

# **MUIR BEACH COMMUNITY SERVICES DISTRICT**

19 Seacape Drive, Muir Beach, CA 94965 415-388-7804 [www.muirbeachcsd.com](http://www.muirbeachcsd.com)

## **Water Department Rates and Policies - updated July 16, 2022**

### **1) Current Rates for Water Service (billed Bi-monthly)**

<b>Type</b>	<b>Gallons</b>	<b>Charge</b>	
<b>Capacity</b>	N/A	\$ 8.65	Meter Reading
	N/A	\$ 78.04	Meter Charge (per 5/8"-1" meter size)
	N/A	\$ 390.22	Meter Charge (per 1.5" meter size, if applicable)
<b>Volumetric</b>	All gallons	\$ 2.19	per 100 gallons used

#### Note

1. Meter Charges are based on projected capital improvement schedules.
2. Volumetric Charges are calculated per gallon; rate is shown per 100 gallons for clarity only.

Meter readings are in cubic feet; there are 7.48 gallons per cubic foot. Note that once a meter is installed, the minimum flat charge will be billed whether any water is used or not, or whether any plumbing appurtenances are connected on the customer's side of the meter.

### **2) Water Billing Policies and Procedures**

Water meters are read on the 16th day of every other month. There is a \$45 water meter repeat trip fee for meters that are not accessible on the bi-monthly meter reading day and a \$45 obstruction and cleaning fee for meters that are inaccessible due to debris, dirt, mud, etc. Bills are sent out to arrive around the 1st of the next month. Payment is due upon receipt and no later than the 16th day of the following month. Customers may choose to receive their monthly statements via regular U.S. mail or via email. Email is encouraged efficiency and to help reduce postage and other costs.

Credit or Debit Cards are preferred for payment. Please contact [accounts@muirbeachcsd.com](mailto:accounts@muirbeachcsd.com) to confirm details for electronic payment.

Payment in the form of checks made payable to Muir Beach Community Services District or MBCSD may be dropped off at the Water mailbox at the right end of mailbox row on Highway 1 opposite the Pelican Inn. Checks can also be mailed to MBCSD, 19 Seacape Drive, Muir Beach, CA 94965.

Delinquent accounts are subject to a \$45 fee and notice of termination of water service per the following schedule:

16th Day of Month A: Meter reading and charge date.

16th Day of Month B: Late date for month A billing. 15-day notice of past due amounts sent if balance from Month A have not been paid.

1st Day of Month C: 48-hour termination notice sent out and \$45 charge assessed.

There is a \$250 reinstatement of water service fee if water has been shutoff due to non-payment.

The District Manager has the final decision as to when fees may be waived and when service may be terminated by placing a lock on the meter.

Customers are required to notify the District at least ten days in advance of a requested service termination (usually due to moving out.) Customers are responsible for all water service charges up until 5pm on the requested termination date.

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## 3) District Bi-monthly Conservation Discounts

Gallons	Discount%	
0 to 4,500	50%	for all usage
4,501 to 10,000	43%	applies to all usage
10,001 to 30,000	30%	applies to all usage
30,001+	0%	applies to all usage

The above rate schedule is mandated to encourage conservation practices. Those customers who use more than 30,001 gallons per bi-monthly billing period will receive no conservation discount.

## 4) Mandatory Water Conservation

As the district's water supply is limited, water conservation measures are encouraged throughout the year. A general statewide guideline is no more than 55 gallons of water per day per occupant. In conformance with the District's Water Rights permit, we are required to monitor the levels in Redwood Creek, and during conditions when the creek is not continuously flowing, Muir Beach is required to go on Water Conservation Alert and curtail our use of water. During times of noticed conservation, there are severe financial penalties for any residential customer who exceeds 2,000 cubic feet of water in a month (approximately 15,000 gallons.)

## 5) Leak Relief Policy

Water is a precious resource to our community, and we hope everyone will do their best to keep their plumbing systems in good order. Nevertheless, we understand that leaks can occur, and we have developed this policy to moderate the financial impact of a potentially very large water bill. The policy is as follows:

1. Leaks in the underground service line between the meter and the house. Because these leaks are almost impossible to detect until you get your water bill, this type of leak receives the greatest relief. You will be charged a bill as if the leak had not occurred. This is done by averaging the prior 12 months' water bills (including all meter charges) and using this amount as the adjusted amount of the bill.
2. All other non-negligent types of leaks. In the case of other types of water loss due to circumstances beyond your control, including irrigation system leaks or malfunctions, severely leaking toilets, burst garden hoses, and vandalism – but excluding leaking faucets, garden hoses left running unattended, or other visibly apparent leaks within your reasonable control – your water bill will be capped at three times your average bill for the prior 12-month period (including all meter charges).

For all types of leaks, you must repair the leak within 48 hours of its discovery or of receipt of the bill showing the unusually high usage, and then provide the District with proof of leak cause and repair. It may or may not be financially worthwhile to apply for leak relief (for instance, a leak may have only doubled your bill so having it capped at three times the normal amount will not be of help to you!). For the District to make these calculations, there is a non-refundable \$45 charge (whether they benefit you or not) – so please take this into consideration before requesting leak relief. This charge is in addition to the amount of your bill or the amount of any adjusted bill.

Leak relief is limited to the usage during the most recent billing period – any leaks extending back into prior billing periods are not subject to leak relief.

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## **6) Initiating Water Service**

Customers requesting water service for an existing meter should contact the Water Billing Department by email at [accounts@muirbeachcsd.com](mailto:accounts@muirbeachcsd.com) or by calling 415-388-7804. Complete name, address, phone numbers, emergency contact, and payment information is required.

A \$45 fee is assessed to a new owner or landlord, in the case of a new tenant, in order to transfer service. There is a \$45 meter reading fee for any requested meter reading between billing cycles.

## **7) New Water Connection**

Customers may apply to the District for a new water service connection with a CSD installed meter. New connections consist of a \$6500 hookup fee, plus all installation costs. Depending on the distance and location of the new connection to existing service lines, these costs may run anywhere from \$5,000 to \$10,000 due to street and other excavation. All costs of installing water lines on the customer's side of the water meter to any house or structure are solely the responsibility of the customer and are subject to all Marin County building codes and permits. The standard meter charges including meter reading fees will begin being billed to the customer the earlier of when the meter is connected to our system, or one year after the connection fee is levied.

## **8) Second Units**

A residential second unit is defined by Marin County as a permanent residence that is accessory to a primary residence on the same site. A second unit typically has a separate entrance, separate bathroom, and separate food preparation facilities (which include a stove, refrigerator, and sink) intended for the use of the occupants.

Owners of second units are strongly encouraged to install a separate meter and service connection to the second unit, (at their expense) but this is not required. The CSD Board is currently in the process of formulating a second unit policy, with specific respect to any new hookup or entitlement fees.

## **9) Grandfathered Exemptions**

The District recognizes that in certain cases agreements were made in the past that may be contrary to the policies stated above. Upon application to the CSD Board, grandfathered exemptions may be approved and recorded in the Water Billing System for future reference.

## **10) Annual Water Rate Consumer Price (CPI) Increase**

There will be an annual increase for inflation applied to all charges commensurate with the annual percentage increase to the San Francisco-Oakland-San Jose Price Index for All Urban Consumers ("CPI") for twelve months preceding April of each year and to go into effect on July 16 for each subsequent year until the final increase in 2024.