Service Agreement Instructions:

Please complete the attached Water/Sewer Service Agreement and return with deposit and service charge to: City of Arcata, 736 F St. Arcata CA 95521-6284

The Service Agreement may also be faxed back at 707-825-2008. Please provide Credit Card information (Visa and MasterCard only) in the space provided. Payments may also be phoned in to 707-822-5951. If paying by credit card be sure to complete all information in the credit card payment box. This information is required when paying by fax or phone when using a credit card. A signed Service Agreement must also be faxed in with phone payments.

Service Agreements received by the City before 2:30 P.M., excluding weekends and holidays, can have service started the same day. Service Agreements received after 2:30 P.M. may not be started the next business day.

Please be sure to complete all information on the Service Agreement. All Service Agreements must be signed and dated at the bottom, as well as on the credit card payment line if paying by credit card. Valid identifications are required before service can start:

The City of Arcata recognizes the need for the privacy and protection of personal information. The City does not release customer's personal information to outside agencies or companies except as needed in the billing and collection process related to City utility services

Customers who have current or prior service Water/Sewer service with the City of Arcata for a least one year may be eligible to have their deposit waived for residential service. Please call 707- 822-5951 to see if you qualify.

Meter No. _____

Account Number _____

Meter Reading _____

CITY USE ONLY

SERVICE AGREEMENT

Water/Sewer Service

City of Arcata
736 F Street
Arcata, CA 95521-6284
(707) 822-5951 (707) 825-2008 Fax

WEB

Requested Date to Start Service

CREDIT CARD PAYMENT
VISA OR MASTERCARD ONLY

_____ - _____ -_____ - _____
ACCOUNT NUMBER

EXP DATE (mm/yy) ____ / ____ CW2*_____
X_____
CARDHOLDER SIGNATURE

_____
PRINT NAME AS SHOWN ON CARD

_____
_____
CARD BILLING ADDRESS INCLUDING ZIP
(____) _____ - _____
PHONE NUMBER ON FILE WITH CREDIT CARD
*3 digit code from the back of card end of signature line

Service Address _____ **Apt** ____
Mailing Address _____
(If different) _____

Landlord's Name _____

Landlord Phone No (_____) _____- _____

Residential Sign In: (Please print)

Full Name _____

Social Security No.* _____ - ___ - _____ Driver's License No.* _____ State _____

D.O.B.* _____ Email Address _____ @ _____ . _____

Spouse's Full Name _____ D.O.B.*_____

Social Security No.* _____ - ___ - _____ Driver's License No.* _____ State _____

Home Phone No.* (____) _____ - _____ Business/Work Phone No.* (____) _____- _____

Name and address of nearest relative not living with you _____
_____Phone (____) ____-_____

*The City of Arcata recognizes the need for the privacy and protection of personal information. The City does not release customer's personal information to outside agencies or companies except as needed in the billing and collection process related to City utility services.

Business/Commercial Sign In: (Please print)
Business Name (As it should appear on billing) _____

Name of Owner(s) _____
Business Phone No. (___) _____ - _____ After-hours contact Phone No. (____) ____- _____
City of Arcata Business License No. **(Required prior to service)**_____
Tax Payer I.D/SS # _____

Agreement: The undersigned agrees to be fully liable to the City of Arcata for all amounts due and owing for water/sewer services provided pursuant to this request, including attorney's fees and all other cost of collection. The City reserves the right to terminate services in the event of non-payment. I will notify the City when service is to be discontinued.

Signature _____ Date _____

Spouse's Signature _____ Date _____
(Required if spouse is listed)

Deposit Amount: (708)		$ 150.00
Service Charge: (720)		$ 35.00
	Total Paid	**$ 185.00**

CITY OF ARCATA
Water/Sewer Service Fact Sheet
2011/2012 Fiscal Year

Service Charges:

Water or Water/Sewer …….....$35.00
Sewer only account…….....$9.74
Reconnection charges.....;.....$35.00

Security Deposit: Security deposits are required on all Water and/or Sewer accounts. This deposit may be waived on meters less than 1" inch size if you have had an account in good standing for 1 year or more in your name within the last four years. Security Deposits for meters up to and including 1" will be held for one year or until service is disconnected, whichever is shorter, unless the customer has incurred late penalties. Deposits are applied as a credit to your account on the first billing after one year of service or to the final bill in the event that service is discontinued before one year. Customers with a history of late payments, door tags, and lock offs will have their deposit held an additional year beginning with the date of the last penalty. Deposit refunds are applied to the current water bill, and carried forward until the deposit is exhausted or the service is discontinued. For meters of 1-1/2" or greater, the deposit will be held until service is disconnected or transferred. The deposit will earn simple interest of 4% per year after the first year, payable upon disconnection or transfer.

Returned Checks Payments made by check or e-check or other electronic payment that are returned by the payer's bank (insufficient funds, closed accounts, stop payments, etc.) will be reversed from your account and a $25.00 service fee will be added. If turned over for collections, the City shall charge a fee totaling 3 times the amount of the payment, not less than $100.00 or more than $500.00

Monthly Billing: Utility accounts are billed every month and are due upon presentation. The bill becomes delinquent 37 days after the billing date and will be assessed a 10% penalty on any past due balance. If payment is not received within 15 days after the due date a final notice with a late fee will be mailed scheduling a future shutoff date for non-payment.

If payment is not received within 30 days of the due date service will be disconnected. Once service has been disconnected, reconnection will be made only after all past due charges, current charges, and a reconnection fee are paid. Any customer that has been disconnected 3 or more times will incur service charge of no less than $143.00 to reconnect. Services discontinued for non-payment will be restored within 24 hours from the time payment is received, excluding weekends and holidays.

Payments: Online payments may be made at www.cityofarcata.org.
Payments may also be mailed to: City of Arcata Finance Dept., 736 F St. Arcata, CA 95521-6284.
Payments are accepted at the Cashier's Window in City Hall, Monday - Friday, 9am to 5pm, except Holidays.
For your convenience payments may also be left in the drop box located next to the mailbox near F Street outside the front entrance to City Hall, or in the parking lot drop box located at the end of the center parking row nearest the Library.

Closing an Account: Please call the Finance Department at **822-5951 to DISCONTINUE SERVICE.**
Have the following information ready:
1. Customer name and account numbers
2. Date service is to be discontinued.
3. Forwarding address and phone number for final bill or deposit refund.

It is the account holder's responsibility to notify the City when you wish service to be discontinued. If you fail to discontinue service you will be responsible for charges after you move out! Requests to discontinue service retroactively will not be honored!

WATER SERVICE CHARGES (2011-2012)

Meter Rental Charges:

Meter Size	Monthly Inside City Rate	Monthly Outside City Rate	Deposit
5/8"	$6.77	$13.03	$150.00
3/4"	6.77	13.03	150.00
1"	14.81	22.90	300.00
1 1/2"	20.39	29.24	600.00
2"	25.44	38.47	1150.00
3"	146.80	218.68	3000.00
4"	185.40	261.02	3000.00
6"	261.02	405.61	3000.00
8"	364.72	542.54	3000.00
10"	437.49	678.71	3000.00

Consumption Charges:

Single Family Residential Dwelling Units:

Quantity	Inside City Rate	Outside City Rate
0-300 cubic feet	$1.74 per 100 cubic feet	$1.92 per 100 cubic feet
300-400 cubic feet	1.87 per 100 cubic feet	2.07 per 100 cubic feet
401cubic feet & up	3.65 per 100 cubic feet	5.00 per 100 cubic feet

All Customers except Single Family Residential Dwelling Units:

Quantity	Inside City Rate	Outside City Rate
1 & up	$3.65 per 100 cubic feet	$5.00 per 100 cubic feet

Service charge for turn-on, reconnection, or other service call	$ 35.00
Service charge to reinstall water meter	$143.00
Water meter testing	$75.00
Tampering fee (unauthorized operation of City owned meter, valves etc.)	$203.00

WASTEWATER CHARGES

Customer Type	Base Charge	Allowance	Charge per 100 cubic feet over allowance
Residential	$27.43	450 cubic feet	$4.18
Low Strength Commercial	28.26	550 cubic feet	3.90
Medium Strength Commercial	28.26	400 cubic feet	4.56
High Strength Commercial	28.26	250 cubic feet	7.55
Universities and Schools	14.67	0	3.77

All customers receive a 10% sewer consumption allowance for irrigation. Residential customers will have their summer sewer bills calculated based on their winter consumption average (Winter Averaging). The winter bills are based on January – April consumptions and the summer bills are the July to October bill. There is no adjustment made for water charges during irrigation months.

Leak Adjustments: Customers may request an adjustment for excessive water/sewer charges due to a water leak **once** during a 12-month period. Any adjustment will be made only after repairs have been made and verified by a city water technician. Adjustments will be based on average annual water consumption. Only one month may be adjusted during any 12-month period.

Sewer Repair Fee: In October 1996 the City Council approved a bond to pay for capital improvements in wastewater collections system. This bond is being repaid by the collection of a "Sewer Repair Fee" collected monthly on each sewer connection billed by the City. The initial payment was $1 per month starting in February 1997. The fee increased by $1 each year until the fee reached $5 per month in February 2001. The fee will continue at $5 per month for 20 years until the bond is paid.

Solid waste / Recycling collection Bi-Monthly Billing:

Bi-monthly billing for solid waste/ recycling is provided by Arcata Garbage Company on behalf of the City. The bill becomes delinquent 60 days after the billing date. If payment is not received within 120 days of original billing date a 10% late penalty, and 0.5% per month interest will be charged to the account and notice of delinquency is sent to property owner and, if applicable, the tenant.

If the bill is not paid in full within 30 days from the notice of delinquency the account will be forwarded to the City for additional collection process that could include payment collection services, property liens, court action, and/or discontinuance of water service. Chronic delinquencies will be subject to deposit requirements. Garbage/recycling services are mandatory, service will not be interrupted and bills for service will continue to accumulate.

Tampering Fee: A tampering fee of $203.00 shall be charged for the unauthorized operation of any of City owned curb cocks, main cocks, gates on valves; or any interference with meters, their connections, or other parts of the City's water system

Call out fee: A service charge of $195.00 will be charged for turn-on, reconnection, or other service calls related to water accounts performed outside of the City's usual business hours (evenings, weekends and holidays).

Backflow Prevention Devices: Residents with backflow prevention devices are charged $5.00 per month for backflow device rental and annual inspection.

Jacoby Creek Assessment District: Residents who live in the Jacoby Creek Water District are assessed $6.50 per month on their City of Arcata Water Bills. This money is used by the Jacoby Creek Water District to pay a bond debt for construction of the water lines and water tank that services the district. The bond is scheduled to be paid off in 2033. The address for the Jacoby Creek Water District is PO Box 122, Bayside CA 95524.

Utility tax: All utility services within the city limit are taxed at a rate of 3%. For the purposes of City billed utilities, this applies to water and sewer charges.

Other Utilities:

Garbage/curbside recycling services	Arcata Garbage Company	707-822-0304
Electric and Gas	PG&E	800-743-5000
Telephone	AT & T	800-310-2355
Television Cable	Suddenlink	877-443-3127