

## HMRWD Rate & Fee Summary

- **Water Billing Rates**
  - **Water Users**
    - Properties with an active water connection during the billing cycle are charged a base rate to cover the fixed costs of keeping the water system operational and ready, regardless of how much water is used. Additional charges apply for water usage over 20,000 gallons per month.
    - Base Rate - 0-20,000 gallons used = \$43.50 per month
    - 20,001+ gallons used = \$3.50 per additional 1000 gallon increments
  - **Non-Water Users**
    - Properties without an active water connection during the billing cycle — including those with the water service shut off and those not connected to the system — are not charged a monthly water usage fee.
    - \$0 per month
- **Depreciation Fee**
  - All properties within the HMRWD subdivision — including undeveloped lots and those with a private well — as well as any properties outside the subdivision that are connected to the water system, are charged a monthly depreciation fee that is set aside in a savings fund to support long-term repairs, maintenance, and system upgrades, helping to minimize the need for future loans or special tax assessments.
  - \$5 every month
    - For properties that are connected to the water system, whether that is property is an active or inactive water user, the depreciation fee will be billed as part of the monthly billing.
    - For properties that are not connected to the system, the depreciation fee will be billed annually in August, covering the preceding 12 months in which charges are accrued. If the property is connected to the system prior to the annual billing, any accrued depreciation fees will be included in the first monthly billing issued after connection.
- **KDJPB Processing Fee**
  - All properties within the HMRWD subdivision — including undeveloped lots and those with a private well — as well as any properties outside the subdivision that are connected to the water system, are charged a processing fee for Kemmerer-Diamondville Joint Powers Board to process and mail the invoices.
  - \$2 for each invoice sent
    - For properties that are connected to the water system, whether that is property is an active or inactive water user, the processing fee will be \$2 monthly.
    - For properties that are not connected to the system, the processing fee will be billed \$2 annually in August.
- **Water Operator Callout Fee**
  - Water Operator Callout Fee applies to any services requested by the property owner including but not limited to water turn on, water turn off, fire hydrant meter assistance, and meter accuracy tests.
    - Tier 1: \$25

- Tier 1 callout applies when the requested service can wait for the next regularly scheduled operator visit to the water system (to be completed within 7 calendar days), and the valve box and meter pit are reasonably accessible. This option offers a low-cost solution for non-urgent requests and the \$25 fee will be added to the account to be paid in the next billing cycle.
  - Tier 2: \$150
    - Tier 2 callout applies when the requested service is needed as soon as possible and cannot wait for the next regularly scheduled operator visit. Service will be completed within 1 business day, subject to operator availability and task priority, and the valve box and meter pit are reasonably accessible. This option provides a rapid response for urgent needs, and the \$150 fee will be added to the account for payment in the next billing cycle.
  - Emergency:
    - After the event(s) of a special circumstance or emergency is over, a property owner may submit a written request via email to the HMRWD board to request a fee waiver. The request will be reviewed and considered at the next scheduled board meeting, and any decision will be based on the specific facts and context of the event. Property owners are welcome to attend the meeting, although attendance is not required; however, not being present may delay a decision if additional clarification is needed.
- **Seasonal Water Turn Off / Turn On**
  - For our seasonal residents and as a benefit to the entire community, each property is eligible for one free water service turn on and one free water service turn off per calendar year, provided the request meets the criteria for a Tier 1 Water Operator Callout.
  - Additional turn on and turn off requests beyond the one free will be billed at the applicable Tier 1 or Tier 2 Water Operator Callout Fee.
- **Late & Delinquency Policies & Fees**
  - Late Payments
    - Payments are due on the 15<sup>th</sup> of the month following the issuance of the water bill.
    - An account is considered **late** if payment is not received by the end of the day on the 15th.
    - A \$3 administrative fee may be charged to cover mailing a late notice to the property owner.
  - Delinquent Account
    - An account becomes **delinquent** if payment has not been received by the 15th of the following month. A delinquency notice will be mailed on or around the 16th, and a \$3 administrative fee may apply.
  - Payment Plans
    - Property owners who enter into an approved payment plan with the District and remain in good standing under that plan will not be subject to disconnection.
    - Failure to meet the terms of the approved payment plan may result in the immediate reinstatement of delinquency status and initiation of the disconnection process.
  - Water Disconnection Due To Non-Payment
    - If the balance remains unpaid by the 23rd, a Tier 1 Water Operator Callout Fee will be billed to cover the cost of physically posting a final notice at the property.
    - Water service may be disconnected on or after the 25th, and a Tier 2 Water Operator Callout Fee will be billed for the disconnection.
  - To restore service after a delinquency shutoff:
    - The full outstanding balance must be paid,
    - A **deposit** must be paid or reinstated (if not already held), and
    - The property owner must request either a Tier 1 or Tier 2 Water Operator Callout.

- **Collections Fee**
  - An amount equal to 50% of the balance owed at the time of being sent to collections
- **Water System Connection Fee (Tap Fee)**
  - \$7000 + New Account Activation Fee & Account Deposit (if applicable)
- **New Account Activation Fee**
  - \$0 administrative fee
  - A Water Operator Callout Fee may apply to turn on water to property, if the previous property owner had water shut off.
    - Property owner has the choice of a tier 1 or tier 2 water operator callout
- **Account Deposit**
  - \$150
  - Refunded as account credit after 12 consecutive on-time billing payments or at account closing.
- **Account Closing Fee**
  - \$0 administrative fee
  - A Water Operator Callout Fee will apply to complete the final water meter read and (if requested) shut off the water.
    - Property owner has the choice of a tier 1 or tier 2 water operator callout.
- **Returned Payment Fee**
  - \$15
- **Temporary Meter Security Deposit**
  - \$3000
  - Refund check to be issued after use minus usage charges and costs to repair any damages incurred.
- **Temporary Meter Usage**
  - \$20 per 1,000 gallons used
- **Meter Accuracy Test Deposit**
  - \$500 plus Water Operator Callout Fee
- **Unauthorized tampering with HMRWD equipment**
  - \$500 penalty fee + water operator callout fee + usage charges at Temporary Meter Usage rates + potential involvement of law enforcement authorities

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Questions? Comments? Concerns? Visit us at [www.hmrwater.com](http://www.hmrwater.com) or email us at [hmrwater@gmail.com](mailto:hmrwater@gmail.com)

For more information on any of these rates or fees, please visit the applicable section within our current HMRWD Rules & Regulations located on our website.

Rates and fees may be changed at any time by the HMRWD Board, effective with the next billing cycle.  
 In many of the items listed, the words “property owner” can be substituted for “billing account holder” to accommodate rental properties.  
 However, only Property Owners can request a water system tap.