

Question # 12

Witness Dianne Cook

Answer

Disconnects

In 2021 the Sewer District disconnected four customers. The total amount of charges for those four disconnects were \$280. The Grant County Sanitary Sewer District works in conjunction with Bullock Pen Water District when disconnecting sewer service since in order for us to disconnect their sewer service we have to disconnect the water.

When the Bullock Pen Water District turns off customers for water nonpayment and the customer calls in to speak with a customer service representative, they are also advised how much they owe on their sewer account. When this happens, the Water District collects the reconnect fee from the customer and we do not charge the reconnect fee on the Grant County Sanitary Sewer District side. This is the reason for the low number of disconnect/reconnect fees.

Online Fees (ACHs initiated by the customer/ credit or debit card transactions)

The Bullock Pen Water District is charged a fee from Invoice Cloud for these items. The fee per item is \$15 for a returned check or \$20 for a chargeback item. However, the Grant County Sanitary Sewer District then reimburses Bullock Pen Water District for either of these charges. This reimbursement happens on the monthly Management Agreement calculation. In 2021 the Sewer District had 17 returned items at \$15.00 per returned item for a total of \$255.

Bank Returned Items

There were 30 return check items processed for the Grant County Sanitary Sewer District for the year 2021. We charge the customer a \$35 return check fee. Forcht Bank charges us \$10 per returned item. The total amount charged for return check fees in 2021 is \$1,050.

Tap Fee

During the year 2021 we charged 18 tap fees. The Grant County Sanitary Sewer District's tap fee is \$1,000. For the year 2021 this amounted to \$18,000.