

Austin Creek Mutual Water Company – Explanation of Rates and Billing

Austin Creek Mutual Water Company (ACMWC) is a non-profit, community-owned company that provides drinking water to about 150 people in 65 households. It is owned by the property owners of the community and administered by a volunteer Board of Directors, drawn from and elected by the community. ACMWC policies regarding rates and billing are intended to provide the revenues needed to maintain a water system that is safe, reliable, and compliant with Federal, State and County rules and regulations.

ACMWC contracts Russian River Utility (RRU) to provide licensed professionals to operate and maintain our system. RRU is also contracted to read water meters and bill members on a monthly basis. Payments are mailed to ACMWC (Box 86 Cazadero, CA 95421). The following rates became effective on November 1, 2021 and are subject to change.

Monthly Maintenance Fee

The monthly maintenance fee covers the fixed costs of maintaining our water system (equipment maintenance and repairs, insurance, licenses and fees, water testing, etc.). These costs are greater for homes at higher elevations, and this is reflected in the monthly maintenance fee. For homes above 3 Sequoia Ridge Rd and homes at 65 and 70 Silvia Drive the fee is \$45 per month. For all other homes (those on Springhill Drive, Austin Creek Road, most on Silvia Drive, and a few on the lower part of Sequoia Ridge Road) the fee is \$40 per month.

Water Usage Fee

The water usage fee covers the costs of pumping, storing, treating, and delivering water to our homes. During normal times of low demand, this cost is about \$5 per 1,000 gallons. However, if the daily demand for water exceeds what we are allowed under our Water Rights permit, we must have water delivered by truck at an estimated cost of between \$75 and \$100 per 1,000 gallons. The tiered rate structure is intended to place most of the cost of water delivery on members who make it necessary.

1 U = a 1,000-gallon unit

Normal (Non-Drought) Times

\$5 / U* for first 1st and 2nd unit
\$10 / U for 3rd and 4th unit
\$20 / U for 5th and 6th unit
\$40 / U for 7th and 8th unit
\$75 / U for 9th unit and above

Times of Drought Restrictions on Water Usage

\$5 / U for first 1st and 2nd unit
\$25 / U for 3rd and 4th unit
\$100 / U for 5th unit and above

*1 U = a 1,000-gallon unit

Late Payments and Water Shutoff

If you need to negotiate a payment plan, contact the treasurer before your payment is due. If payment is not received with a postmark date that is within 30 days of the billing date, a notice that the bill must be paid within the next 15 days to avoid a late fee and/or shutoff will be sent. A second notice will be mailed warning that water will be shut off at the end of the 15-day period if payment is not received. RRU will attempt to contact the member by telephone a day or two before shutoff. It is the member's responsibility to provide ACMWC with a current phone number with which you can be contacted for notifications. To have water turned back on, a fee of \$100 for the first time, \$200 for the second time, \$300 for the third time, and \$500 for all subsequent shutoffs will be charged. Payments that are more than 45 days late will be assessed an additional 10% of the outstanding balance.

Special Assessments

Although we do our best to anticipate the costs of maintaining our water system and complying with Federal, State, and Country rules and regulations, there may be times when special assessments will be required. The Board will endeavor to provide advanced notice of special assessments.