

**IOWA-AMERICAN WATER COMPANY**

**NSF RETURN CHECK CHARGE**

Labor inside commercial:	TIME	WAGE	PITT
Bank Charge:	0.50	\$11.98	1.58606
Total cost of NSF return check charge:			\$9.50
			\$6.00
			<b>\$15.50</b>

**NONPAYMENT RECONNECT FEE**

Labor inside commercial:	0.52	\$11.98	1.58606	\$9.88
Labor outside commercial:	0.75	\$17.72	1.58606	\$21.08
Total cost of reconnect:				<b>\$30.96</b>

**ACTIVATION CHARGE (new customer charge):**

Inside commercial with phone read:	0.20	\$11.98	1.58606	\$3.80
Inside commercial:	0.12	\$11.98	1.58606	\$2.28
Service worker read:	0.40	\$17.72	1.58606	\$11.24
Service worker set & inside commercial	0.12	\$11.98	1.58606	\$2.28
Includes outside read device installation	1.00	\$17.72	1.58606	\$28.11
Average cost of new customer activation:				<b>\$15.90</b>

P:\Personal\David\123Data\NSF

WAGES INSIDE  
CUSTOMER SERVICE

\$11.90  
\$12.61  
\$11.88  
\$12.61  
\$11.75  
\$12.22  
\$11.75  
\$11.75  
\$11.31  
**\$11.98**

AVG TOTAL

WAGES  
OUTSIDE

\$15.82 CLINTON  
\$18.20 QC  
**\$17.72** WEIGHTED AVG  
20%CLIN80%QC

BANK CHARGE

MERCANTILE \$3.18  
NORWEST \$5.00  
CLIN NAT \$0.00  
NATIONAL CITY \$6.00