

# TOWN OF AWENDAW WATERWORKS FACT SHEET

P.O. Box 520

Awendaw, SC 29429

843.928.4200 843.928.3713 (fax)

One of the major challenges of a public water system is to operate the utility as a business, on a self-sustaining basis. To achieve this objective, it is necessary to develop an effective rate structure for recovering service costs. A rate structure is defined as that system of charges by which utility customers pay for water services. It is the Town of Awendaw's goal to have a rate structure which is most responsive to its philosophy and to the objectives of the community that it serves. In selecting an appropriate rate structure, the Council members have carefully considered the following objectives:

- Financial Sufficiency
- Conservation
- Growth Pays for Itself
- Equity
- Compliance with Legal Authority

The Council Members, with the assistance of independent rate consultants, have developed an accounting and user fee schedule that clearly incorporates the above objectives. In order to fulfill the requirements of the system and to more fully comply with Federal and State Agency standards, the District must revise its schedule of rates from time to time to ensure equity.

## SERVICE CHARGES:

- Late Fee 10% of past due bill
- Returned Check \$35.00
- Disconnection Fee \$50.00 (\$30.00 during business hours, see 3 below)
- Re- Connection Fee \$50.00
- Service Call Fee (negligence of resident) \$20.00
- Deposit (non-refundable) \$50.00

## MONTHLY FEES:

- Minimum Base Rate \$30.00
- Residential Water Rate (0-10,000 gal.) \$3.50 per 1,000 gal.
- Residential Water Rate (10,001 and up) \$4.50 per 1,000 gal.

## SERVICE INFORMATION

1. Before service can be provided, all water service charges must be paid. This is not a deposit and is non-refundable.
2. Bills are sent on the 1<sup>st</sup> of each month and prompt payment in full is required. Payment received after the 15<sup>th</sup> of the month, or the due date shown on bill, will carry a 10% penalty. Any account that is past due or has a past due balance may be subject to discontinuance of service at any time.
3. The following reconnect fees will apply when a service has been discontinued for nonpayment: \$30.00 during working hours (9:00 am to 4:00 pm) and \$50.00 after hours.
4. All amounts owed must be paid in full by cash, cashier's check or money order before service can be reconnected. **\*THIS OFFICE ACCEPTS CREDIT/DEBIT CARDS\***
5. For privacy purposes, only one occupant will be allowed to access personal information on the account in addition to the account holder. **A COPY OF YOUR PICTURE ID IS REQUIRED.**