien (in Contra Costa County) |
| 2. Lien Removal Fee | \$123 (in Alameda County) and
\$119 (in Contra Costa County) for first
lien removed

\$56 (in Alameda County) and \$52 (in
Contra Costa County) for each additional
lien removed at the same time |
| 3. Property Tax Transfer Fee Unpaid
Charges with Liens Recorded | \$24 + 1.7% (in Alameda County)

\$24 + \$3 per parcel (in Contra Costa
County) |

E. PROHIBITED WATER USE CHARGE

A charge of \$50 shall be paid to cover the monitoring costs incurred by the District if, after written notification, excessive or prohibited water use is not curtailed.

F. FLOW-RESTRICTOR INSTALLATION

The charge for District installation of a flow-restricting device on any service that continues excessive water use, after written notification, will be in accordance with the following schedule:

1. On services two-inches and smaller –

5/8" and 3/4"	\$149
1"	\$149
1-1/2"	\$320
2"	\$320

2. All others –

The charges for installing flow-restricting devices on water services, other than those in the above schedule, shall be the reasonable estimated cost for the work including installing the device, as determined by the District, including engineering, equipment, material, consumables, labor, and related expenses.



SCHEDULE C – CHARGES FOR SPECIAL SERVICES

EFFECTIVE 07/01/2024

G. NOTICE OF PROHIBITED WATER USE AND FLOW-RESTRICTOR CHARGES

For the purposes of Sections E and F above, written notification shall:

1. Specify the date by which excessive or prohibited water use must be curtailed to avoid further enforcement action; and
2. Be sent by certified mail (return receipt requested) or by other written means which would be sufficient for obtaining personal service in a legal proceeding.

H. RESCINDED 12/10/96

I. BACKFLOW DEVICE ANNUAL CERTIFICATION CHARGE

Where it is probable that a pollutant, contaminant, system, or plumbing hazard may be created by a water user, or where the water system is unstable and cross-connections may be installed or reinstalled, an approved backflow prevention device of the proper type is required for all premises except for conforming single-family premises at the customer's expense. See Section 26 of the District's Regulations Governing Water Service.

1. The charge for administering the Backflow Program Certification for all specified accounts (annually) \$68
2. The charge for District staff to conduct a Change of Responsible Party or Change of Use Survey or to respond to a commercial customer's request for a backflow/cross connection survey, an initial or follow-up backflow inspection \$160/hr.
3. The charge for backflow testers to be placed on the District's list of certified testers \$195

J. BACKFLOW DEVICE VIOLATION

For those customers where the service has been terminated for failure to meet the District's Backflow Program requirements, a charge will be made pursuant to the termination and restoration of service \$683

K. LATE PAYMENT PENALTY AND INTEREST

For those customers with outstanding overdue balances exceeding \$10 at billing, a charge equivalent to 1.5 percent of the overdue balance (minimum charge \$1) will be made to recover foregone interest on District money, and the District's costs to process overdue accounts. Customers in the Customer Assistance Program shall be exempt from the late payment penalty and interest.



SCHEDULE C – CHARGES FOR SPECIAL SERVICES

EFFECTIVE 07/01/2024

L. PROCESSING FEE FOR INTERVENING WATER SERVICE AGREEMENT

The charge for the District to process an intervening water service agreement for a participating landlord in the District's automated landlord sign-on service is \$81

Requests to modify intervening water service agreement property account information must be submitted in writing and can be dropped off, mailed, or faxed to a District business office.

The charge for each written request to modify the original intervening water service agreement by adding to or deleting property account information from the original agreement is \$81

M. SERVICE TRIP CHARGE

The charge for District staff to perform special services for customers is \$50

The charge may be applied for, but is not limited to the following:

1. Additional field stops beyond the initial service interruption to shut off service due to non-payment, including a field stop to lock the meter if the customer self-restores water service prior to making payment;
2. Follow-up site visits to customers who have not complied after the District's notification to correct an obstructed meter condition or to remove unauthorized devices or equipment attached to District property in the meter box; and
3. Field inspections conducted at the customer's request.

N. PUBLIC HYDRANT METER ACCOUNT ESTABLISHMENT CHARGES

Customers can request a 3-inch hydrant meter that can be hooked up to a public fire hydrant to measure water use at a property site. Customers are required to: 1) provide hydrant meter readings every two months, within two weeks of the meter read due date; 2) return hydrant meter equipment within one month following a meter use period; and 3) renew the hydrant meter permit and exchange the hydrant meter equipment within 11 months from the date of issuance, if continued use is desired.

The charge to establish water service for a hydrant meter is \$145

The charge to renew a hydrant meter account at the end of a 12-month period is \$145

Hydrant meter security deposit \$1,490

If a field stop is required to establish a new account, a \$289 site visit charge shall be paid in addition to the \$145 account establishment charge. (See Section O.)



SCHEDULE C – CHARGES FOR SPECIAL SERVICES

EFFECTIVE 07/01/2024

O. PUBLIC HYDRANT METER ACCOUNT SITE VISIT CHARGE

The charge for a Field Services Representative to conduct a hydrant meter site visit to perform special services for customers is \$289

The charge shall be applied for, but is not limited to the following:

1. Reading hydrant meters for which the two-month reading was not submitted by the customer;
2. Retrieving hydrant meter equipment from a customer site;
3. Delivering hydrant meter equipment to a customer; and
4. Establishing or renewing a hydrant meter account in the field.