

## Frequently Asked Questions about Rural Water Service

**1. What is the water rate?**

The monthly minimum depends on the type of service you have. Water is charged at \$6.26 per thousand gallons.

**2. When must my payment and readings get to the office?**

To avoid a late penalty, you should read your meter on the first week of the month and have payment in our office or postmarked on or before the 20th of the month. If you send in your payment after the 20th, please add a \$3 late penalty. We have payment drop boxes at Family Fare Supermarket (both locations) and just outside SWA office.

**3. What happens if I forget to read my meter?**

SWA must receive a meter reading along with payment by the 20th of each month. If payment is not received by the 20th, your account will be delinquent and service may be discontinued after a final notice is mailed to you. If for some reason you have difficulty paying, please contact us so we can make proper arrangements with you to avoid disconnection of service.

**4. Who do I contact if I develop a leak and need water disconnected to make necessary repairs?**

During normal office hours you can call our office in Dickinson at 701-225-0241 or call toll free 1-888-425-0241. After office hours we have an answering machine that will give the cell number of the operator on call.

**5. What should I do if I think my meter is reading incorrectly?**

Water meters very seldom register fast, however if you feel there may be a problem, call us at our office before your account becomes delinquent. We may be able to explain the problem or aid in detection of possible leaks in your household plumbing. We can also send an operator to check your meter. However, if your meter tests correctly, there may be a testing fee and hourly service call charge plus mileage.

**6. What should I do if I am not going to be using rural water or if I am going to be gone for 3 or 4 months and cannot read my meter?**

As previously stated, we do need a meter reading each month. Failure to provide this can result in disconnection of service. Consumers who aren't using the water still must send in the monthly minimum charge. For those consumers who expect to be away from the site for 3 or 4 months at a time (such as over the winter months), we ask that you please notify the office and arrangements can be made to pre-pay the monthly minimum bills and also turn the water off until you return. The charge for water service begins when water is available at the water user connection point, whether it is used or not.

**7. What are the charges to reconnect service if my account becomes delinquent and water service is disconnected?**

Payment should be made in full prior to re-connection and service can be restored provided water capacity is still available. Payment shall include the accumulated monthly minimum bills since the date service was disconnected, any requested deposits, any unpaid water usage, an hourly service charge plus mileage. Total charges shall not exceed the designated hook-up fee. Any application for water service at a later time will be considered and treated as a new membership and will only be served if it is determined that capacity exists to serve the location. This is if the user agrees to pay the cost to determine if water capacity exists to serve the location, and agrees to pay a re-connection cost or minimum bills accumulated since the time of disconnection of the meter at the location plus actual re-connection costs, whichever is less. This rule also applies to customers who paid the required contract minimums.

**8. What happens when you tamper with the system?**

This is a serious misuse of the pipeline service. Those who enter the meter pit and turn on their own water, whether it is customers and/or their plumbers, are in violation of the rules and regulations established by the Southwest Water Authority for the Southwest Pipeline Project. Rules and Regulations Section XIX. Suspension or termination of services-G, Page 23 reads: SWA may, in addition to prosecution by law, permanently refuse service to any customer who tampers with the system including a penalty schedule for use of water without permission as follows:

|                            |                          |
|----------------------------|--------------------------|
| 1 <sup>st</sup> occurrence | \$500.00 penalty         |
| 2 <sup>nd</sup> occurrence | \$1,000 penalty          |
| 3 <sup>rd</sup> occurrence | Disconnection of service |

*Please refer to your Rules and Regulations booklet if there are any other questions. Or feel free to contact our staff. We are anxious to provide quality water and good service to you.*

## CURRENT SERVICE CALL RATES

(Subject to Change)

| ITEM                  | NORMAL WORKING HOURS | NON WORKING HOURS    | SUNDAYS & HOLIDAYS |
|-----------------------|----------------------|----------------------|--------------------|
| <b>Hourly Rate</b>    | \$40 Per Hour        | \$60.00 Per Hour     | \$80 Per Hour      |
| <b>Materials</b>      | Cost Plus 15%        | Cost Plus 15%        | Cost Plus 15%      |
| <b>Mileage</b>        | 58¢ Per Mile         | 58¢ Per Mile         | 58¢ Per Mile       |
| <b>Minimum Charge</b> | \$40 Plus Mileage    | \$60.00 Plus Mileage | \$80 Plus Mileage  |

### 2020 WATER RATES

Type of User

Water Rate

|  |                      |
|--|----------------------|
| <b>A. Pasture Tap</b><br>Minimum Charge Per Year = \$294.00 + Water Usage/Due November 1 | \$6.26/1,000 gallons |
|--|----------------------|

|   |                      |
|---|----------------------|
| <b>B. Seasonal Customer Type 1 Cemetery is the same as the pasture tap.</b> | \$6.26/1,000 gallons |
|---|----------------------|

|   |                      |
|---|----------------------|
| <b>C. Seasonal Customer Type 2</b><br>Minimum Charge Per Year = \$668.00 + Water Usage/Due November 1 | \$6.26/1,000 gallons |
|---|----------------------|

|  |                      |
|--|----------------------|
| <b>D. Seasonal Customer Type 3</b><br>Minimum Charge Per Year= \$338.00 + Water Usage/Due November 1<br>Fee Does Not Include Usage | \$6.26/1,000 gallons |
|--|----------------------|

|   |                      |
|---|----------------------|
| <b>E. Standard Customer</b><br>Monthly Minimum Per Month = \$49.00 + Water Usage<br><b>Allowed up to 25,000 gallons per month</b> | \$6.26/1,000 gallons |
|---|----------------------|

|   |                      |
|---|----------------------|
| <b>F. High Consumption (With standard meter)</b><br>Monthly Minimum = \$49.00 + \$11.00 for each additional unit + Water Usage<br><b>High Consumption 1 allowed up to 50,000 gallons per month</b><br><b>High Consumption 2 allowed up to 75,000 gallons per month</b><br><b>High Consumption 3 allowed up to 100,000 gallons per month</b><br>The increased rate for usage over allocation is \$12.52 per thousand gallons of water. | \$6.26/1,000 gallons |
|---|----------------------|

***All rates adjusted annually***