

Southwest Regional Water District, P.O. Box 177, Clarinda, IA 51632

Phone (712)542-3259 or (800)579-8068

“This organization is an Equal Opportunity Provider”

Please begin using the new enclosed payment tickets for your January 1, 2019 payment. Transfer your previous meter reading from last year’s record.

INSTRUCTIONS FOR SELF-BILLING PAYMENTS

It is the duty of all water users to read their own water meters on the first day of each month or the earliest date thereafter, compute the amount due, and remit payment.

Step 1:

When you read your meter round the meter reading to the **NEAREST THOUSAND** gallons, look at your record of the previous months reading to determine the amount of water used. You will then need to refer to the rate chart to figure the correct amount due.

Step 2:

After figuring the amount due you may pay by using one of the following methods:

- Mail/Drop box (please include completed coupon)
- Online (visit our website at swregional.net)
- Pay by Phone (855-521-8821)

A \$2.95 convenience fee will apply to all online and phone payments

Payments are due the first of each month and are delinquent if not received in our office on or before the 15th of each month. Late payments are subject to a 10% late charge.

Adams/Fremont/Montgomery/Page/Taylor

Rural Rate Chart

Gallons Used	Water Charge	6% Excise Tax	Total	10%
				LATE FEE
0,000	\$34.00	\$2.04	\$36.04	\$3.40
1,000	\$35.00	\$2.10	\$37.10	\$3.50
2,000	\$36.00	\$2.16	\$38.16	\$3.60
3,000	\$42.00	\$2.52	\$44.52	\$4.20
4,000	\$50.00	\$3.00	\$53.00	\$5.00
5,000	\$58.00	\$3.00	\$61.00	\$5.80
6,000	\$66.00	\$3.00	\$69.00	\$6.60
7,000	\$74.00	\$3.00	\$77.00	\$7.40
8,000	\$82.00	\$3.00	\$85.00	\$8.20
9,000	\$90.00	\$3.00	\$93.00	\$9.00
10,000	\$98.00	\$3.00	\$101.00	\$9.80
11,000	\$103.50	\$3.00	\$106.50	\$10.35
12,000	\$109.00	\$3.00	\$112.00	\$10.90
13,000	\$114.50	\$3.00	\$117.50	\$11.45
14,000	\$120.00	\$3.00	\$123.00	\$12.00
15,000	\$125.50	\$3.00	\$128.50	\$12.55
16,000	\$131.00	\$3.00	\$134.00	\$13.10
17,000	\$136.50	\$3.00	\$139.50	\$13.65
18,000	\$142.00	\$3.00	\$145.00	\$14.20
19,000	\$147.50	\$3.00	\$150.50	\$14.75
20,000	\$153.00	\$3.00	\$156.00	\$15.30

Over 20,000 gallons: \$3.90 per thousand

Customer Payment Record

2019	Current Reading	Previous Reading	Water Usage	Amount Paid	Check No.	Date Paid
January	000	000	000			
February	000	000	000			
March	000	000	000			
April	000	000	000			
May	000	000	000			
June	000	000	000			
July	000	000	000			
August	000	000	000			
September	000	000	000			
October	000	000	000			
November	000	000	000			
December	000	000	000			

**** THE LAST WATER RATE INCREASE WAS APRIL 1st, 2010. For the pas 9 years SWRWD has met its operation and loan debt expenses and continued to set aside required funds for system depreciation and capital reserve funds.**

SELF READ BILLING SYSTEM AND SERVICE FEES UPDATE

SOUTHWEST REGIONAL WATER DISTRICT

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Following are the District's current policy requirements and service fees regarding water service meters and payment for services:

1) METER SERVICE LOCATION AND CUSTOMER CONNECTION

- a) The installation and location of the meter pit, remote readout, and related equipment shall be determined at the discretion of the Water District. This may include the Water District's meter pit location limit standards of a maximum of 20 feet inside the property right of way line or front yard and 20 feet from the property owner's driveway. The Water District will exercise the option to decline water service and/or disconnect or remove any customer water service, resulting in the loss of water service and membership, where the planned location of the service does not comply with the District's standards or where the meter pit, water meter, remote readout, or related equipment has been damaged or tampered with.
b) The Water District will maintain service and routine repairs to the customer's water meter box. The member-customer is responsible for the protection of all water service metering equipment.
c) All members-customers that use their farm well and receive rural water service are required through State and Federal regulation to maintain a positive disconnection between their well system and the rural water public system. The Water District will require compliance of these regulations and will notify the owner of pending disconnection of service should a cross-connection be detected on the member-customer private water system side.
d) It is recommended all new private service connections completed on the rural water service system be performed by a qualified plumber and the new members-customers check the water meter for any possible leaks on their private water system. All rural water patrons are responsible for all water used through their water meters.

2) METER READING AND SELF-BILLING POLICY

- a) It is the member-user responsibility to read the rural water meter each month and pay for all water recorded on the water meter.
b) All water recorded by the water meter in the meter pit will be the basis to calculate all water usage by the member-user. All member-user private waterline leaks on the customer side, as recorded by the meter, will be the member-user responsibility for full payment based on the current water user rate fees.
c) During extreme winter weather conditions where the member-user does not have access to the meter pit, estimated meter readings can be submitted by the due date to prevent late payment fees. Actual meter readings should be checked during the same month when weather conditions improve. It is important the member-user monitor their monthly water usage during each winter month and report all water usage at every 30-day self-billing cycle. Our office can help you determine your AVERAGE usage when necessary.
d) Payments are due by the 15th of the month. We do not use the postmark date to determine payment date. A 10% late fee will be assessed on the entire unpaid balance on the 16th of each month. A drop box is provided for overnight delivery to avoid late fees as well as online/phone payment systems.
e) DISCONNECTION NOTICE after a missed payment. If payment has not been received by the 20th of the current bills month a Disconnect Notice will be mailed to you. If payment still has not been received by the 9th of the following month a \$50.00 processing fee will be added to your account in addition to the 10% late fee on the morning of 10th at 7:30 a.m.
f) If we disconnect your water service for non-payment, your account will need to be brought current BEFORE reconnection.
g) To encourage accurate and timely monthly meter readings, METER READING DIFFERENCES the District discovers during their annual meter readings will be charged at a higher rate.

3) METER/PIT MAINTENANCE

- a) During the winter months, the Water District recommends the customer insulate the meter pit from frost exposure. This should be done in a manner so our servicemen have access to the pit for necessary service work by the District
b) It is recommended all insulating material inside and outside the meter pit be removed by the member/user by April 15th of each year to allow complete access by the Water District.
c) It is the member/user's responsibility to provide continued access to their water meter services. Inaccessible Water Meter Service Notices will be issued to the member-user by the Water District on those meter services that prevent access to the meter pit due to parked vehicles, large bales, other large obstructions, electric fences, animal nuisance or other constraints placed by the property owner. After 30 days, a 2nd Notice - Inaccessible Water Meter Service will be sent to those members-customers that have not removed the obstruction. Included on the 2nd notice will be a \$20 assessment fee to be charged to the account and a SERVICE DISCONNECTION DATE should the member-user continue to prevent complete access to the water meter service.

FEES

Table with 4 columns: Fee Name, Amount, Fee Name, Amount. Meter Reading/Processing Fee \$50.00, Reconnection Fee (Before 3:00 p.m.) \$100.00, Account Transfer Fee \$25.00, Returned Check Fee \$30.00, Rental Deposit \$200.00

SWRWD Staff

Table with 2 columns: Position, Name. Systems Manager -Projects-W.D. Tech Kevin Gowing, Office Manager Tasha Worl, Office Coordinator Alisha Irvin, System Const.-W.D. Tech-Mont. County David Cash, System Const.-W.D. Tech-Page County Jacob Walters, System Const.-W.D. Tech-Page County Jeremy Fastenau, System Const.-W.D. Tech-Page County Cody Clubb

SWRWD Board of Directors

Table with 4 columns: Position, Name, Position, Name, Position, Name, Position, Name. President: Brian Herzberg, Vice President: John Whipple, Secretary/Treasurer: Steve Carlson, Director at Large: Chris Vanderholm, Director: Lee Brooke, Director: Brian Brockman, Director: Kim Gotschall