



email: customerservice@ci.cloverdale.ca.us

FAX: 707-894-3451

WATER/SEWER START SERVICE APPLICATION

DATE TO START: _____ You may be required to be on the property at the time water is turned on at this location.

SERVICE ADDRESS: _____

Check one: I own this home I rent (complete home owner/landlord info below) I am agent for this property*

Account Holder(s) First and Last Name: _____

Authorized User(s) on Account: _____

Mailing Address (if different than service address): _____

City / State / Zip: _____

Home Phone: _____ **Work Phone:** _____ **Cell Phone:** _____

Last (4) Digits Social Security number: _____ **California ID#** _____ **Exp:** _____

Email Address: _____

Employer Name: _____ **Phone:** _____

Employer Address: _____

Have you had an account in Cloverdale prior to this application for service? No Yes

Address of Last Account: _____ **Approximate Date Closed:** _____

IF YOU ARE NOT THE PROPERTY OWNER, THE FOLLOWING INFORMATION MUST BE COMPLETED

Property Owner Name: _____ **Property Owner Phone Number:** _____

Property Owner Mailing Address: _____

*Agents must have a letter on file authorizing them to discuss matters related to managing this property, including shut-offs for non-payment by tenants, leak notification, excessive use notification, et cetera. *CMC 13.04.160(f) Failure to pay charges for water furnished to properties either owned by or rented or leased to the customer of record shall constitute a lien against the subject real property after due notice has been given to the owner of the real property. (Ord. 638-2006 (part), 2006; Ord. 477-93 (part), 1994)*

I understand all fees are subject to change based on City Council Resolution and I am responsible for all charges accrued on the account. I acknowledge that I have received the form titled "City of Cloverdale Utility Department Important Water and Sewer Service Information" which outlines my responsibilities and billing and payment procedures; and I fully understand the terms and responsibilities of having a water/sewer account with the City of Cloverdale.

X _____
Signature of Applicant/Account Holder

Date Signed

FULL PAYMENT REQUIRED (Checks made payable to the City of Cloverdale)

- \$60.00** non-refundable start service fee
- \$150.00** deposit (applied to account on receipt of a written request after one year of penalty-free payments)
- \$75.00** deposit if direct debit form completed (applied to account upon request after six months of penalty-free payments)
- Deposit waived – prior acct on time payment history - must be verified to qualify for waiver
- \$150.00** instead of \$60.00 if same day service requested

TOTAL DUE/PAID: _____

**CITY OF CLOVERDALE UTILITY DEPARTMENT
IMPORTANT WATER AND SEWER SERVICE INFORMATION**

Start Service Customers: A \$150.00 deposit is required to start any new service connection in addition to a \$60.00 non-refundable Start Service Fee. A reduced deposit of \$75.00 is permitted if the customer signs up for the Direct Debit program. If the account is maintained without late payments for 12 consecutive months (6 months for Direct Debit accounts) the account holder may request a refund of the deposit which is applied to the next billing cycle. (CMC 13.04.060, 13.04.065)

Stop Service Customers: A request to stop service must be made using a city-issued Stop Service form. The account is payable in full on receipt of the final bill. If the account remains unpaid, fees associated with attempts to collect will be assessed.

Direct Debit: All customers with valid bank accounts may apply for and establish a Direct Debit payment for their utility account with the City of Cloverdale. Obtain an application at City Hall or download the form at www.cloverdale.net. A voided check must be attached to the application. You will continue to receive a utility statement each month and the amount due will be automatically debited from your bank account on or about the 18th of each month.

Account Billing: Payment is due on receipt of any billing notice. Penalty will be assessed 45 days after invoice date. Failure to receive a bill does not entitle delayed or late payment and will not prevent service interruption. Every bill notification has a DUE DATE which will vary and may not remain the same each month.

Check Returned for Non-Sufficient Funds or Closed Bank Account: A \$50.00 charge will be assessed.

Non-Payment Shut-Offs: All accounts issued a 10-DAY NOTICE and not paid by 10:00 am on the due date are subject to service disconnection. The account balance is due in full and service fee applies. Accounts paid in full before 3:00 pm will have service restored before 5:00 pm. Payments delivered between 3:00 pm – 5:00 pm are subject to an additional fee for same-day reconnection. If service reconnection is requested after hours, the customer must deliver cash payment in person to the Cloverdale Police Department. After-hour service fees apply in addition to the account balance shown on the disconnection notice (door hanger).

Meter Leak Test: One test at no charge. Each subsequent test is subject to a \$50.00 per test, even if twice is one day. (CMC 13.04.230)

Water Meter Tampering: If your account is shut-off for non-payment, do not attempt to restore the water to the house prior to bringing the account current. If the meter reading has changed and/or the lock has been tampered with or removed, you will be assessed a minimum fee of \$650.00 which is payable prior to restoring service on the account. (CMC 13.04.510) If you need your water meter turned off/on for repairs outside of regular business hours, a \$215.00 fee is assessed for the service call. If you turn off/on the meter yourself, you are tampering with the meter, and you will be assessed a minimum of \$545.00.

For questions regarding water and/or sewer bills or services that occur during normal business hours, please contact the City of Cloverdale utility department at 707-894-1700 or email CustomerService@ci.cloverdale.ca.us. Additional fees will apply for service callouts after 3:00 p.m., in addition to other applicable fees. For a water and/or sewer utility emergency that occurs after hours or on weekends, please contact the City of Cloverdale Police Department business line at 707-894-2150 (do not use 911).

The City of Cloverdale Utility Department business hours are Monday-Thursday 9:00 am – 12:00 pm and 1:00 pm – 5:00 pm and closed on Fridays and holidays. Phones 707-894-1700 or 707-894-2521 select option #1 and listen to your menu options.

As a water and sewer service account holder, you are responsible to pay all charges accrued on the account. All fees associated with water and/sewer services are subject to change based on City Council Resolution.

SEWER DEPARTMENT - MONTHLY RATE SCHEDULE		Effective Date
Residential Flat Rates - Monthly Charge		July 2021
Single Family Residential (Per dwelling unit)	\$	42.86
Multi Family Residential (Per dwelling unit)	\$	28.72
Non-Residential Base Charges - Monthly Charge		
Up to 1" meter	\$	11.93
1 1/2" meter	\$	21.53
2" meter	\$	33.05
3" Meter	\$	63.77
4" Meter	\$	98.33
Non-Residential Usage Charges		
Low Strength	\$	4.75
Medium Strength	\$	5.95
High Strength	\$	8.67
Public Schools (monthly)		
Per 100 Average daily attendance (student count)	\$	175.78
WATER DEPARTMENT - MONTHLY RATE SCHEDULE		Effective Date
Base Charges		July 2021
Up to 1" Meter	\$	25.92
1 1/2" Meter	\$	48.96
2" Meter	\$	76.62
3" Meter	\$	150.36
4" Meter	\$	233.32
6" Meter	\$	463.77
Water Usage Charge per unit (748 gallons)		
Inside City Limits	\$	5.06
Outside City Limits per section 13.04.110 of Municipal Code	\$	6.33



Stage 4 Water Shortage Emergency Declared August 11, 2021

Customers Required to Reduce Water Consumption by 35%

- All customers are required to reduce water use by 35% from last year (2020).
- Irrigation may only occur once a week.
- Residential meters serving single-family detached homes: any water use in excess of 65 gallons per person per day is not permitted
- A permit is required for all hydrant use, except for water used for fighting fires or for other emergency use deemed essential by the Fire Chief.
- Drinking water at any restaurant, cafe, cafeteria or other public place where food is sold, served or offered for sale may only be provided upon request by a patron.
- A surcharge in the amount of 25% will be implemented on September 1, 2021.

Enforcement

Report Major Water Leaks to the City of Cloverdale at 707 894-2150 (24-Hour Non-Emergency Dispatch)

All customers are asked to cooperate to do the best that they can to individually meet or exceed the overall mandatory 35% reduction requirement. Violations will be enforced as follows:

- **1st Violation** – notice will be given by city staff either by phone or delivery of a yellow door tag informing the customer of the problem that must be corrected.
- **2nd Violation** – if problems are not corrected, a certified letter shall be mailed to the customer who receives the water bill. The letter will describe the violation and request that it be corrected, cured and/or abated immediately. The letter will state the consequences of non-compliance.
- **If the violation continues** – the City may impose a penalty and/or order disconnection of the service. Repeated water waste violations may result in a flow restriction device being installed by the City at the customer's expense before service is restored.

Water Waste Prohibitions Currently in Effect

No water furnished by the City shall be wasted. Waste of water includes but is not limited to the following:

- Washing of sidewalks, walkways, driveways, parking lots and other hard-surfaced areas by direct hosing.
- Customer water leaks: customer has 72 hours after discovery to fix the leak.
- Irrigating more than one day a week.
- Excessive run-off or unreasonable over-spray of the areas being irrigated.
- Washing cars, boats, trailers or other vehicles and machinery.
- Water for non-recycling decorative water fountains.
- Water for non-recycling evaporative cooling systems for air conditioning installed after April 28, 2021, unless required for health or safety reasons.

Please take advantage of the free water conservation information available from Sonoma Marin Saving Water Partnership at <https://www.savingwaterpartnership.org/> and from the City. Instructions on how to read a water meter are available at City Hall or online at www.cloverdale.net. Customers with additional questions may contact the Utility Department at customerservice@ci.cloverdale.ca.us or by calling 707-894-1700.

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