



Indio Water Authority, California

83101 Avenue 45, Indio, CA 92201

Comprehensive Service Fee Study

May 16, 2008

Final

Report Prepared By:



2000 Powell Street, Suite 1180
Emeryville, CA 94610
(510) 596-3060

5943001

Contents

1	<u>Introduction</u>	1-1
1.1	Purpose.....	1-1
1.2	Project Background and Scope	1-1
2	<u>Methodology</u>	2-1
2.1	Review of City Cost Allocation Plan.....	2-1
2.2	Comprehensive List of Service Fees	2-2
2.3	IWA Cost Allocation Plan	2-2
2.4	Fully Burdened Rates	2-3
2.5	Service Time and Material Cost Estimates.....	2-4
2.6	Development of Master Service Fee Model.....	2-5
3	<u>Findings and Recommendations</u>	3-1
3.1	Service Fee Findings	3-1
3.2	Survey Results	3-1
3.3	Recommendations	3-1

List of Tables

Table 1 – Overhead vs. Operations Cost Allocation	2-3
Table 2 – Calculation of Fully Burdened Hourly Rates by Title	2-4

List of Appendices

- Appendix 1 : Time and Material Cost Estimates
- Appendix 2 : Comprehensive Service Fee List
- Appendix 3 : Proposed New Service Fees
- Appendix 4 : Service Fee Survey Results

1 Introduction

1.1 Purpose

The Indio Water Authority (IWA) retained Red Oak Consulting (Red Oak) to provide professional consulting services for a Comprehensive Service Fee Study. IWA is interested in developing a comprehensive list of Service Fees that are set at levels that reflect the true cost of providing the services related to Service Fees and comply with the requirements of AB 1600 and Proposition 218. This study reviewed IWA's existing Service Fees, identified new Service Fees where appropriate, and calculated the maximum-justifiable rates for all Service Fees.

The purpose of this study is to identify the true cost of Service Fee-related activities, thereby establishing the maximum-justifiable rate that can be charged for a particular service. Per California regulations, no Service Fee should be burdened with costs that cannot be directly or indirectly linked to that service. This analysis *does not* address monthly water service rates, but rather non-reoccurring, voluntary services that are not necessarily used by all customers. A common example is the fee for shutting-off water service.

1.2 Project Background and Scope

IWA has not undertaken a detailed cost of services study since May 28, 1997 (Resolution No. 6086), since which time the Service Fee structure has not been modified. Service Fees should be reviewed on a regular basis and adjusted in accordance with established IWA policies regarding Service Fee cost recovery. Typically a detailed study, such as this, is undertaken every 3-5 years with cost escalation adjustments in the intervening years.

Prior to developing this report, Red Oak performed the following general scope of services:

- Review of the City of Indio's (City) existing Cost Allocation Plan;
- Review of existing City and IWA Service Fees;
- Development of an updated and comprehensive schedule of Service Fees and related maximum-justifiable rates; and
- Comparative Service Fee survey of three local water purveyors.

The study was performed under the general direction of the General Services Manager and Management Analyst.

2 Methodology

Red Oak used the following methodology to develop the attached comprehensive list of Service Fees:

1. Reviewed the City's Cost Allocation Plan;
2. Developed a complete list of Service Fees;
3. Developed an IWA Cost Allocation Plan;
4. Calculated Fully Burdened Hourly Rates for operations employees by title;
5. Developed time and material cost estimates for Service Fee services; and
6. Calculated the maximum-justifiable Service Fee rates.

2.1 Review of City Cost Allocation Plan

A cost allocation plan identifies and distributes support service costs such as, Human Resources or Information Technology (IT) services to operation functions that benefit from those support services. The costs associated with support services are allocated to operation functions based on a "cost driver rationale". For example, the cost of providing human resource services is usually driven by the number of employees in a given operating department. Similarly, the cost of IT support can be allocated based on the number of computers within operating departments.

As a precursor to developing the IWA Cost Allocation Plan, Red Oak reviewed the existing City Cost Allocation Plan to understand the rationale behind the amount paid by IWA to the City for support services. Based on Red Oak's review, the City Cost Allocation Plan had the following opportunities for improvement:

1. The only "cost driver rationale" used by the City Cost Allocation Plan are budget values, implying that budgets are the sole driver for the cost of providing support services. Industry standards recognize that other factors may have a more logical relationship with the cost to provide those Internal Services.
2. The City Cost Allocation Plan methodology does not include information on the sources of funding for each department. In the event that a Line Department is receiving funds from a special funding source outside of the General Fund the reciprocal costs cannot be passed on as a cost to other departments.

2.2 Comprehensive List of Service Fees

Red Oak reviewed a number of City documents to identify all existing fees pertaining to IWA services. These documents included:

- City Resolution No. 6683
- IWA Resolution No. 2006-32
- IWA Resolution No. 6086
- City Council Agenda Report – Resolution Establishing Updated Public Works Processing Fee, dated July 5, 2006

After establishing the existing Service Fees, Red Oak identified a number of existing services that are currently being provided by IWA without direct charges to beneficiaries. The potential new Service Fees were identified based on conversations with IWA staff and by reviewing IWA’s standard operating procedures (“Development Services Procedural Guidelines, September 2007”).

2.3 IWA Cost Allocation Plan

Service Fees are calculated by determining the labor and material cost of providing a given service. The labor cost is determined by quantifying the amount of time spent by employees to deliver a particular service, then multiplying that time by that employee’s “Fully Burdened Hourly Rate.” Fully Burdened Hourly Rates reflects the total costs associated with an employee’s time by considering Direct Costs, IWA Indirect Costs, and City Allocation costs. Red Oak developed an IWA Cost Allocation Plan that quantified and allocated these costs to individual operations employees, then calculated an average Fully Burdened Hourly Rate for specific job titles.

Direct Costs – For purposes of this study, Direct Costs consisted of the salary and benefits of operations employees (those working directly to provide Service Fee services). Benefits included health care, Medicare, PERS, social security, life insurance, long-term disability, uniform costs, and automobile allowance. The Personnel line-item from the budget (Table 1, row 1) is a close approximation to the Direct Costs; however the two values aren’t perfectly reconciled and have a 0.18% discrepancy between the two. For purposed of this study, the calculated Direct Costs from **Error! Reference source not found.** was used to calculate the overhead multiplier and, hence, the Fully Burdened Hourly Rates.

Indirect Costs – For purposes of this study, Indirect Costs consisted of internal IWA administrative costs. These costs were taken directly from IWA’s 07/08 Operations budget and are summarized in Table 1. Indirect Costs are made up of the salaries and

benefits of administrative employees (row 1), Administrative Fees (row 2), Legal Fees (row 3), Supplies (row 8), and Equipment Replacement (row 13). The proportion of these costs allocated to Overhead¹ versus Operations was determined through conversation with IWA staff. Operation expenditures that were identified as being paid entirely by monthly water service rate revenue include Professional Services, Promotions and Conservation, Regulatory Fees, Utilities, Capital Equipment, Lease Agreement, and Debt Service.

Table 1 – Overhead vs. Operations Cost Allocation

07/08 Budget - Operation Expenditures

	A	B	C	D	E	
	Line Item	Budget	Overhead*	Operations	Overhead*	Operations
1	Personnel	\$ 3,413,368	33%	67%	\$ 1,120,342	\$ 2,293,026
2	Administration Fees	647,503	20%	80%	129,501	518,002
3	Legal Fees	60,000	100%	0%	60,000	-
4	Professional Services	105,700	0%	100%	-	105,700
5	Promotions and Conservation	18,500	0%	100%	-	18,500
6	Regulatory Fees	939,550	0%	100%	-	939,550
7	Utilities	2,039,300	0%	100%	-	2,039,300
8	Supplies	1,037,000	5%	95%	51,850	985,150
9	Capital Equipment	325,000	0%	100%	-	325,000
10	Lease Agreement	1,159,274	0%	100%	-	1,159,274
11	Debt Service	891,689	0%	100%	-	891,689
12	Internal Service Transfers	1,391,532	100%	0%	1,391,532	-
13	Equipment Replacement	264,000	24%	76%	64,216	199,784
14	Total	\$ 12,292,416			\$ 2,817,441	\$ 9,474,975

* “Overhead” is a combination of both Indirect Costs for IWA and City Allocation.

City Allocation - City Allocation refers to the administrative costs generated by the City that are charged to IWA as a result of the City Cost Allocation Plan. These City Allocation costs are paid by IWA to the City through an annual “Internal Service Transfer” (see row 12 of Table 1). Services provided by the City include Management Services (budgeting, accounting and information systems support), Human Services (human resources support), City Manager (public information and general government support services), and the City Council.

2.4 Fully Burdened Rates

In the next step, Fully Burdened Hourly Rates were calculated by title (see Table 2, below). "Fully burdened hourly rates" are hourly rates for operations employees that

¹ “Overhead” refers to the combination of IWA Indirect Costs and City Allocation costs.

include both the cost of labor and additional "burden" costs. In other words, the fully burdened rate includes the salary for the employee, their benefits, and related overhead expenses (such as the cost of the facilities that support them and the cost of support staff services).

In order to calculate the Fully Burdened Hourly Rates, operation positions were grouped by function (column A) and assigned a percent of time that the position typically performs Operations functions (column C). The average Direct Costs by title (salaries + benefits, column D) are multiplied by this percentage to calculate the average salary amount that is pertinent to operation functions (column E). An Overhead multiplier of 1.231 was determined by dividing the total Overhead (see Table 1, column D, row 14) by the operations portion of the Direct Costs (\$2,288,947). The average total annual cost by title is the sum of column D and column F. Finally the Average Fully Burdened Hourly Rates (column H) are calculated by dividing column G by 1800 (hours in a year).

Table 2 – Calculation of Fully Burdened Hourly Rates by Title

	A	B	C	D	E	F	G	H
	Position Title(s)	Count	Percent of Work Related to Operations	Average Direct Costs	Average Salary Amount Pertinent to Operations	Average Overhead based on Multiplier (1.231)	Average Total Annual Cost	Fully Burdened Hourly Rate
1	Customer Service Office Staff	4	20%	\$68,960	\$13,792	\$16,977	\$85,937	\$47.74
2	Administrative Assistant	1	20%	82,332	16,466	20,268	102,601	57.00
3	Assistant Engineer	2	100%	69,017	69,017	84,952	153,968	85.54
4	Water Utility Worker/Specialist & Pumping Operator	8	100%	69,989	69,989	86,149	156,138	86.74
5	Meter Reader	5	100%	71,007	71,007	87,401	158,408	88.00
6	Inventory Control Clerk	1	100%	72,207	72,207	88,879	161,086	89.49
7	Inspector	1	100%	74,200	74,200	91,332	165,532	91.96
8	Environmental Program Coordinator.	1	100%	72,859	72,859	89,681	162,540	90.30
9	Senior Water Utility Worker & Senior Pumping Operator	5	100%	82,549	82,549	101,609	184,159	102.31
10	Water Quality Specialist	1	100%	88,780	88,780	109,278	198,058	110.03
11	Backflow Service Operator	1	100%	93,135	93,135	114,639	207,773	115.43
12	Principal Engineer	1	100%	110,132	110,132	135,560	245,692	136.50
13	General Service Manager	1	40%	221,539	88,615	109,076	330,614	184
14	Water Supervisor and Water Operations Manager	2	60%	\$133,791	\$75,828	\$93,336	\$227,128	\$126.18

2.5 Service Time and Material Cost Estimates

IWA staff were surveyed and then interviewed to develop estimates on the *average* amount of time that is spent in directly delivering the services associated with each Service Fee. The time spent by support personnel in delivering a particular service was not quantified since these costs are captured as part of Fully Burdened Hourly Rates. Red Oak also assembled data on the direct material costs associated with each Service Fee (e.g. the material costs for a new water service line). Note that the cost of vehicle miles associated with a given service was assumed to be included in the Fully Burdened Rates

in the form of Indirect Costs. The data for the time estimates and material costs have been provided as Appendix 1.

2.6 Development of Master Service Fee Model

As a final step, an MS Excel® model was developed to calculate the maximum-justifiable rates for all Service Fees. The model has been provided to IWA staff and will allow IWA to maintain Service Fee data by updating the data variable data, such as the Expenditure budget, direct labor costs, or material costs. Findings have been summarized in Section 3.

3 Findings and Recommendations

3.1 Service Fee Findings

The comprehensive list of updated Service Fees, their respective maximum-justifiable rate, and a comparison to current Service Fee rates has been provided as Appendix 2. The new Service Fees that are being proposed have been called out and provided as Appendix 3.

Note at the bottom of Appendix 2 the “true cost” of providing annual backflow inspections (listed as a monthly bill) has been provided for informational purposes only. IWA currently collects this revenue as part of the monthly water service bill since the annual inspection is not an optional service. Red Oak recommends that this current practice continue. The data provided in this report should be considered during IWA’s next water service rate study.

3.2 Survey Results

As part of this study Red Oak conducted a survey of the following neighboring peer water agencies:

- Desert Water Agency
- Mission Spring Water District
- Victorville Water Agency

These agencies were cooperative in providing their current water-related Service Fees. It is inherently difficult to compare Service Fee schedules directly; however the fees have been matched alongside IWA’s Service Fees as best as possible in Appendix 4. Only instances where one or more peer agency fees were comparable to IWA Service Fee were included in the comparison table.

3.3 Recommendations

The primary objective of this report is to provide IWA with the true cost of providing water-related services, and therefore the maximum-justifiable Service Fee rates (as has been provided in Appendix 2). Although the true cost of the service is the most important factor, IWA retains the right to make economic or policy-based decisions to charge customers *less than* the maximum-justifiable amount. There are a number of factors that may influence whether a public utility chooses to charge less than the

maximum justifiable amount through Service Fees. For example, IWA may consider the effects that increasing Service Fees will have on the individuals, or the communities, purchasing the services. The following economic and policy issues help illustrate these considerations.

1. Community-wide benefits versus specific benefit can be considered for certain services (e.g. fire flow calculations).
2. In conjunction with the point above, the issue of who is the service *recipient* versus the service *driver* can also be considered. For example, code enforcement activities benefit the community as a whole, but the service is driven by the individual or business owner that violates the pertinent regulations.
3. Certain pricing structures can encourage or discourage certain behaviors. An example of this is incrementally increasing the cost of providing water testing services, such that water quality testing is provided at a reasonable price as a courtesy, but excessive use of the service is discouraged.

To further assist in these economic and policy considerations, Red Oak offers the following general comments regarding Service Fee cost recovery:

- a) Development-related Service Fees, such as service connections, generally should have high cost recovery levels (at or close to 100%).
- b) No Service Fee should be set higher than 100% cost recovery, without disclosure regarding the reasons why (e.g. a fine or penalty element).
- c) If a proposed Service Fee increase is significant, IWA can opt to phase-in the increase over a period of time (such as over the course of 3 years).
- d) Comprehensive reviews should be undertaken every 3-5 years.
- e) Minor cost escalation adjustments should be made on an annual basis, in accordance with established IWA policies.

APPENDICES



**REDOAK
CONSULTING**
A DIVISION OF MALCOLM PIRNIE

Indio Water Authority
Service Fee Study
5943001

APP

Appendix 1 : Time and Material Cost Estimates

SUMMARY OF TIME AND MATERIAL COSTS Part 1 of 4																												
Service Fee Description	Penalty	Material Cost	Customer Service Office Staff		Meter Reader		Snr Water Utility Wkr/Spec. & Snr Pumping Op.		Water Utility Wkr/Spec. & Pumping Op.		Inventory Control Clerk		Administrative Assistant		Water Quality Specialist		Inspector		General Service Manager		Principal Engineer		Assistant Engineer		TOTAL			
			\$47.74 /hr	\$88.00 /hr	\$102.31 /hr	\$86.74 /hr	\$89.49 /hr	\$57.00 /hr	##### /hr	\$91.96 /hr	\$183.67 /hr	##### /hr	\$85.54 /hr	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.		\$	Min.	\$
			Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$		Min.	\$	
INSTALLATIONS																												
1	Service Line Installation - Long Service - 5/8"	\$987	30	\$24			360	\$614	360	\$520	90	\$134														\$2,279		
2	Service Line Installation - Long Service 3/4"	\$987	30	\$24			360	\$614	360	\$520	90	\$134														\$2,279		
3	Service Line Installation - Long Service - 3/4" x 1"	\$987	30	\$24			360	\$614	360	\$520	90	\$134														\$2,279		
4	Service Line Installation - Long Service - 1"	\$1,016	30	\$24			360	\$614	360	\$520	90	\$134														\$2,308		
5	Service Line Installation - Long Service - 2"	\$1,413	30	\$24			720	\$1,228	720	\$1,041	90	\$134														\$3,840		
6	Service Line Installation - Short Service - 5/8"	\$869	30	\$24			270	\$460	270	\$390	90	\$134														\$1,877		
7	Service Line Installation - Short Service 3/4"	\$869	30	\$24			270	\$460	270	\$390	90	\$134														\$1,877		
8	Service Line Installation - Short Service - 3/4" x 1"	\$869	30	\$24			270	\$460	270	\$390	90	\$134														\$1,877		
9	Service Line Installation - Short Service - 1"	\$898	30	\$24			270	\$460	270	\$390	90	\$134														\$1,906		
10	Service Line Installation - Short Service - 2"	\$1,043	30	\$24			450	\$767	450	\$651	90	\$134														\$2,619		
11	New Meter Installation - 5/8"	\$400	120	\$95			60	\$102	60	\$87	60	\$89														\$774		
12	New Meter Installation - 3/4"	\$400	120	\$95			60	\$102	60	\$87	60	\$89														\$774		
13	New Meter Installation - 3/4" x 1"	\$429	120	\$95			60	\$102	60	\$87	60	\$89														\$803		
14	New Meter Installation - 1"	\$613	120	\$95			60	\$102	60	\$87	60	\$89														\$987		
15	New Meter Installation - 2"	\$698	120	\$95			150	\$256	150	\$217	60	\$89														\$1,356		
16	Replacement Meter Installation - Existing account - 5/8"	\$400	45	\$36					60	\$87	60	\$89														\$612		
17	Replacement Meter Installation - Existing account - 3/4"	\$400	45	\$36					60	\$87	60	\$89														\$612		
18	Replacement Meter Installation - Existing account - 3/4" x 1"	\$429	45	\$36					60	\$87	60	\$89														\$641		
19	Replacement Meter Installation - Existing account - 1"	\$613	45	\$36			60	\$102	60	\$87	60	\$89														\$927		
20	Replacement Meter Installation - Existing account - 2"	\$698	45	\$36			120	\$205	120	\$173	60	\$89														\$1,201		
21	Construction Meter & Eddie Valve Installation		15	\$12	60	\$88																				\$100		
22	Relocation of Construction Meter & Eddie Valve		10	\$8	45	\$66																				\$74		
23	Backflow Pressure Vacuum Breaker Installation - 3/4" - 8"																									T&M		
24	Backflow Double Check Installation - 3/4" - 8"																									T&M		
25	Backflow Reduced Pressure Installation - 3/4" - 8"																									T&M		
26	Hot Tap Installation Fee - Residential - 1"	\$987	30	\$24					720	\$1,041	60	\$89														\$2,141		
27	Hot Tap Installation Fee - Residential - 2"	\$987	30	\$24					720	\$1,041	60	\$89														\$2,141		
28	Hot Tap Installation Fee - Arterial - 1"	\$1,016	30	\$24					1080	\$1,561	60	\$89														\$2,691		
29	Hot Tap Installation Fee - Arterial - 2"	\$1,413	30	\$24					1080	\$1,561	60	\$89														\$3,088		
30	Hot Tap Installation Fee - Arterial - 4"	\$1,509	30	\$24					1080	\$1,561	60	\$89														\$3,184		
31	Hot Tap Installation Fee - Arterial - 6"	\$1,707	30	\$24					1080	\$1,561	60	\$89														\$3,382		
32	Hot Tap Installation Fee - Arterial - 8"	\$2,186	30	\$24					1440	\$2,082	60	\$89														\$4,382		
33	Hot Tap Installation Fee - Arterial - 10"	\$2,903	30	\$24					1440	\$2,082	60	\$89														\$5,099		

SUMMARY OF TIME AND MATERIAL COSTS Part 2 of 4																									
Fee Description	Penalty	Material Costs	Customer Service Office Staff		Meter Reader		Snr Water Utility Wkr/Spec. & Snr Pumping Op.		Water Utility Wkr/Spec. & Pumping Op.		Inventory Control Clerk		Administrative Assistant		Water Quality Specialist		Inspector		General Service Manager		Principal Engineer		Assistant Engineer		TOTAL
			\$41.32 /hr		\$76.16 /hr		\$88.54 /hr		\$75.07 /hr		\$77.45 /hr		\$49.33 /hr		\$95.22 /hr		\$79.58 /hr		\$158.95 /hr		\$91.56 /hr		\$74.02 /hr		
			Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	
INSPECTIONS																									
34	New Service Line Inspection - 5/8"			5	\$4													120	\$184						\$188
35	New Service Line Inspection - 3/4"			5	\$4													120	\$184						\$188
36	New Service Line Inspection - 3/4" x 1"			5	\$4													120	\$184						\$188
37	New Service Line Inspection - 1"			5	\$4													120	\$184						\$188
38	New Service Line Inspection - 2"			5	\$4													120	\$184						\$188
39	New Meter Inspection - 5/8"			5	\$4	60	\$88											60	\$92		30	\$68			\$252
40	New Meter Inspection - 3/4"			5	\$4	60	\$88											60	\$92		30	\$68			\$252
41	New Meter Inspection - 3/4" x 1"			5	\$4	60	\$88											60	\$92		30	\$68			\$252
42	New Meter Inspection - 1"			5	\$4	60	\$88											60	\$92		30	\$68			\$252
43	New Meter Inspection - 2"			5	\$4	60	\$88											60	\$92		30	\$68			\$252
44	Construction Meter & Eddie Valve Inspection																	90	\$138						\$138
45	New Backflow Pressure Vacuum Breaker Inspection - 3/4"			30	\$24					60	\$87							60	\$92						\$203
46	New Backflow Pressure Vacuum Breaker Inspection - 1"			30	\$24					75	\$108							60	\$92						\$224
47	New Backflow Pressure Vacuum Breaker Inspection - 1 1/2"			30	\$24					90	\$130							60	\$92						\$246
48	New Backflow Double Check Inspection - 3/4" - 2"			30	\$24					60	\$87							60	\$92						\$203
49	New Backflow Double Check Inspection - 2" - 4"			30	\$24					75	\$108							60	\$92						\$224
50	New Backflow Double Check Inspection -1 1/2"			30	\$24					90	\$130							60	\$92						\$246
51	New Backflow Reduced Pressure Inspection - 3/4"			30	\$24					60	\$87							60	\$92						\$203
52	New Backflow Reduced Pressure Inspection -1"			30	\$24					75	\$108							60	\$92						\$224
53	New Backflow Reduced Pressure Inspection - 1 1/2"			30	\$24					90	\$130							60	\$92						\$246
TESTING																									
54	Backflow Device Testing - 5/8", 3/4", and 1" - Monthly fee									40	\$58	60	\$89												\$12
55	Backflow Device Testing - 1 1/2" and 2" - Monthly fee									40	\$58	60	\$89												\$12
56	Backflow Device Testing - 3" and 4" - Monthly fee									90	\$130	60	\$89												\$18
57	Backflow Device Testing - 6" and over - Monthly fee									100	\$145	90	\$134												\$23
58	Backflow Device Retesting - 5/8", 3/4", and 1"			15	\$12					50	\$72	60	\$89												\$174
59	Backflow Device Retesting - 1 1/2" and 2"			15	\$12					50	\$72	60	\$89												\$174
60	Backflow Device Retesting - 3" and 4"			15	\$12					65	\$94	60	\$89												\$195
61	Backflow Device Retesting - 6" and over			15	\$12					70	\$101	60	\$89												\$203
62	Water Meter Testing - 5/8", 3/4", and 1"			15	\$12	90	\$132																		\$144
63	Water Meter Testing - 1 1/2" and 2"			15	\$12	90	\$132																		\$144
64	Water Meter Testing - 3" and over			15	\$12	90	\$132																		\$144
65	Pressure Test (2nd request and subsequent)			45	\$36					30	\$43							360	\$552						\$631

SUMMARY OF TIME AND MATERIAL COSTS Part 3 of 4																									
Fee Description	Penalty	Material Costs	Customer Service Office Staff		Meter Reader		Snr Water Utility Wkr/Spec. & Snr Pumping Op.		Water Utility Wkr/Spec. & Pumping Op.		Inventory Control Clerk		Administrative Assistant		Water Quality Specialist		Inspector		General Service Manager		Principal Engineer		Assistant Engineer		TOTAL
			Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	
			\$41.32 / hr		\$76.16 / hr		\$88.54 / hr		\$75.07 / hr		\$77.45 / hr		\$49.33 / hr		\$95.22 / hr		\$79.58 / hr		\$158.95 / hr		\$91.56 / hr		\$74.02 / hr		
MISC. ACCOUNT-RELATED WORK																									
66	Turning Water On/Off - Work Day			30	\$24					60	\$87														\$111
67	Turning Water On/Off - Off Hours			30	\$24					90	\$130														\$154
68	Water Service Establishment			60	\$48	60	\$88			60	\$87														\$222
69	Water Service Establishment - Construction Meter			30	\$24																				\$24
70	Change of Name on Account			15	\$12	60	\$88																		\$100
71	Service Restoration After Nonpayment - Work Day			30	\$24					60	\$87														\$111
72	Service Restoration After Nonpayment - Off Hours			30	\$24					90	\$130														\$154
73	Unauthorized Restoration - 1st Occurrence	\$250	\$9	45	\$36	60	\$88																		\$382
74	Unauthorized Restoration - 2nd Occurrence and each additional	\$374	\$9	45	\$36	60	\$88																		\$506
75	Unauthorized Meter Relocation Fee - Per meter			60	\$48	120	\$176	30	\$51			30	\$45												\$320
76	Water shut-down - Residential			15	\$12					240	\$347							90	\$138						\$497
77	Water Shut-down - Arterial			15	\$12					240	\$347							90	\$138						\$497
78	Water Shut-Down - Mains			15	\$12					240	\$347							90	\$138						\$497
79	Water System Flushing & Inspection														180	\$330	240	\$368							\$698
80	Missed Inspection / Appointment Fee / Immediate Test failure																	60	\$92						\$92
81	Water Meter Rereads - Second and each additional			15	\$12	60	\$88																		\$100
82	Water Meter Replacement Fee - 5/8"	\$400		120	\$95							90	\$134												\$630
83	Water Meter Replacement Fee - 3/4"	\$400		120	\$95							90	\$134												\$630
84	Water Meter Replacement Fee - 3/4" x 1"	\$429		120	\$95							90	\$134												\$659
85	Water Meter Replacement Fee - 1"	\$613		120	\$95							90	\$134												\$843
86	Water meter Replacement Fee - 2"	\$698		120	\$95							90	\$134												\$928
87	Backflow Device Repair - 5/8", 3/4", and 1" (T&M)	\$304		15	\$12																				\$316
88	Backflow Device Repair - 1 1/2" and 2" (T&M)	\$627		15	\$12																				\$639
89	Backflow Device Repair - 3" and above (T&M)	\$1,712		15	\$12																				\$1,724
90	Backflow Device Repair - 4" (T&M)	\$2,227		15	\$12																				\$2,239
91	Backflow Device Repair - 6" (T&M)	\$3,376		15	\$12																				\$3,388
92	Backflow Device Repair - 8" (T&M)	\$6,375		15	\$12																				\$6,387
93	Construction Meter Replacement Fee	\$897		120	\$95							120	\$179												\$1,171
94	Eddie Valve Replacement Fee	\$412		30	\$24							30	\$45												\$481
95	Reprint Water Bill	\$0.574		15	\$12	30	\$44																		\$57
96	Delinquency Notification Fee - Per notification	\$0.574		1	\$1																				\$1.37
97	Delinquency Fee (penalty after notification)		10% of outstanding bill																						10% of outstanding bill
98	Special Requested Water Quality Sampling	\$150		25	\$20										30	\$55									\$225
99	Record Drawing Request - Per drawing			5	\$4																		15	\$21	\$25
100	Special Consultation Services - Per hour																	10	\$31	60	\$136				\$167

SUMMARY OF TIME AND MATERIAL COSTS Part 4 of 4																										
Fee Description	Penalty	Material Costs	Customer Service Office Staff		Meter Reader		Snr Water Utility Wkr/Spec. & Snr Pumping Op.		Water Utility Wkr/Spec. & Pumping Op.		Inventory Control Clerk		Adminstrative Assistant		Water Quality Specialist		Inspector		General Service Manager		Principal Engineer		Assistant Engineer		TOTAL	
			\$41.32 / hr	\$76.16 / hr	\$88.54 / hr	\$75.07 / hr	\$77.45 / hr	\$49.33 / hr	\$95.22 / hr	\$79.58 / hr	\$158.95 / hr	\$91.56 / hr	\$74.02 / hr													
			Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$	Min.	\$		
DEPOSITS																										
101	Deposit for New Service - SRF	\$50																							\$50	
102	Deposit for New Service - All Others	\$100																							\$100	
103	Deposit for Construction Meter & Eddie Valve	\$1,309																							\$1,309	
RENTAL																										
104	Construction Meter & Eddie Valve Rental - Monthly	\$36	30	\$24																					\$60	
REVIEWS & APPROVALS																										
105	Plan Check Review - Per sheet		10	\$8									75	\$71				90	\$138	45	\$138	120	\$273	100	\$143	\$770
106	Plan Check Review - Per meeting		10	\$8																60	\$184	60	\$136	60	\$86	\$414
107	New Water System Inspection - Hourly Rate																	60	\$92						\$92	
108	IWA Review of Water Supply Assessment (WSA)		10	\$8																60	\$184	60	\$136	180	\$257	\$585
109	IWA Review of Easement Legal Description		10	\$8																				60	\$86	\$93
110	IWA Review of Water Service Application		40	\$32																				30	\$43	\$75
111	Fire flow Calculation	\$22	11	\$9					6	\$9			10	\$10								10	\$23	86	\$123	\$194
112	Will-Serve Letter Request		15	\$12																				30	\$43	\$55
WELL PERMITS																										
113	Horizontal Pump Permit	Actual Cost	30	\$24									30	\$29	60	\$110	120	\$184				30	\$68	60	\$86	\$500
114	Community Water Supply Well Permit	Actual Cost																180	\$276	30	\$92	30	\$68	60	\$86	\$522
115	Agricultural Water Well Installation Permit	Actual Cost	30	\$24									30	\$29	60	\$110	120	\$184				30	\$68	60	\$86	\$500
116	Monitoring Well Permit	Actual Cost																30	\$46	15	\$46	15	\$34	30	\$43	\$169
117	Additional Monitoring Well Permit per Site	Actual Cost																15	\$23	5	\$15	5	\$11	15	\$21	\$71
118	Injection Well Permit	Actual Cost																30	\$46	15	\$46	15	\$34	30	\$43	\$169
119	Additional Injection Well Permit per Site	Actual Cost																15	\$23	5	\$15	5	\$11	15	\$21	\$71
120	Cathodic Protection for Wells Inspection	Actual Cost																30	\$46	15	\$46	15	\$34	30	\$43	\$169
121	Driver Well Permit	Actual Cost																30	\$46	15	\$46	15	\$34	30	\$43	\$169
122	Private Well Evaluation	\$150	30	\$24											60	\$110										\$284
123	Driller Registration	Actual Cost																								T&M
124	Abandonment of Well	Actual Cost	30	\$24									30	\$29	60	\$110	120	\$184				30	\$68	60	\$86	\$500
125	Well Operating Permit per Site - Annual fee	\$150	30	\$24														120	\$184							\$358

Appendix 2 : Comprehensive Service Fee List

Service Fee List (1 of 4)

	Service Fee Description	Maximum Allowable Rate	Current Rate	Change	Notes for Proposed Fees
INSTALLATIONS					
1	Service Line Installation - Long Service - 5/8"	\$2,279	NA	NA	Installed after approved application
2	Service Line Installation - Long Service 3/4"	\$2,279	NA	NA	Installed after approved application
3	Service Line Installation - Long Service - 3/4" x 1"	\$2,279	NA	NA	Installed after approved application
4	Service Line Installation - Long Service - 1"	\$2,308	NA	NA	Installed after approved application
5	Service Line Installation - Long Service - 2"	\$3,840	NA	NA	Installed after approved application
6	Service Line Installation - Short Service - 5/8"	\$1,877	\$1,405	\$472	Installed after approved application
7	Service Line Installation - Short Service 3/4"	\$1,877	\$656	\$1,221	Installed after approved application
8	Service Line Installation - Short Service - 3/4" x 1"	\$1,877	\$706	\$1,171	Installed after approved application
9	Service Line Installation - Short Service - 1"	\$1,906	\$774	\$1,132	Installed after approved application
10	Service Line Installation - Short Service - 2"	\$2,619	\$1,238	\$1,381	Installed after approved application
11	New Meter Installation - 5/8"	\$774	\$651	\$123	Installed after approved application. Includes private wells.
12	New Meter Installation - 3/4"	\$774	\$656	\$118	Installed after approved application. Includes private wells.
13	New Meter Installation - 3/4" x 1"	\$803	\$706	\$97	Installed after approved application. Includes private wells.
14	New Meter Installation - 1"	\$987	\$774	\$213	Installed after approved application. Includes private wells.
15	New Meter Installation - 2"	\$1,356	\$1,238	\$118	Installed after approved application. Includes private wells.
16	Replacement Meter Installation - Existing account - 5/8"	\$612	NA	NA	Fee for either voluntary replacement, or for a meter that is broken by fault of the owner/contractor.
17	Replacement Meter Installation - Existing account - 3/4"	\$612	NA	NA	Fee for either voluntary replacement, or for a meter that is broken by fault of the owner/contractor.
18	Replacement Meter Installation - Existing account - 3/4" x 1"	\$641	NA	NA	Fee for either voluntary replacement, or for a meter that is broken by fault of the owner/contractor.
19	Replacement Meter Installation - Existing account - 1"	\$927	NA	NA	Fee for either voluntary replacement, or for a meter that is broken by fault of the owner/contractor.
20	Replacement Meter Installation - Existing account - 2"	\$1,201	NA	NA	Fee for either voluntary replacement, or for a meter that is broken by fault of the owner/contractor.
21	Construction Meter & Eddie Valve Installation	\$100	\$64	\$36	Installation only. Does not include rental fees.
22	Relocation of Construction Meter & Eddie Valve	\$74	\$64	\$10	Fee to remove and install at new locate. Does not include inspection fee.
23	Backflow Pressure Vacuum Breaker Installation - 3/4" - 8"	T&M	T&M	NA	Too many variables to estimate a general cost.
24	Backflow Double Check Installation - 3/4" - 8"	T&M	T&M	NA	Too many variables to estimate a general cost.
25	Backflow Reduced Pressure Installation - 3/4" - 8"	T&M	T&M	NA	Too many variables to estimate a general cost.
26	Hot Tap Installation Fee - Residential - 1"	\$2,141	NA	NA	Installation only. Does not include inspection.
27	Hot Tap Installation Fee - Residential - 2"	\$2,141	NA	NA	Installation only. Does not include inspection.
28	Hot Tap Installation Fee - Arterial - 1"	\$2,691	NA	NA	Installation only. Does not include inspection.
29	Hot Tap Installation Fee - Arterial - 2"	\$3,088	NA	NA	Installation only. Does not include inspection.
30	Hot Tap Installation Fee - Arterial - 4"	\$3,184	NA	NA	Installation only. Does not include inspection.
31	Hot Tap Installation Fee - Arterial - 6"	\$3,382	NA	NA	Installation only. Does not include inspection.
32	Hot Tap Installation Fee - Arterial - 8"	\$4,382	NA	NA	Installation only. Does not include inspection.
33	Hot Tap Installation Fee - Arterial - 10"	\$5,099	NA	NA	Installation only. Does not include inspection.

Service Fee List (2 of 4)

	Fee Description	Maximum Allowable Rate	Current Rate	Change	Notes for Proposed Fees
INSPECTIONS					
34	New Service Line Inspection - 5/8"	\$188	\$50	\$138	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
35	New Service Line Inspection - 3/4"	\$188	\$50	\$138	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
36	New Service Line Inspection - 3/4" x 1"	\$188	\$50	\$138	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
37	New Service Line Inspection - 1"	\$188	\$50	\$138	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
38	New Service Line Inspection - 2"	\$188	\$50	\$138	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
39	New Meter Inspection - 5/8"	\$252	\$50	\$202	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
40	New Meter Inspection - 3/4"	\$252	\$50	\$202	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
41	New Meter Inspection - 3/4" x 1"	\$252	\$50	\$202	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
42	New Meter Inspection - 1"	\$252	\$50	\$202	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
43	New Meter Inspection - 2"	\$252	\$50	\$202	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
44	Construction Meter & Eddie Valve Inspection	\$138	NA	NA	Approve materials and inspect installation.
45	New Backflow Pressure Vacuum Breaker Inspection - 3/4"	\$203	\$50	\$153	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
46	New Backflow Pressure Vacuum Breaker Inspection - 1"	\$224	\$50	\$174	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
47	New Backflow Pressure Vacuum Breaker Inspection - 1 1/2"	\$246	\$50	\$196	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
48	New Backflow Double Check Inspection - 3/4" - 2"	\$203	\$50	\$153	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
49	New Backflow Double Check Inspection - 2" - 4"	\$224	\$50	\$174	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
50	New Backflow Double Check Inspection - 1 1/2"	\$246	\$50	\$196	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
51	New Backflow Reduced Pressure Inspection - 3/4"	\$203	\$50	\$153	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
52	New Backflow Reduced Pressure Inspection - 1"	\$224	\$50	\$174	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
53	New Backflow Reduced Pressure Inspection - 1 1/2"	\$246	\$50	\$196	Approve materials and Inspect installation. Includes service lines, hot taps and private wells.
TESTING					
54	Backflow Device Retesting - 5/8", 3/4", and 1"	\$174	\$6	\$168	Required if annual test is failed.
55	Backflow Device Retesting - 1 1/2" and 2"	\$174	\$12	\$162	Required if annual test is failed.
56	Backflow Device Retesting - 3" and 4"	\$195	\$18	\$178	Required if annual test is failed.
57	Backflow Device Retesting - 6" and over	\$203	\$23	\$180	Required if annual test is failed.
58	Water Meter Testing - 5/8", 3/4", and 1"	\$144	\$64	\$80	First test every calendar year is free.
59	Water Meter Testing - 1 1/2" and 2"	\$144	\$64	\$80	First test every calendar year is free.
60	Water Meter Testing - 3" and over	\$144	T&M	NA	First test every calendar year is free.
61	Pressure Test (2nd request and subsequent)	\$631	NA	NA	First test every calendar year is free.

Service Fee List (3 of 4)

	Fee Description	Maximum Allowable Rate	Current Rate	Change	Notes for Proposed Fees
MISC. ACCOUNT-RELATED WORK					
62	Turning Water On/Off - Work Day	\$111	\$64	\$47	One fee paid at shut-off. No fee required to turn on existing account back on.
63	Turning Water On/Off - Off Hours	\$154	\$64	\$90	One fee paid at shut-off. No fee required to turn on existing account back on.
64	Water Service Establishment	\$222	\$20	\$202	For new accounts, or re-establishing lapsed accounts
65	Water Service Establishment - Construction Meter	\$24	\$20	\$4	For new accounts, or re-establishing lapsed accounts
66	Change of Name on Account	\$100	NA	NA	(no notes)
67	Service Restoration After Nonpayment - Work Day	\$111	\$64	\$47	This does not include applicable delinquency fees.
68	Service Restoration After Nonpayment - Off Hours	\$154	\$64	\$90	This does not include applicable delinquency fees.
69	Unauthorized Restoration - 1st Occurrence	\$382	\$64	\$318	This fee is a combination of a penalty and actual costs to IWA.
70	Unauthorized Restoration - 2nd Occurrence and each additional	\$506	\$128	\$378	This fee is a combination of a penalty and twice the costs for the first infraction (cost to "plug" the service line).
71	Unauthorized Meter Relocation Fee - Per meter	\$320	NA	NA	Cost to locate a meter that has been moved without authorization. Applicable re-installation and inspection fees also apply.
72	Water shut-down - Residential	\$497	64	\$433	Developer is responsible for giving notice to affected customers.
73	Water Shut-down - Arterial	\$497	NA	NA	Developer is responsible for giving notice to affected customers.
74	Water Shut-Down - Mains	\$497	NA	NA	Developer is responsible for giving notice to affected customers.
75	Water System Flushing & Inspection	\$698	NA	NA	Cost of water is metered and charged separately.
76	Missed Inspection / Appointment Fee / Immediate Test failure	\$92	NA	NA	For instances when no services are rendered, such as immediate test failure based on visual inspection. Equivalent cost of trip/lost time.
77	Water Meter Rereads - Second and each additional	\$100	NA	NA	No charge if meter is found to be incorrect.
78	Water Meter Replacement Fee - 5/8"	\$630	NA	NA	Replacement fee is only levied if the contractor/owner is at fault.
79	Water Meter Replacement Fee - 3/4"	\$630	NA	NA	Replacement fee is only levied if the contractor/owner is at fault.
80	Water Meter Replacement Fee - 3/4" x 1"	\$659	NA	NA	Replacement fee is only levied if the contractor/owner is at fault.
81	Water Meter Replacement Fee - 1"	\$843	NA	NA	Replacement fee is only levied if the contractor/owner is at fault.
82	Water meter Replacement Fee - 2"	\$928	NA	NA	Replacement fee is only levied if the contractor/owner is at fault.
83	Backflow Device Repair - 5/8", 3/4", and 1" (T&M)	\$316	NA	NA	Fee charged by actual time & materials. Listed fee is only an estimate and subject to change.
84	Backflow Device Repair - 1 1/2" and 2" (T&M)	\$639	NA	NA	Fee charged by actual time & materials. Listed fee is only an estimate and subject to change.
85	Backflow Device Repair - 3" and above (T&M)	\$1,724	NA	NA	Fee charged by actual time & materials. Listed fee is only an estimate and subject to change.
86	Backflow Device Repair - 4" (T&M)	\$2,239	NA	NA	Fee charged by actual time & materials. Listed fee is only an estimate and subject to change.
87	Backflow Device Repair - 6" (T&M)	\$3,388	NA	NA	Fee charged by actual time & materials. Listed fee is only an estimate and subject to change.
88	Backflow Device Repair - 8" (T&M)	\$6,387	NA	NA	Fee charged by actual time & materials. Listed fee is only an estimate and subject to change.
89	Construction Meter Replacement Fee	\$1,171	NA	NA	Fee is only charged if the contractor/owner is at fault. Deposit is forfeited and new deposit is required for new meter. Installation and inspection fees for new meter are not included.
90	Eddie Valve Replacement Fee	\$481	NA	NA	Fee is only charged if the contractor/owner is at fault. Deposit is forfeited and new deposit is required for new meter. Installation and inspection fees for new meter are not included.
91	Reprint Water Bill	\$57	NA	NA	Direct cost of paperwork.
92	Delinquency Notification Fee - Per notification	\$1.37	NA	NA	Direct cost of paperwork.
93	Delinquency Fee (penalty after notification)	10% of outstanding bill	NA	NA	IWA Ordinance to be updated (increased from 5%)
94	Special Requested Water Quality Sampling	\$225	NA	NA	One test per calendar year is free. Cost is labor and laboratory pass-through.
95	Record Drawing Request - Per drawing	\$25	NA	NA	When information request requires more than standard counter-time.
96	Special Consultation Services - Per hour	\$167	NA	NA	Consultation services for requests beyond the scope of service counter advice.

Service Fee List (4 of 4)

	Fee Description	Maximum Allowable Rate	Current Rate	Change	Notes for Proposed Fees
DEPOSITS					
97	Deposit for New Service - SRF	\$50	\$50	\$0	No change
98	Deposit for New Service - All Others	\$100	\$100	\$0	No change
99	Deposit for Construction Meter & Eddie Valve	\$1,309	\$1,000	\$309	Equal to value of meter.
RENTAL					
100	Construction Meter & Eddie Valve Rental - Monthly	\$60	\$100	(\$40)	Fee based on amortized cost of equipment.
REVIEWS & APPROVALS					
101	Plan Check Review - Per sheet	\$770	\$750	\$20	Includes, but not limited to, Improvement plans, Development Master Plans, Fire Water System Plans, and Sub-Area Master Plan (SAMP).
102	Plan Check Review - Per meeting	\$414	NA	NA	Charged in conjunction with Plan Checks. IWA to provide an estimate of the typical number of meetings required for projects (based on size). Counter time not charged.
103	New Water System Inspection - Hourly Rate	\$92	3% of project cost	NA	Existing 3% deposit charge unchanged. Plan Checks and meetings are charged per the above. Inspections charged separately based on T&M.
104	IWA Review of Water Supply Assessment (WSA)	\$585	NA	NA	Flat fee for review
105	IWA Review of Easement Legal Description	\$93	NA	NA	Flat fee for review
106	IWA Review of Water Service Application	\$75	NA	NA	Flat fee for review
107	Fire flow Calculation	\$194	\$117	\$77	Flat fee regardless of whether the calculation is done with a hydraulic model or a field calculation.
108	Will-Serve Letter Request	\$55	NA	NA	(no notes)
WELL PERMITS					
109	Horizontal Pump Permit	\$500	\$234	\$266	This is the permit fee only. Connection will also require a service line, meter and backflow installation and inspection. Fee includes sanitary seal inspection, water quality test, and final inspection.
110	Community Water Supply Well Permit	\$522	\$304	\$218	This is the permit fee only. Connection will also require a service line, meter and backflow installation and inspection. Fee includes sanitary seal inspection, water quality test, and final inspection.
111	Agricultural Water Well Installation Permit	\$500	\$157	\$343	This is the permit fee only. Connection will also require a service line, meter and backflow installation and inspection. Fee includes sanitary seal inspection, water quality test, and final inspection.
112	Monitoring Well Permit	\$169	\$125	\$44	For the first Monitoring Well on a site
113	Additional Monitoring Well Permit per Site	\$71	\$56	\$15	Each additional Monitoring Well on a site
114	Injection Well Permit	\$169	\$125	\$44	For the first Injection Well on a site
115	Additional Injection Well Permit per Site	\$71	\$56	\$15	Each additional Injection Well on a site
116	Cathodic Protection for Wells Inspection	\$169	\$125	\$44	Each inspection
117	Driver Well Permit	\$169	\$125	\$44	Each review
118	Private Well Evaluation	\$284	\$63	\$221	Each evaluation
119	Driller Registration	T&M	\$11	#VALUE!	Each review
120	Abandonment of Well	\$500	\$53	\$447	Includes inspection
121	Well Operating Permit per Site - Annual fee	\$358	\$19	\$339	Annual Inspection Fee
INFORMATIONAL ONLY					
122	Backflow Device Testing - 5/8", 3/4", and 1" - Monthly fee	\$12	\$6	\$6	Required annual test, fee is charged as part of monthly bill
123	Backflow Device Testing - 1 1/2" and 2" - Monthly fee	\$12	\$12	\$1	Required annual test, fee is charged as part of monthly bill
124	Backflow Device Testing - 3" and 4" - Monthly fee	\$18	\$18	\$1	Required annual test, fee is charged as part of monthly bill
125	Backflow Device Testing - 6" and over - Monthly fee	\$23	\$23	\$0	Required annual test, fee is charged as part of monthly bill

Appendix 3 : Proposed New Service Fees

The analysis recommends that IWA institute a number of new Service Fees, which includes the following new fees:

- Service Line Installation - Long Service – various meter sizes
- Service Line Installation - Short Service – various meter sizes
- New Meter Installation – various meter sizes
- Replacement Meter Installation for existing accounts – various meter sizes
- Backflow Pressure Vacuum Breaker Installation
- Backflow Double Check Installation – various sizes
- Backflow Reduced Pressure Installation – various sizes
- Hot Tap Installation Fee - Residential – various sizes
- New Service Line Inspection – various sizes
- New Meter Inspection – various sizes
- Pressure Test (2nd request and subsequent)
- Water Shut-Down - Mains
- Water System Flushing & Inspection
- Missed Inspection / Appointment Fee / Immediate Test failure
- Water Meter Rereads - Second and each additional
- Water meter replacement fee – various sizes
- Construction Meter Replacement Fee
- Eddie Valve Replacement Fee
- Reprint Water Bill
- Delinquency Notification Fee
- Delinquency Fee (after notification)
- Special Requested Water Quality Sampling
- Record Drawing request
- Special Consultation Services
- Construction Meter & Eddie Valve Rental
- IWA Review of Water Supply Assessment (WSA)
- IWA Review of Easement Legal Description
- IWA Review of Water Service Application
- Fire Flow Calculation
- Will-Serve Letter Request

Appendix 4 : Service Fee Survey Results

	Service Fee Description	IWA Maximum Allowable Rate		IWA Current Rate	Mission Springs ¹	Desert Water ²	Victorville ³	Notes
		Min	Max					
INSTALLATIONS								
1	Service Line Installation - Long Service 3/4"	\$2,279		NA	\$975			
2	Service Line Installation - Long Service - 1"	\$2,308		NA	\$1,025	\$2,725		
3	Service Line Installation - Long Service - 2"	\$3,840		NA	\$2,110	\$3,870		
4	Service Line Installation - Short Service 3/4"	\$1,877		\$656	\$975			
5	Service Line Installation - Short Service - 1"	\$1,906		\$774	\$1,025	\$2,725		
6	Service Line Installation - Short Service - 2"	\$2,619		\$1,238	\$2,110	\$3,870		
7	New Meter Installation - 3/4"	\$774		\$656			\$407	
8	New Meter Installation - 1"	\$987		\$774		\$300	\$440	
9	New Meter Installation - 2"	\$1,356		\$1,238		\$560	\$994	
10	Meter and Service Line Installation - 3/4"	\$2,652	\$3,053	NA			\$1,626	Min is for short service, max is for long service
11	Meter and Service Line Installation - 1"	\$2,894	\$3,295	NA			\$1,683	Ditto
12	Meter and Service Line Installation - 2"	\$3,974	\$5,195	NA			\$2,549	Ditto
13	Construction Meter & Eddie Valve Installation	\$100		\$64	\$120		T&M	
14	Relocation of Construction Meter & Eddie Valve	\$74		\$64	\$60			
15	Backflow Double Check Installation - 3/4" - 2"	T&M		T&M		\$360 - \$1340		
16	Backflow Reduced Pressure Installation - 3/4" - 2"	T&M		T&M	\$505 - \$1065	\$430 - \$1440		
TESTING								
17	Water Meter Testing - 5/8", 3/4", and 1"	\$144		\$64		\$60	\$0 - T&M*	* Depending whether the meter is accurate or not
18	Water Meter Testing - 1 1/2" and 2"	\$144		\$64		\$60	\$0 - T&M*	* Depending whether the meter is accurate or not
19	Water Meter Testing - 3" and over	\$144		T&M		\$120	\$0 - T&M*	* Depending whether the meter is accurate or not
MISC. ACCOUNT-RELATED WORK								
20	Turning Water On/Off - Work Day	\$111		\$64	28*	\$60		* For 1.5" to 2" service lines
21	Turning Water On/Off - Off Hours	\$154		\$64	50*	\$90		* For 1.5" to 2" service lines
22	Service Restoration After Nonpayment - Work Day	\$111		\$64	\$36	\$60		
23	Service Restoration After Nonpayment - Off Hours	\$154		\$64	\$68	\$90		
24	Unauthorized Restoration - 1st Occurrence	\$382		\$64		\$562		
25	Unauthorized Restoration - 2nd Occurrence and each additional	\$506		\$128		\$562		
26	Delinquency Notification Fee - Per notification	\$1.37		NA		\$5	\$3	
27	Delinquency Fee (penalty after notification)	10% of outstanding bill		NA			\$6	
DEPOSITS								
28	Deposit for New Service - SRF	\$50		\$50		\$50	\$120	
29	Deposit for New Service - All Others	\$100		\$100		\$100 - \$200	\$25	
30	Deposit for Construction Meter & Eddie Valve	\$1,309		\$1,000	\$650		Actual Cost	
REVIEWS & APPROVALS								
31	Plan Check Review - Per sheet	\$770		\$750	T&M (deposit of 5% of project value)	\$120 + \$0.10 per LF of Water Main Extension		
32	Plan Check Review - Per meeting	\$414		NA				
33	New Water System Inspection - Hourly Rate	\$92		3% of project cost				
34	Will-Serve Letter Request	\$55		NA		\$100		
INFORMATIONAL ONLY								
35	Backflow Device Testing - 5/8", 3/4", and 1" - Monthly fee	\$12		\$6		\$3	T&M	
36	Backflow Device Testing - 1 1/2" and 2" - Monthly fee	\$12		\$12		\$3	T&M	
37	Backflow Device Testing - 3" and 4" - Monthly fee	\$18		\$18		\$5	T&M	
38	Backflow Device Testing - 6" and over - Monthly fee	\$23		\$23		\$6	T&M	

Footnotes

¹ These Mission Springs fees went into effect on September 18, 2006.

² Desert Water fees were most recently updated on May 1, 2007.

³ Victorville fees were most recently updated in a resolution that was adopted January 15, 2008.