

**SHAREHOLDERS HANDBOOK**

To serve our customers with affordable, reliable and safe drinking water, while protecting and preserving our resources.

# Nice Mutual Water Company

# 3246 Lakeshore Blvd.

# P.O. Box 578

# Nice, CA 95464

# Office: (707) 274-1149 Fax (707) 274-3345

# Website: [www.nicemutualwatercompany.com](http://www.nicemutualwatercompany.com)

#  BUSINESS HOURS

Monday, Tuesday, Thursday & Friday - 9:00 am to 4:00 pm (Closed 12:00 pm to 1:00 pm). Wednesday 9:00 am to 12:00 pm.

# EMERGENCIES

The answering machine at the above number will advise the customers what to do in case of an emergency.

Emergency calls consist of: Main line break Damaged hydrant

Broken line (not on customer side of meter) No water (other than water shut off)

Turn off and turn on are not emergencies. Requests for such services will be done thru the business office, during business hours.

Call out for other than emergencies outside of regular business hours will result in billing of $75.00 per call (see gate valves).

# BYLAWS AND ARTICLES OF INCORPORATION

Bylaws and/or Articles of Incorporation are available to shareholders at the company office, during business hours and not mailed.

# SHAREHOLDER

A shareholder is the property owner of one or more properties in Nice that have water hookup through the Nice Mutual Water Company (Renter/Tenants are not considered shareholders).

# ANNUAL SHAREHOLDERS MEETING

The annual shareholders meeting is held the 4th (fourth) Saturday

of June at 1:00 pm in the conference room at Nice Mutual Water Co.

 office.

# MONTHLY PUBLIC MEETINGS

Meetings are held the 3rd (third) Tuesday of each month at 7:00 pm in the conference room at Nice Mutual Water Co. office.

Shareholders have 3 (three) minutes to speak on any topic of concern, as long as it is not scheduled on the agenda.

Copies of the minutes of meetings of the Board of Directors may be requested in writing or by telephone (Section 8333, Calif.

Corporations Code). A reasonable cost will be charged per page at the time the minutes are picked up. Copy fees and cost of postage must be paid in advance for all requests to be mailed.

# ANNUAL FINANCE REPORT

In accordance with state laws, copies of annual financial reports are available to shareholders by May 1st {Section 8321, Calif. Corp.

Code}. A reasonable cost will be charged per page at the time the annual financial reports are picked up. Copy fees and cost of postage must be paid in advance for all requests to be mailed.

# CONNECTION FEES

The service connection schedule is based on size/flow characteristics are as follows:

|  |  |
| --- | --- |
| 5/8” x ¾” meter (25 gpm)1” meter (70 gpm) |  $ 8,000 19,784 |
| 1 ½” meter (120 gpm) | 39,568 |
| 2” meter (170 gpm) | 63,308 |

All meter sizes are subject to company approval. Connection fees are due and payable at the time of application.

**NEW METER HOOKUPS EFFECTIVE 12/16/2014**

If a party buys a share, installation of water service must be completed within 180 days and the monthly base rate will be paid every month whether or not water service is used. The monthly base rate will be charged starting 30 days after purchasing the share (***Resolution 141216).***

**METER INSTALLATION FEES**

**1.** Time and materials that are incurred by the Company on each meter set will be job costed out for each individual installation. The service connection fee paid is only for production capacity reserve that is allocated to each residential service.

**2.** The customer is required to have an approved contractor install their meter. They will be responsible for install costs, including County required fees. All work must be inspected by NMWC for quality and workmanship and approved before being accepted.

**3.** The new meter installation cost for parts and inspection is as follows:

**Residential 3/4 x 5/8”** **Residential 1”**

$ 750.00 Installation Cost $1,250.00 Installation Cost

 **Commercial 1”**

$1,250.00 Installation Cost

**4.** The cost for parts will be due and payable before the meter installation is proceeded upon.

**DEFINITIONS**

***COMMERCIAL SERVICE*** – The furnishing of water to premises where the customer is engaged in a business or trade. COMMERCIAL service includes but is not limited to, water service to hotels, motels, mobile home courts, apartments, rest homes, stores, gas stations, restaurants, offices, multiple dwelling (a multiple dwelling is occupied as a residence or home for 2 (two) or more families living independently of each other), and similar establishments, unless service to each unit is on a separate meter.

***RESIDENTIAL SERVICE*** – The furnishing of water for single household, residential purposes, including water used for sprinkling lawns, gardens, shrubbery and other similar purposes. RESIDENTIAL service shall not include water service to commercial establishments.

# RATE STRUCTURE FOR MONTHLY BILLING

AMENDED MARCH 2019 – Copies in Office

**RESIDENTIAL** Base Rate Service fee is $47.00 per month, which includes 300 cu. Ft. of water. Additional consumption will be billed according to the following schedule:

**\*\*Schedule I - $1.63 per 100**

**400 TO 500 Cubic Feet**

**400 cu. Ft. = $46.63**

**500 cu. Ft. = $50.26**

**\*\*Schedule II - $3.52 per 100**

**600 TO 1200 Cubic Feet**

**600 cu. Ft. = $53.78**

**700 cu. Ft. = $57.39**

**\*\*Schedule III - $4.33 per 100 cubic feet**

**1300 to 2000 Cubic Feet**

**1300 cu. Ft. = $79.23**

**1400 cu. Ft. = $83.56**

**\*\*Schedule IV - $5.41 per 100 cubic feet**

**2100 cubic feet and over**

**2100 cu Ft. = $114.95**

**2200 cu. Ft. = $120.36**

**Etc….**

**COMMERCIAL** Base Rate Service Fee of $55.00 per month, plus consumption will be billed according to the following schedule:

**\*\*Schedule V - $2.89 per 100 cubic feet**

**100 TO 500 Cubic Feet**

**100 cu. ft. = $52.89**

**200 cu. ft. = $55.78**

**300 cu. ft. = $58.67**

**400 cu. ft. = $61.56**

**500 cu. ft. = $64.45**

**Commercial Rates continued:**

**\*\*Schedule VI - $4.20 per 100 cubic feet**

**600 TO 800 Cubic Feet**

**600 cu. ft. = $73.65**

**700 cu. ft. = $77.85**

**800 cu. ft. = $82.05**

**\*\*Schedule VII - $5.25 per 100 cubic feet**

**900 cubic feet & over**

**900 cu. ft. = $87.30**

**1000 cu. ft. = $92.55**

**1100 cu. ft. = $97.30**

**1200 cu. ft. = $103.05**

 **1300 cu. ft. = $108.30**

 **1400 cu. ft. = $113.55**

**Etc….**

**\*\*Schedule VIII - $6.83 per 100 cubic feet**

**3000 cubic feet & over**

**3000 cu. ft. = $199.13**

**3100 cu. ft. = $205.96**

**3200 cu. ft. = $212.79**

**3300 cu. ft. = $219.62**

**9900 cu. ft. = $670.40**

**Etc….**

**\*\*Schedule IX - $8.93 per 100 cubic feet**

**10000 cubic feet & over**

**10000 cu. ft. = $679.33**

**11000 cu. ft. = $768.63**

**12000 cu. ft. = $857.93**

 **13000 cu. ft. = $947.23**

7.48 GAL PER CUBIC FEET

**ADDITIONAL FEES:**

**Owner – Residential (no meter on property)**

Meter installation fee (see above)

$ 100.00 refundable deposit**\***

$ 125.00 account set-up fee

$ 25.00 new share of stock fee

**Owner – Residential (existing meter on property)**

$ 100.00 refundable deposit**\***

$ 125.00 account set-up fee

$ 25.00 share of stock transfer fee

**Owner – Commercial (no meter on property)**

Meter installation fee (see above)

$ 200.00 refundable deposit**\***

$ 150.00 account set-up fee

$ 25.00 new share of stock fee

**Owner – Commercial (existing meter on property)**

$ 200.00 refundable deposit**\***

$ 150.00 account set-up fee

$ 25.00 share of stock transfer fee

**Renter – Residential**

$ 100.00 refundable deposit**\*\***

$ 25.00 account set-up fee

**Renter – Commercial**

$ 200.00 refundable deposit**\*\***

$ 25.00 account set-up fee

**\*Deposit is refundable when account has been kept current for 1(one)**

 **year and not late more than 2 (two) times in a 12 (twelve) month period.**

**\*\*Deposit is refundable when account is closed.**

 These rate fees are current as of June 2014 and are subject to

 change without notice.

**MONEY OWED ON AN ACCOUNT**

The owner of the stock (Shareholder) is responsible for all money owed on his/her share of stock (both owner and renter/tenant). Any outstanding balance must be paid before a new account can be opened or the property is sold or transferred.

If an outstanding balance remains on the share of stock, the new owner has the following option:

1. Clearing up the past due amount.
2. The share of stock is cancelled and the new owner will be required to purchase a new share of stock and pay the present service connection fee.

**METER READINGS**

All meters are read by the last week of each month to insure monthly statements are processed and in the mail by the first of the month.

The Nice Mutual Water Co. policy is to charge for all metered consumption regardless of cause. The Nice Mutual Water Co. assuming no liability for leaks and/or damages incurred due to leaks on the customers side of the meter.

**METER RE-READS**

The current rate structure charges for water according to consumption. Current office procedure is to automatically re-read those accounts which show extreme discrepancies and correct them immediately.

**BILLING STATEMENTS**

Billing statements will be mailed on the first day of each month and due upon receipt. Accounts will be late as of the close of business on the 20th of each month.

**LATE CHARGES**

A $ 25.00 late charge will be automatically applied to each residential account with an unpaid balance as of the 21st of each month. A $ 50.00 will be automatically applied to commercial accounts with an unpaid balance as of the 21st of each month ***(Resolution 040801).***

If you are planning to be gone for one or more months, check with the office about a pre-payment plan.

**7 DAY AND 24 HOUR NOTICES ON DELINQUENT ACCOUNTS**

Accounts that have an overdue balance will be mailed a 7 (seven) day notice. On the 6th day, if no payment or payment arrangement has been made, a 24 hour notice will be delivered ($10.00 fee) to the address of each overdue account ***(Resolution 030901).***

By 10:00 am the following day; if no payment or arrangement is made, water service will be discontinued.

To restore service, the total balance must be paid,

$75.00 ‘unlock’ service fee (***Resolution 040801)*** and

$150.00 customer deposit ***(Resolution 890301)*** will be required.

**RENTER/TENANT ACCOUNTS**

Nice Mutual Water Co. can only bill shareholders. If a property is rented, owners must complete a RENTER/TENANT vs.

SHAREHOLDER ACCOUNT RESPONSIBILITY form prior to

renter/tenants opening an account in their name.

However, the shareholder ***remains responsible***to Nice Mutual Water Co. for any and all unpaid charges left by renter/tenant, excluding renter/tenant opening fees ***(Resolution 900701).***

It is the shareholders responsibility to follow up on renter/tenant accounts. Nice Mutual Water Co. will provide information about the status of the renter/tenant account to the shareholder only.

**REINSTATEMENT SERVICE FEE**

A reinstatement service fee of $340 will be charged to all Shareholders who request service to be temporarily disconnected ***(Resolution 080401).***

**REQUEST FOR CONSIDERATION**

The only way to have adjustments made to an account is by the Board of Directors.

If the shareholder has a dispute with the billing or any other problem with the water company and wishes to have the matter reviewed, the following steps must be followed:

1. The shareholder must complete a “REQUEST FOR CONSIDERATION” form within 30 (thirty) days of the cause of the consideration and return it to the office prior to one week before the Board of Directors Meeting (held 3rd (third) Tuesday of each month).
2. The Directors will review your request at the General Meeting. The shareholder must notify the office if they wish to be present so they can be scheduled on the agenda.
3. A reply to the shareholders request will be made in writing, within 5 (five) business days after the Board meeting.

A copy of the Request for Consideration may be obtained in the office, during normal business hours.

**GATE VALVES**

Many residences in our community have no gate valves on their line to enable customers to shut off water service at their discretion. It is advantageous to the customer that shut off be accomplished immediately in event of emergency. The Nice Mutual Water Co. encourages customers to install gate valves on their service line.

Therefore, effective January 1, 1991, a turn off fee of $10.00 shall apply when performed at the customer request. All requests must be scheduled with the office during normal business hours

***(Resolution 980601).***

**PARTIAL PAYMENTS**

Partial payments will be accepted. If a partial payment is made the customer has 30 (thirty) days to pay all of the remaining balance. If the balance is not caught up the customer will need to sign a contract. If a contract is not signed, the company will be forced to go through lock off procedures (***Resolution 090601).***

 **Revised November 2017**