CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD LA CRESCENTA, CALIFORNIA

Agenda for the Meeting of the Finance Committee of the
Crescenta Valley Water District
To be held on Monday, July 20, 2020 at 1:30 p.m.
Posted: Friday, July 17, 2020 at 4:30 p.m.

TELECONFERENCING NOTICE

[This meeting will be held by teleconference only.]

Pursuant to the provisions of Executive Order N-29-20 issued by Governor Gavin Newsom on March 18, 2020, the public may not attend the meeting in person.

Any member of the public may participate by listening or making comments using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increased phone traffic)

(669) 900-6833	**(346) 248-7799**	**(929) 205-6099**
(253) 215-8782	**(301) 715-8592**	**(312) 626-6799**

Then, enter Access Code: 892 8146 2457

[Pursuant to the above Executive Order, the public may not attend the meeting in person.]

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at the above email address. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Call to Order

Adoption of Agenda

Public Comments

At this time, members of the public shall have an opportunity to address the Committee on items of interest that are within the subject matter jurisdiction of the Committee. This opportunity is non-transferable and speakers are limited to three (3) minutes each.

Action Item(s)

The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken. This opportunity is non-transferrable, and speakers are limited to one two-minute (2) comment each.

1. Discuss proposed Water and Wastewater Fund Policies
2. Discuss proposed Deposit Policy and updates to Appendix C of the Rules & Regulations

Committee Members' Request for Future Agenda Items

Adjournment

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Attachment(s):

1. *Water and Wastewater Fund Policies*
    a. *Discussion*
    b. *Proposed updates to Article 21 of the Rules & Regulations*
2. *Customer Deposit Policy*
    a. *Discussion*
    b. *Proposed updates to Section 7.2 and 12.11 of the Rules and Regulations (redlined)*
    c. *Proposed updates to Appendix C (redlined)*
    d. *Peer agency survey of customer deposits*
    e. *Peer agency survey of miscellaneous fees (from 2017)*
    f. *Miscellaneous fees update calculations*

Attachment 1a

Crescenta Valley Water District

Policy Committee

Summary of Water & Wastewater Fund Policy Options

July 20, 2020

The Water & Wastewater Fund Policies were developed through a series of Committee and Board meetings, and the last time this subject was revisited was the Board meeting on March 10, 2020. This was also revisited with the Finance Committee on July 8, 2020.

The District currently practices a fund policy and should formally adopt a policy. Furthermore, the District's credit rating agency – Standard & Poor's – will expect a fund policy in association with the current financing the District is pursuing.

The fund policy as last presented included three (3) components for each of the water and wastewater funds. Staff recommends that the Board adopt a fund policy ahead of a credit rating presentation with Standard & Poor's scheduled for early August. The Committee may recommend one or more components of the fund policy. Of the three components, at minimum, the Operating Fund Policy must be adopted to meet the expectations of Standard & Poor's.

The fund policy as proposed includes requirements for a review of the reserve targets on an annual basis by the board. The policy also requires that the Board authorize any non-emergency use of reserve funds.

ESTIMATED WATER RESERVES

Operating Reserve	
Emergency Reserve	$1.0 M
Rate Stabilization	2.3 M
Working Cash	1.6 M
Operating Reserve Fund	**$4.9 M**
CIP Reserve	**$1.5 M**
Pipeline Reserve	**$2.3 M**

ESTIMATED WASTEWATER RESERVES

Operating Reserve	
Emergency Reserve	$1.0 M
Rate Stabilization	0.8 M
Working Cash	1.0 M
Operating Reserve Fund	**$2.8 M**
CIP Reserve	**$0.2 M**
Sewer Interceptor Reserve	**$5.5 M**

SUMMARY OF FUND POLICIES

- **Operating Fund Reserve**
  - Emergency Fund – Maintain $1 million for repairs or other operational needs during an emergency
    - Adjusted for inflation annually
  - Rate Stabilization Fund – Maintain 25% of annual water rate revenues (Water) / 25% of projected wastewater revenues (Wastewater)
  - Working Cash – Maintain three (3) months of operating costs (less the cost of purchased water)

- **CIP Reserve Fund**
  - Set aside at least one (1) year of funding for construction costs not related to pipeline replacement (Water) / Sewer Interceptor Line replacement (Wastewater)

- **Pipeline (Water) / Sewer Interceptor Line (Wastewater) Fund**
  - Set aside funding for at least one (1) year of construction costs related to a program that replaces pipelines every 75 years (Water) / at least one-quarter (1/4) of the construction costs related to replacing the Sewer Interceptor Line (Wastewater)

SUMMARY OF PROPOSED OPTIONS

- **Alternative A**
  - Operating Fund Reserve only (minimum requirement to meet the expectations of Standard & Poor's)

- **Alternative B**
  - Operating Fund Reserve
  - CIP Reserve Fund

- **Alternative C**
  - Operating Fund Reserve
  - CIP Reserve Fund
  - Pipeline (Water) / Sewer Interceptor Line (Wastewater) Fund

Attachment 1b

ARTICLE 21: <u>RESERVE POLICIES</u>

21.01 POLICY AND PURPOSE

A key element of prudent financial planning is to ensure that sufficient funding is available for current operating, capital, and debt service needs. Additionally, fiscal responsibility requires anticipating the likelihood of, and preparing for, unforeseen events. Crescenta Valley Water District will at all times strive to have sufficient funding available to meet its operating, capital and debt service obligations while avoiding significant customer rate fluctuations due to changes in cash flow requirements. Through a variety of policy documents and plans, including the District's Strategic Plan and other financial policies, the Board has set forth a number of long-term goals for the District. A fundamental purpose of the District's policy documents and plans are to link what must be accomplished with the necessary resources to successfully do so. The Board of Directors may designate specific reserve funds and maintain minimum fund balances consistent with what is determined to be in the best interest of the District. The Policy directives outlined in this document are intended to ensure that the District has sufficient funds to meet current and future needs. The Board will review the level of reserve funds in accordance with the review and approval of each budget cycle. The Board will also review the reserve target each budget cycle.

21.02 WATER OPERATING RESERVE FUND

The Water Operating Reserve Fund will be comprised of the following sub-accounts: the Emergency Fund, the Rate Stabilization Fund, and the Working Cash Fund.

A. Emergency Fund – This fund is established in order to address repairs or other operational needs in the event of an emergency where immediate needs exceed what has been budgeted for infrastructure and operations. This fund should be sufficient to cover the immediate average cost of an emergency such as a main break and also ensure the fund level keeps pace with inflation.

   i. Target Level – This fund shall be maintained at a minimum level equal to $1.0 million as of the adoption of this policy. On July 1 of each year, the emergency fund target will be adjusted by the Consumer Price All Items Index for all Urban Consumers (CPI-U) for Los Angeles- Long Beach-Anaheim for February of that year (published about March 15th). The balance of the Emergency Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

   ii. Events or Conditions Prompting the Use of the Fund – The District may deposit or withdraw available monies upon the authorization of the General Manager in the event of an emergency.

   iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

B. Rate Stabilization Fund – This fund is established in order to mitigate the impacts of fluctuating water usage by customers and to augment the District's credit profile with respect to debt financing.

   i. Target Level – This fund shall be maintained at a minimum level equal to 25% of the projected annual water rate revenue for each budget cycle. This is in line with industry standards and credit rating agency expectations for a healthy level. The balance of the Rate Stabilization

Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – This fund will be used to mitigate or spread out rate increases made necessary by unusual circumstances such as drought or mandatory water conservation. The Board will determine the amount and timing for any use of the fund.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

C. Working Cash Fund – This fund is established in order to maintain a reserve for current operations and to meet routine cash flow needs.

i. Target Level – This fund shall be maintained at a minimum level equal to three months of the District's water operating costs less the cost of purchased water as projected for each budget cycle. This is in line with industry standards and credit rating agency expectations for a healthy level. The balance of the Working Cash Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The Board, on a case-by-case basis, will determine the amount and timing for any use of the fund.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

21.03 WATER PIPELINE RESERVE FUND

A. Water Pipeline Reserve Fund – This fund is established in order to develop and maintain a dedicated pipeline replacement program that replaces pipe every 75 years, which is the average useful life of pipeline.

i. Target Level – This fund shall be funded to sustain at least one year of construction costs of pipeline consistent with a 75-year pipeline replacement program. The balance of the Pipeline Reserve Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The District may use the fund for construction costs as authorized by the Board in the budget.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

21.04 WATER CAPITAL IMPROVEMENT PROGRAM REPAIR & REPLACEMENT RESERVE FUND

A. Water Capital Improvement Program Repair & Replacement Reserve Fund – This fund is established in order to develop and maintain a dedicated replacement program for non-pipeline infrastructure.

i. Target Level – This fund shall be funded to sustain at least one year of projected capital repair and replacement costs indefinitely. The balance of the Repair & Replacement Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The District may use the fund for construction costs as authorized by the Board in the budget.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

21.05 WASTEWATER OPERATING RESERVE FUND

The Wastewater Operating Reserve Fund will be comprised of the following sub-accounts: the Emergency Fund, the Rate Stabilization Fund, and the Working Cash Fund.

D. Emergency Fund – This fund is established in order to address repairs or other operational needs in the event of an emergency where immediate needs exceed what has been budgeted for infrastructure and operations. This fund should be sufficient to cover the immediate average cost of an emergency such as a main break and also ensure the fund level keeps pace with inflation.

i. Target Level – This fund shall be maintained at a minimum level equal to $1.0 million as of the adoption of this policy. On July 1 of each year, the emergency fund target shall be adjusted by the Consumer Price All Items Index for all Urban Consumers (CPI-U) for Los Angeles- Long Beach-Anaheim for February of that year (published about March 15th). The balance of the Emergency Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The District may deposit or withdraw available monies upon the authorization of the General Manager in the event of an emergency.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

E. Rate Stabilization Fund – This fund is established in order to mitigate the impacts of fluctuating water usage by customers and to augment the District's credit profile with respect to debt financing.

i. Target Level – This fund shall be maintained at a minimum level equal to 25% of projected wastewater rate revenues for each budget cycle. This is in line with industry standards and credit rating agency expectations for a healthy level. The balance of the Rate Stabilization Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – This fund will be used to mitigate or spread out rate increases made necessary by unusual circumstances such as drought or mandatory water conservation. The Board will determine the amount and timing for any use of the fund.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

F. Working Cash Fund – This fund is established in order to maintain a reserve for current operations and to meet routine cash flow needs.

i. Target Level – This fund shall be maintained at a minimum level equal to three months of the District's wastewater operating costs as projected for each budget cycle. This is in line with industry standards and credit rating agency expectations for a healthy level. The balance of the Working Cash Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The Board, on a case-by-case basis, will determine the amount and timing for any use of the fund.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

21.06 WASTEWATER SEWER INTERCEPTOR RESERVE FUND

B. Sewer Interceptor Reserve Fund – This fund is established in order to develop and maintain a dedicated reserve to replace at least one-half of the approximately 6.7-mile sewer interceptor line which connects the District's collections system to the City of Los Angeles' treatment facility. The majority of the sewer interceptor line was constructed in one year, 37 years before the adoption of this Policy, and is therefore expected to require significant surges in required replacement rather than incremental maintenance. This fund should also keep pace with inflation.

i. Target Level – The target level for this fund shall be the estimated current cost of replacing at least one-quarter (1/4) of the sewer interceptor line, which is estimated at $5.5 million as of the adoption of this policy. On July 1 of each year, the estimated current cost shall be adjusted by the Consumer Price All Items Index for all Urban Consumers (CPI-U) for Los Angeles- Long Beach-Anaheim for February of that year (published about March 15th). The balance of the Sewer Interceptor Reserve Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The District may use the fund for construction costs as authorized by the Board in the budget.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

21.07 WASTEWATER CAPITAL IMPROVEMENT PROGRAM REPAIR & REPLACEMENT RESERVE FUND

B. Wastewater Capital Improvement Program Repair & Replacement Reserve Fund – This fund is established in order to develop and maintain a dedicated replacement program for non-sewer interceptor infrastructure.

i. Target Level – This fund shall be funded to sustain at least one year of projected capital repair and replacement costs indefinitely. This is in line with industry standard. The balance of the Repair & Replacement Fund may decline below the minimum level if recommended by the General Manager and expressly approved by the Board.

ii. Events or Conditions Prompting the Use of the Fund – The District may use the fund for construction costs as authorized by the Board in the budget.

iii. Periodic Review Dates for Reserve Targets – Reserve targets will be reviewed by the Board every budget cycle, scheduled during the budget process, to ensure that the reserve targets are continuing to meet reserve objectives as they relate to the District's evolving needs.

21.08 EXCESS OF RESERVE REQUIREMENTS

In the event that reserve accounts exceed minimum target levels, the Board may instruct staff to perform either of the following. The Board may authorize additional funding of any reserve fund as appropriate given the current operational and infrastructure needs and economic factors.

The Board may also instruct staff to prepare an analysis to determine the liabilities for which prefunding will yield the most savings for the District.

Staff will present this analysis to the Finance Committee and the Board for review and approval of the recommended options.

21.09 FINANCIAL BENCHMARKS

The District strives to maintain a strong credit profile in order to provide assurance to customers, bond holders, rating agencies and other stakeholders that the District proactively manages its financial resource and is financially sustainable. These benchmarks will be evaluated and communicated to the Board during each budget cycle. The District has set forth the following financial benchmark goals:

A. Credit Rating: The District's credit rating is an easily accessible measure for the District's financial health. The credit rating also has a direct impact on the access to financial markets and the cost of incurring debt. It is the District's goal to achieve and maintain an AA (Standard & Poor's) rating.

B. Debt Service Coverage: The District's requirement to maintain a minimum debt service coverage ratio will range from 1.00 times to 1.25 times the annual debt service payment. It is the District's goal to exceed the minimum coverage ratio with a target of 2.00 times the annual debt service payment.

21.10 RULES AND REGULATIONS

The District shall have the authority to create rules, regulations, and procedures to implement and carry out the intent and purpose of this section provided such rules, regulations, and procedures are consistent with this section

21.11 AMENDMENT/MODIFICATION/TERMINATION

This Article 21 may be amended, modified, or terminated by the District at any time after its adoption. Amendments, modifications, or termination shall be considered and approved, or disapproved, only at a noticed regular public meeting by the District's Board of Directors.

Rev. July 2020

Attachment 2a

Crescenta Valley Water District

Policy Committee

Summary of Proposed Deposit Policy and Update of Miscellaneous Charges

July 20, 2020

The Customer Deposit Policy and the schedule for Miscellaneous Charges were developed through a series of Committee and Board meetings, and this subject was last revisited at the Finance Committee meeting on May 20, 2020 and subsequently at the Policy Committee meeting on June 05, 2020.

a. Customer Deposits – The District currently collects deposits in the amount of $100 from customers who sign up as tenants. This is to defray potential inability to collect charges, particularly for final bills upon accounts being closed. When tenant customers close their accounts, the deposit is applied to their final bill or a refund check is issued. Currently, the District writes off approximately $2K-$10K annually.

   During the June 05, 2020 Policy Committee meeting, the Committee discussed various alternatives to the policy, including: 1) requiring a separate deposit for water and wastewater services 2) requiring owners to provide a deposit as well; 3) basing deposits on a sliding scale according to credit score; 4) returning deposits to customers after a period based on good payment history.

   The Policy Committee directed staff to present a peer agency review and an updated deposit policy based on the discussion.

b. New Account & Misc Charges – A 2017 survey of peer agencies showed that the majority of agencies charged a fee for new accounts and that the District's late, shutoff, and other fees were significantly lower than other agencies. New account fees of $40 were implemented in July 2018, and fees were increased (late fees are $25).

   During the May 26, 2020 Board meeting, the Board directed staff to determine a method to ensure such fees maintain pace with inflation. The District can adopt a practice of updating Appendix C of the Rules & Regulations annually according to an inflation index such as the Bureau of Labor Statistics' CPI-U, a common inflation index.

   The Policy Committee directed staff to 1) present updated rates that included a CPI increase in FY 2020 for calculating FY 2021 rates; 2) present a policy that would update Appendix C annually according to an inflation index such as the Bureau of Labor Statistics' CPI-U.

SUMMARY OF PROPOSED CUSTOMER DEPOSIT POLICY

- A separate deposit ($100 as of July 1, 2020) will be collected for each water and wastewater connection;
- The deposit amount will be adjusted annually in Schedule C by the Consumer Price All Items Index for Urban Consumers (CPI-U) for Los Angeles-Long Beach-Anaheim for February of that year (published about March 15th) with a floor not to be less than 1% and a ceiling not to exceed 5%.

SUMMARY OF PROPOSED MISCELLANEOUS FEES POLICY

- Updated the Rules and Regulations Section 7.02 to include New Account Fees;
- Updated the schedule in Appendix C and increased rates by 2019 CPI-U, then 2020 CPI-U;
- Add Section 12.11 to the Rules and Regulations to adjust the schedule in Appendix C annually by the Consumer Price All Items Index for Urban Consumers (CPI-U) for Los Angeles-Long Beach-Anaheim for February of that year (published about March 15th) with a floor not to be less than 1% and a ceiling not to exceed 5%.

B. **Proof of Ownership:** Applications for service must be accompanied by proof of ownership such as a grant deed, property tax bill, final closing escrow statement of a real-estate transaction, or another form acceptable to the District. Without said documentation, a deposit fee will be required as described below.

C. **New Account Fee:** Applicants are required to pay a New Account Fee as set forth in Appendix C to establish a new account. The New Account Fee applies to each metered water connection. A New Account Fee will also be assessed to accounts that only have a sewer connection with the District. Landlords will only be required to submit a new account fee the first time they sign up for service at a property.

~~**C.**~~ **Security Deposit**~~**Fee**~~**:** Applicants who are property tenants or without proof of ownership will~~may~~ be required to submit a security deposit in order to start water service. fee based upon the credit-worthiness of the applicant, as determined by the District. The deposit~~fee~~ shall be the amount specified in Appendix C~~.~~. A separate deposit will be required for each water and sewer connection. Public agencies will be exempt from this requirement. ~~.~~

D.

~~**D.**~~ ~~**D.**~~ **Multiple Account Holders:** As an option for property owners or agents of owners (such as a Builder/Developer, Property Management Company, or Realtor) having a satisfactory credit and service history with the District, a one-time security deposit ~~fee of $100~~ will be required for service to multiple accounts in lieu of providing proof of ownership or a deposit for each account. However, such Customers will be required to complete and submit the standard service application for each account requested. When service is discontinued and all accounts paid in full, the deposit will be refunded at the Customer's request.

E.

~~**E.**~~ ~~**E.**~~ **Property Damage Waiver Agreement:** Applicants will be required to execute a Customer Waiver Agreement, by which the customer acknowledges receipt of certain information regarding the chemical analysis of District water, and waives any claim for damages to their pipes and plumbing fixtures as a result of their use of District water. A copy of the agreement is included in Appendix C.

F.

~~**F.**~~**G.** ~~**F.**~~ **Water Service Turn-On:** The District will turn~~ on~~ water service on at the meter no later than the next business day following approval of application and payment of fees (if applicable) as described above. A new Customer may request water-service turn-on during a weekend or on a holiday by calling the District's emergency/after-hours telephone number and making arrangements with standby duty personnel. Prior to turn-on in such situations, the District will collect a ~~$100~~ deposit and new account fee as specified in Appendix C in cash or check on-site. The Customer must then contact the District Office on the next business day and complete the service application process or the service will be discontinued at the end of that day and the deposit may be forfeited and~~$100 will be~~ retained by the District. If any application is processed and approved, the deposit~~$100~~ will be retained ~~or returned to Customer~~ in accordance with Items 7.02B & 7.02D~~C~~ above.

7.03: ESTABLISHMENT OF CREDIT

The District may require applicants for service to provide it with information sufficient to enable the District to determine the credit worthiness of the Applicant. Upon determining the Applicant's credit worthiness, the District may require the Applicant to deposit with the District such sums of money as determined by the Board from time to time, as specified in Appendix D. Again, public agencies will be exempt from this requirement. Deposits will be refunded to applicants at the termination of service, provided all water and sewer charges have been paid. No interest will be paid on deposits. Applications for service to any property will be granted only if all assessments, fees, charges, delinquent bills, and penalties due from Customer have been fully paid.

Attachment 2c

CRESCENTA VALLEY WATER DISTRICT
APPENDIX C
MISCELLANEOUS CHARGES AND DISTRICT FORMS

New Account Fee [Per Article 7.02.C]		$42~~0~~.00 – during office hours
		$64~~0~~.00 – after office hours or weekends
Security Deposit ~~Fee~~ [Per Article 7.02.D~~C~~]		$107~~0~~.00
~~**Automatic Payment Fee**~~		~~$0.25/Transaction~~
Late Charge [Per Article 8.04.D]		$27~~5~~.00
Reconnection Charge [Per Article 8.03.F(1)]		$51~~0~~.00 - during office hours $129~~5~~.00 - after office hours or weekends $51~~0~~.00 - plus cost of new lock and District labor and materials to repair damage for unauthorized turn-on.
***Returned* Check Charge** [Per Article 8.03.F(2)]		
	1st occurrence	$23~~3~~5.00
	Each additional occurrence	$35.00
Meter Test Charge [Per Article 8.03.F(3)]		$53~~0~~.00
Pulled Meter Charge [Per article 8.03.F(4)]		$53~~0~~.00
Unauthorized Water Use [Per Article 8.03.F(5)]		$1,060~~00~~.00
Turn off at Main [Per Article 8.03.F(6)]		Actual cost to District
Plan Check Fees [Per Article 11.01.D]	Parcel Maps	$107~~0~~.00
	Subdivisions of 1 to 9 Parcels or dwelling units	$212~~00~~.00
	10 - 19 units	$318~~00~~.00
	20 or more units	$424~~00~~.00
Fire Hydrant Test Fee [Per Article 11.13.C]		$318~~00~~.00

Installation of Water Services [Per Article 7.05A]:

The applicant will be charged an amount estimated to be the actual costs to the District of the installation and material for a service connection. An initial deposit will be required with a final payment or credit due upon completion.

Damaged Water Service Lateral Replacement [Per Article 8.02 I]

Prorated to remaining 50-year service life

Minimum Charge:	$530~~00~~.00
Copies of District Records [Per Article 11.01]	$0.16~~5~~/page after first ten pages*

***Members of the public are entitled to a maximum of ten (10) pages copied within any 60-day period at no charge.

Other Charges:

Where the District determines that a charge is appropriate for a particular service provided, which charge is not specified herein, the General Manager shall determine the amount to be charged the Customer.

Update of Charges [Per article 12.11)

On July 1st of each year, charges located in Schedule C shall be adjusted across-the-board by the Consumer Price All Items Index for Urban Consumers (CPI-U) for Los Angeles- Long Beach-Anaheim for February of that year (published about March 15th) with a floor not to be less than 1% and a ceiling not to exceed 5% in each year.

Attachment 2d

Crescenta Valley Water District

Customer Deposits for New Accounts

Survey of Peer Agencies

Agency	CVWD *(Current)*	Glendale Water & Power	Pasadena Water & Power	Burbank Water & Power	La Canada Irrigation	Glendora, City of	Azusa Light & Water	Walnut Valley WD	East Valley WD	Rowland WD
Deposit?	✓	✓	None, if identity can be verified	✓	⊘	✓	✓	✓	✓	✓
Deposit $	$100	3 months of bills (min. $100)	$280	$100 - $600, depending on credit	Transfer fee of $10	$200	$110	Based on credit	$150	If negative credit, 1 month of bills
Applies to *Tenant* ?	✓	✓	✓	✓	NA	✓	✓	✓	✓	✓
Applies to *Owner* ?	⊘	✓	✓	✓	NA	⊘	✓	✓	✓	✓
Credit Check?	⊘	✓	⊘	✓	NA	⊘	⊘	✓	⊘	✓
Deposit Return	- When customer closes account	- Credited back to account after 1 year of good payment history	- Credited back to account after 1 year of good payment history	- When customer closes account	NA	- When customer closes account	- Credited back to account after 2 years of good payment history	- When customer closes account	- When customer closes account	- When customer closes account

Attachment 2e

Peer Agency Survey of Miscellaneous Fees (completed in 2017, provided as reference)

CVWD

New Service	$0.00
Same-Day Turn-On	$0.00
Late Payment	$15.00
Reconnection	$0.00

Notes:
- On average, CVWD turns meters for new accounts on within the hour
- On average, CVWD completes delinquent turn-ons within the hour
- Customer service provides two reminder notices in the mail, a reminder call, and a final call

Glendale Water & Power

New Service	$15.00
Same-Day Turn-On (addtl. $36)	$51.00
Late Payment	$25.00
Reconnection, 24 hrs	$25.00
Reconnection, Same-Day (addtl. $50)	$75.00

Pasadena Water & Power

New Service	$20.29
Same-Day Turn-On (addtl. $40.58)	$60.87
Late Payment	3% of balance
Reconnection, 24 hrs	$40.58
Reconnection, Same-Day (addtl. $40.58)	$81.16

Burbank Water & Power

New Service	$0.00
Same-Day Turn-On	$50.00
Late Payment	1.5% of balance
Reconnection, 24 hrs	$30.00
Reconnection, Same-Day (addtl. $40.58)	$60.00

Rowland Water District

New Service	$45.00
Same-Day Turn-On	same
Late Payment	$10 or 1.5%
Doorhanger Fee	$45.00
Reconnection before 3:30pm (addtl. $90)	$135.00
Reconnection after 3:30pm (addtl. $115)	$160.00

La Canada Irrigation

New Service	$10.00
Same-Day Turn-On	same
Late Payment	$0.00
Reconnection	$100.00

Azusa Light & Water

New Service	$45.00
Same-Day Turn-On	$85.00
Late Payment	$7.50 or 5%
Reconnection before 4:00 pm (addtl. $45)	$52.50
Reconnection after 4:00pm (addtl. $85)	$92.50

Attachment 2f

Crescenta Valley Water District

Miscellaneous Rates

CPI-U (February before start of Fiscal Year)		2.5%	3.4%
Fiscal Year	FY 2019	FY 2020	FY 2021
New Account Fee			
During office Hours	40.00	41.00	42.00
After hours	60.00	62.00	64.00
New Account Deposit	100.00	103.00	107.00
Automatic Payment Fee	0.25	-	-
Late Charge	25.00	26.00	27.00
Reconnection Charges			
During office Hours	50.00	50.00	51.00
After hours	125.00	125.00	129.00
Unauthorized Turn on	50.00	50.00	51.00
Returned Check		-	
First Returned Check	35.00	35.00	25.00
Subsequent Returned Checks	35.00	35.00	35.00
Meter Test Charge	50.00	51.00	53.00
Pulled Meter Charge	50.00	51.00	53.00
Unauthorized Water Usage	1,000.00	1,025.00	1,060.00
Plan Check Fees		-	
Parcel Maps	100.00	103.00	107.00
Subdivision of 1 to 9	200.00	205.00	212.00
Subdivision of 10 to 19	300.00	308.00	318.00
Subdivision of 20 or more	400.00	410.00	424.00
Fire Hydrant Test	300.00	308.00	318.00
Minimum Charge for damaged service lateral	500.00	513.00	530.00
Copies of District Records	0.15	0.15	0.16