



RIO LINDA / ELVERTA COMMUNITY WATER DISTRICT

730 L Street - PO Box 400
Rio Linda, California 95673
www.rlecwd.com / 916-991-1000
Questions@rlecwd.com

APPLICATION FOR WATER SERVICE

Account Number: _____ Parcel Number: _____

Service Address: _____
(Street) (City) (State) (Zip Code)

Mailing Address (if different): _____
(Street) (City) (State) (Zip Code)

Owner/Company: _____
(Last) (First)

Co-Owner: _____
(Last) (First)

Telephone: _____ Telephone: _____
 Home Cell Home Cell

The district may periodically send out updates and information via text or email pertaining to water service outages. Standard data and usage rates may apply

Email Address: _____
Would you like your water bill emailed, instead of mailed to the above email address? Yes No

Emergency Contact: (A person not living at the service address)

Name: _____ Telephone: _____
 Home Cell

Application Fee: (Billed to your account)	Water	\$25.00
Security Deposit*:	Deposit	\$100.00

By checking this, I agree to have the Security Deposit be billed to my account

* The security deposit can be waived with a letter of credit or excellent payment history on an existing property within our District. The letter of credit can be provided from a utility company, such as SMUD, PG & E or another water purveyor. The letter of credit must show at least 1-year current history with no late payments or returned checks. If the security deposit is collected, it will be applied to the account after 6 billing periods, with no late payments or at the close of the account.

Note: If the application or fees are not received within 10 working days the properties water service will be disconnected.

Office Use Only
Date: _____ Check Number: _____ Receipt Number: _____

WATER FACT SHEET

Billing Cycle: All accounts are metered and billed on the 20th of every odd month - Due around the 20th the following month.

Non-Receipt of Bill: If you do not receive your bill within 7-10 days after your billing cycle closes, please call our office immediately at (916) 991-1000 or contact us via e-mail at: questions@rlecwd.com to report the problem. We can provide you with a duplicate copy of your bill or advise you of the amount due so you can pay your bill on time. **You are responsible for the payment of your bill even if you do not receive a statement.**

Payment Arrangements: RLECWD encourages you to contact the business office before your account becomes past due to discuss payment arrangements. If the Payment Arrangement is being requested by the Occupant of a residence who is not the Owner, it must be signed by the Property Owner.

Administrative and Delinquency Fees: Customers who pay their bill in full and by the due date will not incur the otherwise consequent fees. Customers are reminded of any past due amount with each bill and all past due amounts are due immediately. Customers with a past due amount are subject to administrative fees and delinquency fees. Accounts that are not paid in full by the due date will be subject to a \$5.00 fee to cover the costs of providing the Late Notice. An additional notice will be hung on the property 48 hours prior to termination of services and the account will be subject to a \$40 penalty.

If the past due amount has not been paid by the Shutoff Deadline Date given in the Late Notice and 48 Hour Notices (more than 60 days after the original bill due date) the account will be assessed a \$40 penalty and services will be discontinued. Payment of all fees and charges will be required to restore service.

Bank Returned/Declined Payment Fees: RLECWD charges \$20.00 for returned checks and declined ACHs. A bank payment sent to avoid the \$40.00 Penalty which is later returned or declined by your bank will be treated as if payment was not made. Payment of all fees and charges will be required to restore service. After two bank declined payments, customer will not be able to pay with a check or ACH until a year of good payment history.

After-Hours Fee: Normal business hours for field service calls are 7:00 AM to 3:30 PM, Monday through Friday, excluding Holidays. Customers requesting service outside of normal business hours will be charged a \$50.00 fee to cover the overtime costs incurred by the District.

Customers Personal Banking Online Bill Pay: RLECWD accepts payments from the Customer's personal bank Bill Pay providers. In most cases, these payments are made with checks sent to RLECWD electronically, which take a minimum of 48 hours to post to your account. If your bank sends out the payment by check via US Postal Service, it is important to note that it can take up to 10-14 business days to receive at RLECWD due to mail time and the time of day/day of week the customer enters the data in the Bill Pay provider systems.

Credit Card/Debit/Electronic/Phone Payment Options: RLECWD can only accept credit card and debit card on our website. The fee charged by the service provider is \$2.95 or 3% whichever is greater. The District does not accept electronic checks or phone payments. For more information on website payments, please visit our website at www.rlecwd.com.

PAYMENT IS NOT APPLIED/RECEIVED UNTIL CHECK IS RECEIVED AT RLECWD.

CERTIFICATION

Making this application, we agree to conform to all District ordinances, rules, and regulations regarding utility services. We understand and agree that water service may be discontinued for violation of the rules and for failure to pay in full the bill for utility services by the due dates of each billing period. We have read and understand the following statements regarding service:

1. The property owner or customer is responsible for all plumbing, equipment, and appliances from the point of connection to the connection to the district's system (customer side of the service connection).
2. The property owner or customer is responsible for any damage to District utility facilities resulting from acts of the owner, tenants, agents, employees, contractors, licensees, or permittees.
3. The property owner or customer is responsible for the installation of a shut-off valve downstream and as close to the water meter as possible, a proper water pressure reducing device and a proper water pressure relief device to prevent damage to the premises and contents, and a water backflow prevention device to protect the district water system.
4. The owner and the applicant agree that the district shall not be responsible or liable for damages or injuries resulting from interruption in service, changes in water pressure or quality or other unforeseen conditions or circumstances. It is understood that the district offers no guarantees, warranties, or assurances regarding utility services provided.
5. The owner agrees and will comply with all policies and ordinances the RLECWD has in place. Policies (including resolutions and ordinances) are available via www.rlecwd.com and via phoning, emailing, or visiting the RLECWD office.
6. The applicant hereby agrees to pay to the district, all charges and rates for the service provided pursuant to this Application, including any costs related to the collection of amounts due. However, by law, the property owner is responsible for all unpaid amounts owing the district resulting from service provided to the premises, whether such service was requested by tenants or other agents.

Signature of Owner

Date