

# Staff Report

for the Board of Directors' Meeting of February 27, 2019

**TO:** Board of Directors

**FROM:** Chip Close, Water Operations Manager  
Aurora Tipton, Customer Service Administrator

**DATE:** February 19, 2019

**SUBJECT:** Revisions to Sections 4.06.07, 6.01.01 and 7.02 of the Rules and Regulations

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## ***OPERATIONS***

### **RECOMMENDATION:**

Approve revisions to Sections 4.06.07, 6.01.01 and 7.02 of the District's Rules and Regulations, as recommended by the Water & Hydroelectric Operations Committee.

### **BACKGROUND:**

In order to facilitate the change from bimonthly to monthly treated and annual raw water billing, minor modifications to existing District Rules and Regulations are recommended.

The first change adjusts the frequency of meter readings from bimonthly to monthly to reflect actual practice in a monthly billing cycle.

The second change extends the payment due date, turn off notification date and turn off date by one week and sets a minimum amount due before customers receive a turn off notification or have their water turned off for non-payment. This allows customers more time to make their payment before incurring special service call fees due to non-payment. Currently it is the District's practice to deliver a turn off notification when a balance of \$25.00 or more becomes delinquent. Occasionally, customers incur fees and penalties which are more than double their delinquent balance due. Setting a minimum threshold allows more flexibility for customers who may be struggling to pay their bill in full.

The proposed changes are to take effect on March 1, 2019 to coincide with the switch from bimonthly to monthly billing.

Redlined versions of the proposed changes to the Rules and Regulations are attached for reference.

**BUDGETARY IMPACT:** None at this time

Attachments (4): Red Lined Rules and Regulations Section 4.06.07  
Red Lined Rules and Regulations Section 6.01.01  
Rules and Regulations Section 7.02  
Schedule 6-A and 7-A

#### **4.06.07 Frequency of Meter Readings**

In general, meters shall be read on a ~~bi~~monthly basis. As it is not always practical to read meters at equal intervals, the period between reading dates may vary and still be considered ~~two~~one months for billing purposes.

Special readings will be made on commencement and termination of service and as required by special circumstances.

rev. 04/25/06, 09/12/07, XX/XX/XX

### **6.01.01 Treated Water and Annual Raw Water**

All water charges are due and payable 3 weeks from ~~on~~ issuance of the statement.

If not paid:

4 weeks from issuance – a notice of termination of service will be included with the ~~bi~~monthly billing and a late payment penalty at the rate of 1 ½% per month, shall be added hereto.

67 weeks from issuance – a turn-off notice shall be issued for delinquent balances of \$65.00 or more and a charge as shown in Schedule 6-A, shall be made for serving such order.

78 weeks from issuance – service may be turned off.

A charge, as shown in Schedule 7-A, shall be made for turn on. The past due balance plus the charge for turn on shall be paid prior to reinstatement of service.

~~8 weeks from issuance— a late payment penalty at the rate of 1 ½% per month, shall be added hereto.~~

eff. 6/93; rev. 6/11/03, rev. 8/10/05, rev. 09/12/07; rev. XX/XX/XX

## 7.02 TURN ON FOR NONPAYMENT

A special service call fee, as shown in Schedule 7-A, shall be charged to the customer for turn on. Turn on of water service after being shut off for nonpayment may be made provided the account is paid in full, including the special service call fee. -or if a satisfactory arrangement has been made prior to the turn on. The service may be turned on the same day if it can be done during District's normal operating hours; otherwise, the service will be turned on the following business day. ~~A special service call fee, as shown in Schedule 7-A, shall be charged to the customer.~~

eff. 6/11/03; rev XX/XX/XX

SCHEDULE OF RATES AND CHARGES  
BY NEVADA IRRIGATION DISTRICT

SCHEDULE 6-A  
EFFECTIVE See below

**MISCELLANEOUS CHARGES  
RENDERING AND PAYMENT OF BILLS**

DESCRIPTION	CHARGE	EFFECTIVE DATE
Duplicate of Water Statement (per billing)	\$ 2.00	09/26/1984
Turn off Notification Fee (Inside District)	10.00	09/26/1984
Turn off Notification Fee (Outside District)	12.50	09/26/1984
Outside District Security Deposit	50.00	09/26/1984
Return Check Fee	25.00	02/11/2015
Public Utility Easement Abandonment	50.00	01/01/1993
Water Availability Letter	50.00	01/01/1994
Variance Request	175.00	01/01/1994
Photocopies, per page	0.10	02/11/2015
Records on Compact Disc (plus postage if applicable)	5.00	02/11/2015
Encroachment Permit - County	190.00	07/01/2007
Encroachment Permit – State	0.00	01/01/2012*

\*Need permit only. NID is local agency and exempt from fees

SCHEDULE OF RATES AND CHARGES  
BY NEVADA IRRIGATION DISTRICT

SCHEDULE 7-A  
EFFECTIVE FEBRUARY 11, 2015

**SPECIAL SERVICE CALL**

Special Service Call fee inside District:	\$ 65.00
Special Service Call fee after normal working hours:	150.00
Special Service Call fee outside District:	81.00
Special Service Call fee after normal working hours, outside District	188.00