

SERIES 7000 – RESIDENTIAL & COMMERCIAL SERVICE

Commented [SM1]: Need to follow state regulations
Commented [SM2R1]: Need to have separate series for commercial

7000. APPLICATION FOR SERVICE. Applications for water service shall be made in person by completing and signing an application/service agreement form provided by the District. Such application will signify the customer’s intent and willingness to comply with this and other rules and regulations relating to water service and to make payment for the water service required.

7000.1. ACCOUNT TYPES.

- a. New Accounts: Application for Water/Sewer Service
- b. New Installations of Water Meters: Application for New Meter Installation
- c. New Sewer Requests: Application for New Sewer Service.

7000.2. PROOF OF IDENTITY REQUIRED

- a. Property Owners – Proof of Ownership plus one form of ID from Item C.
- b. Property Renters – Copy of the signed Rental Agreement plus one form of ID from Item C.
- c. Government issued identification – *For Example:* Driver’s License, Passport, Military ID or California Identification Card.

7000.3. PROPERTY OWNER. The property owner, or his/her agent designated in writing, shall make application for regular water and sewer service by personally signing an “Application for Water Service” form provided by the District and paying the necessary fees for new service. See Exhibit 1 – Copy of current form.

7000.3.1. RESPONSIBILITY. The Property owner shall be liable for any damage to District owned facilities (e.g., meter box service line, angle meter stop, meter service valves, etc.) when such damage is caused by actions originating on or near the premises by an act of the customer or his/her tenants, agents, employees, contractors, licensees, or permitted, including the breaking or destruction of locks on or near a meter, and any damage done if not paid in full by the responsible persons for the damage, shall then be paid by the property owner for the repairs and also will be responsible for the cost of ~~the stolen water any water theft.~~ They ~~Property owner shall will~~ be charged Labor cost, service truck fee, administrative fee, ~~and damaged water service appurtenances. plus cost of part damaged (e.g., \$100 for an angle meter stop, \$35 for a lock, etc.).~~

7000.4. RENTERS OR TENANTS. If the property owner rents the premises, the property owner can maintain the service in their name or have the tenants ~~must~~ complete and sign the

application for service. ~~Once When the tenants end water service, with the District the water service will automatically will be put back into return to the property owners' name.~~

7000.4.1. TEMPORARY SERVICE. A renter or tenant may be given temporary service for fifteen (15) days upon payment of a security deposit and furnishing the District with the owner's name, mailing address, and telephone number.

Commented [SM3]: No value to this, should it be removed.

~~7000.4.2. Once the water goes back into the property owners name they then will be charged the normal water base and consumption rate, lowest sewer base rate, and pool fee charge. Charges will be prorated if change of service does not coincide with the end of the billing period and will then be charged on a monthly basis until new tenants apply for service or the property owner terminates service with the District.~~

7000.5. PREVIOUS SERVICE- APPLICANT. ~~If A~~ an application applicant has an outstanding bill from a different or same property, an for application for new water service will not be acted upon by the District unless payment in full has been made for water service previously rendered to the *applicant*.

7000.5.1 A customer's water service at a subsequent location may be discontinued if a bill for water service furnished at a previous location is not paid by the delinquency date.

7000.6. PREVIOUS SERVICE – SERVICE ADDRESS. All new customers applying for water services at a location where water service has been terminated as a result of nonpayment of a prior account must provide the Customer Service Department with proper identification and a signed rental agreement from the property owner or landlord. Any misrepresentation will subject the service address to disconnect for nonpayment. The account will be subject to all the fees and penalties associated with resuming service.

7000.6.1. Property owners with an outstanding balance will not be able to transfer their water service until such time that the outstanding balance and any applicable penalties are paid in full.

7000.7. SECURITY DEPOSITS FOR WATER SERVICES. The District requires a security deposit from new customers requesting water service. This deposit must be paid when the application is submitted. Review of customer accounts will be an ongoing process and security deposits will be refunded only if the customer has met the specified requirements.

7000.7.1. SPECIFIED REQUIREMENTS FOR REFUND.

- a. Customer has maintained an account in good standing for twelve consecutive months.
- b. Customer has a good-payment record (no more than one delinquent payment in the last twelve months.)
- c. Customers with open accounts will receive a credit on their account to be used towards future payments.
- d. Customers with closed accounts will receive a credit on their account to be applied towards the final billing. A check will be issued for any remaining amount after the final bill is paid.

Commented [SM4]: Should we give a deposit back or hold on to deposit until account is closed?

7000.8. SERVICE REQUESTS. Water/sewer service will be established upon approval of the customer application. Such service will be connected during normal business hours Monday through Friday. Any customer wishing to connect service after hours, on weekends, or on holidays will be charged an additional after hours on/off fee for the service.

~~7000.9. DISTRICT RIGHT TO DENY SERVICE. The District reserves the right to refuse to provide or reestablish water/sewer service for individuals who exhibit a history of chronic delinquency with the District.~~

~~7000.9.1 Chronic delinquency is defined as having had service terminated more than two times in a calendar year; and/or placement of account on delinquency status for three or more consecutive months; and/or having written two or more non-sufficient fund checks for delinquent service in the past twelve months.~~

Commented [SM5]: State laws may have changed and we might not be able to deny service. Will look into

7100.0. BILLING.

7100.1. The District will provide each customer with a monthly bill detailing water and sewer charges and consumption for the given period. Monthly billing shall represent the base rate for the month in which bills are due plus the usage derived from meter readings for the previous month. **See Burney Water District Water Rules and Regulations Ordinance, Exhibit "A"**.

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7100.1.1. METER READING. Meters will be read between the 15th and the 25th of each month. If the meter reading appears too high or too low, the meter is reread prior to the last day of the month. Meter reads will be estimated if meters are inaccessible due to snow, standing water, parked vehicles, or unsafe or hazardous conditions. Estimated reads will be indicated on the monthly bill.

7100.1.2. MASTER METERS. All master meters permitted shall be in the owner's name and all bills shall be the primary responsibility of and shall be paid by said owner. Any agent in writing of and shall be paid by said owner. An agent in writing of the owner

shall have their name on file with the District. This is a person of record given written permission to act on the owner's behalf.

7100.2. SNOWBIRDS. "Snowbirds" are defined as any customer, who owns a property served by the District, resides there seasonally and requests to keep their accounts open, but their service shut off for a continuous period of three months or longer when they are not in residence and the property is vacated. Upon request from the customer, the District will lock off the water service at no charge during normal business hours and put a hold on billing for the base rate and usage. The customer will still be responsible for pool fees each month since all customers with open accounts are eligible for complimentary pool passes during the season. The customer should notify the District in advance of their return date so that the service can be restored, also at no charge, during normal business hours. Any disconnects or reconnects outside of normal business hours will incur an additional after hours on/off fee.

7100.2.1. Any snowbird requesting service to be reconnected before the continuous three month required period is reached will be charged base rate fees for each month as well as disconnect and reconnect fees during normal business hours. Any disconnects or reconnects outside of normal business hours will incur an additional after hours on/off fee.

7100.2.2. The District assumes no liability for damages to premises that may occur because/while water is locked off. Customers should consult their insurance carriers for coverage details.

7100.3. MONTHLY BILLS. All bills are due and payable upon presentation and are presumed to be received by the customer within five days of mailing. Failure to receive a bill does not relieve the customer of liability.

7100.3.1. ISSUE DATE. All bills are issued on or after the first working day of the month. If the customer has not received their bill by the fifth working day, they should contact the District Office to check the status of their account.

7100.3.2. DUE DATE. All bills are due and payable upon presentation, ~~and become delinquent on the 15th of the following month.~~ ~~DD~~ deadline dates are clearly indicated on each bill. If the ~~15th of the month~~ due date falls on a Friday, Saturday, Sunday, or legal holiday the delinquent date will be extended to the next business day.

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7100.4. OPENING AND CLOSING BILLS. Opening and closing bills for less than the normal billing period shall be prorated according to the fraction of the time of service.

7200. FOR DISCONNECTION OF RESIDENTIAL WATER SERVICE FOR NONPAYMENT SEE POLICY NUMBER 2165

~~7200. DELINQUENT ACCOUNTS. If an account is delinquent for one month, a late fee will be charged and automatically applied to the customer account.~~

~~7200.0.1. If an account is delinquent for two continuous months, a second late fee will be charged and applied to the customer account and the service is subject to disconnect.~~

~~7200.0.2. A customer's water service at a subsequent location may be discontinued if a bill for water service furnished at a previous location is not paid by the delinquency date.~~

~~7200.0.3. Property owners with an outstanding balance will not be able to transfer their water service to anyone, including tenant or agent, until such time that the outstanding balance and any applicable penalties are paid in full.~~

~~7200.1. NOTICE OF DELINQUENCY AND TERMINATION OF SERVICE. A customer's water service may not be terminated for nonpayment of a delinquent account unless the District first gives notice of the delinquency and intent to terminate service.~~

~~7200.2. DISCONNECT NOTICE. A Disconnect Notice will be sent to the customer after the 15th of the month in which the second delinquency occurs. If the account is not made current within five business days from the date of notice, the service will be disconnected. That date will be included in the notice.~~

~~7200.2.1. The Disconnect Notice will include the following information:~~

- ~~a. Name and address of customer whose account is delinquent.~~
- ~~b. The account number and service address.~~
- ~~c. The past due amount.~~
- ~~d. The date for disconnect if the past due balance is not paid.~~

~~7200.2.2. In addition, the District shall make a reasonable, good faith effort to contact an adult person residing on the premises of the customer by telephone or personal contact.~~

~~7200.3. DISCONNECT/RECONNECT SERVICE CHARGE. (Maybe just put refer to Policy Number 2165 — Disconnection of Residential Water Service for Non-Payment~~

~~7200.3.1. NON-PAYMENT. A service charge will be added to all accounts that are disconnected for non-payment and the account must be paid in full and have a \$200.00 deposit on file before service can be reconnected. Any requests for reconnection after hours or on weekends will be charged an additional after hours on/off fee.~~

~~7200.3.2. SNOWBIRD. Snowbird customers will incur no service charge for disconnect or reconnect of service provided they are disconnected for three continuous months and provided the service is performed during normal business hours. Any disconnects or reconnects outside of normal business hours will incur an additional after hours on/off fee.~~

~~Any snowbird requesting service to be reconnected before the continuous three month required period is reached will be charged base rate fees for each month as well as disconnect and reconnect fees during normal business hours. The account must be paid in full before service will be reconnected. Any disconnects or reconnects outside of normal business hours will incur an additional after hours on/off fee.~~

~~7200.3.3. NEW SERVICE. No service connection charge will apply to new customers requesting new service during normal business hours. Any service connections requested outside of normal business hours will incur an additional after hours on/off fee.~~

~~7200.3.4. DISCONTINUING SERVICE. No service disconnection charge will apply when accounts are closed and service is discontinued during normal business hours. Any disconnects requested outside of normal business hours will incur an additional after hours on/off fee.~~

~~7200.3.5. TEMPORARY REQUESTS. Upon request from a customer, service will be shut off and turned on at a designated address for a service charge. This would apply to customers who wish to make repairs, show a house, or test for leaks in a vacant address. If the address is vacant, the service will be automatically disconnected in 24 hours. If the address is occupied, the service will be turned off and turned back on at the customer's request.~~

~~7200.4. DATE OF DISCONNECT. Service will be disconnected after the 20th of the month as stated in 7200.3 above with the following exceptions:~~

~~7200.4.1. No termination of service by reason of delinquency in payment shall occur on any Friday, Saturday, Sunday, legal holiday, or at any time during which the District business office is not open to the public.~~

~~7200.4.2. No termination of service will occur during a pending investigation by the District for a customer who has initiated a complaint or requested an investigation within five days of receiving a contested bill.~~

~~7200.4.3. No termination of service will occur if a customer has been granted an extension of the period for payment of bill. The customer must contact the District prior to termination to make payment arrangements with a Customer Service Representative.~~

~~7200.4.4. No termination of service for non-payment will occur if the District receives a certification from a licensed physician or surgeon that to do so will be life threatening to the customer and such customer is willing to enter into an amortization agreement with the District as described in 7200.5 below. This certification must be received by the district prior to termination of service.~~

~~7200.5. INABILITY TO PAY WATER BILLS:~~

~~7200.5.1. Any customer who is unable to pay the balance of their bill, and who presents a certification from a licensed physician or surgeon that termination of their service would be life threatening, shall upon request, be permitted to amortize, over a period not to exceed 12 months, the unpaid balance of any bill asserted to be beyond the means of the customer to pay within the normal period of payment. Monthly charges will continue to accrue and, at the end of the twelve month period, must be paid in full or service will be terminated. This certification must be received by the district prior to termination of service.~~

~~7200.5.2. Any customer who is unable to pay the balance of their bill should contact the District prior to termination of service to make payment arrangements with a Customer Service Representative.~~

~~7200.6. CLOSED DELINQUENT ACCOUNTS. A closing statement will be sent to the customer on file.~~

~~7200.6.1. If the closing bill has not been paid by the 15th of the following month, a late fee will be charged and automatically added to the customer account.~~

~~7200.6.2. If an account is delinquent for two continuous months, a second late fee will be charged and automatically added to the customer account. The second bill will be sent to the customer on file along with a notification letter stating that, if all charges are not paid by the 20th of the month, all unpaid and uncollected accounts shall be sent to a collection agency. If the customer on file is the property owner, the notification letter sent with the bill will also state that, if all charges are not paid by the 20th of the month,~~

~~all unpaid and uncollected accounts shall become a lien against the real property on which the water service was provided in accordance with the provisions of California Water Code 37212 and 37213.~~

~~7200.6.3. A customer's water service at a subsequent location may be discontinued if a bill for water service at a subsequent location may be discontinued if a bill for water service furnished at a previous location is not paid by the delinquency date.~~

~~7200.6.4. Property owners with an outstanding balance will not be able to transfer their water service to anyone, including tenant or agent, until such time that the outstanding balance and any applicable penalties are paid in full.~~

~~7300. BILLING DISPUTES. If a customer believes that their bill is incorrect, they must contact the Customer Service Representative within five (5) days of receiving the bill in question. Customer Service Representatives are available during normal business hours Monday through Friday, except holidays. The customer may call or come into the office in person at 20222 Hudson Street, Burney.~~

~~7300.0.1. DISPUTED USAGE. In the event of a disputed reading, the meter shall be reread. The customer will be contacted by the Customer Service Representative with the reread results and any action that will be taken. Such contact will be made within a ten-day period after receiving the complaint or request for investigation.~~

~~7300.0.2. BILLING ERROR. In the event of suspected billing error, the Customer Service Representative will check the customer's account, and then verify the data and calculations. The customer will be contacted by the Customer Service Representative with an explanation or any action that will be taken. Such contact will be made within a ten-day period after receiving the complaint or request for investigation.~~

~~7300.1. HEARING. If a customer still believes their bill is incorrect after their accounts are reviewed and explanations are made by the Customer Service Representative, they may request a review hearing with the District Manager. Such request must be made within ten (10) days of receiving an explanation from the Customer Service Representative. Any customer whose request for a hearing results in an adverse determination may appeal in writing to the Board of Directors within thirty (30) days after the District Manager's determination.~~

~~7300.2. STATUS OF DISPUTED ACCOUNT. Whenever a customer has filed a complaint or requested an investigation into his or her water bill within five days of receiving the disputed bill, water service will not be terminated for nonpayment while such complaint or investigation is pending.~~

~~7400. PAYMENTS. Payments may be sent via U.S. Mail or made in person at the District Office at 20222 Hudson Street, Burney, CA. Payments can be made with cash, checks, money orders, or personal bank bill pay. Credit cards are not accepted and the District currently has no provision of payment online. A drop box is available for payments made after hours. When using the drop box, customers must include the return copy of the bill and pay by check or money order for the full amount. The District will not be responsible for cash payments that are left in the drop box.~~

~~7400.0.1. AMOUNT DUE MONTHLY. The balance on the account is the amount due and payable for base rate and usage.~~

~~7400.0.2. AMOUNT DUE PAST DUE. The balance on the account which will include monthly base rate and usage for past due months and will include a late fee charge for each month the account is past due.~~

~~7400.0.3. AMOUNT DUE SERVICE RECONNECTION. In order to reconnect service that has been disconnected for non-pay, the entire balance due must be paid by cash, money order, or **certified** check. The balance due will include all amounts that are delinquent, all late fees, and all disconnect/reconnect service fees. Any service discontinued for nonpayment shall also require a security deposit if none is currently on file.~~

~~Service will be reconnected during normal business hours, Monday through Friday. Any customer wishing to reconnect service after hours, on weekends, or on holidays will be charged an additional after hours on/off fee for the service.~~

~~**No customer will be reconnected until the entire amount due is paid.**~~

~~7400.1. LAST DAY PAYMENTS. If the customer is making payment on or near the deadline, it is strongly recommended that they deliver their payment to the District Office at 20222 Hudson Street, Burney, and wait for a receipt. The receipt is proof that payment was received by the District prior to the deadline.~~

~~7400.2. PAYMENT EXTENSIONS. Any customer who has notified the Customer Service Department *prior* to termination for non-payment that he or she is unable to pay a bill within the normal payment period will be allowed to pay on the negotiated date. Service will not be subject to disconnect provided the negotiated terms are met.~~

~~7400.2.1. Customers who are unable to meet their financial obligation for water/sewer service resulting from *temporary* circumstances; such as unemployment, death in family, extended illness, or abnormally high medical expenses; are encouraged to seek appropriate financial institution or social service agency assistance in order to meet the~~

requirements of their utility charges for the current period in order to avoid delinquency and service termination for non-payment.

~~7500. RETURNED CHECKS. If a check is received for payment of District fees, rates, or charges and payment for the check is declined by the bank upon which it is drawn, for whatever reason, the customer will be charged the amount payable to cover the returned check, the actual NSF bank fees assessed to the District, and the Returned Check Charge. Payment to cover these charges must be made in cash, money order, or *certified* check.~~

~~7600. TAMPERING WITH DISTRICT PROPERTY. No one, except an employee or District representative shall, at any time, in any manner, operate valves, curb stops, or interfere with meters or their connections, hydrants, pumps, regulators or other fittings or facilities of the District. This shall include the making of taps and/or connections to District Facilities. Any person who, with intent to obtain for himself or herself, obtains water services from Burney Water District without paying the full lawful charge therefor, or with intent to enable another person to do so, or with intent to deprive Burney Water District of any part of the full lawful charges for water services it provides, commits, authorizes, or solicits any of the following shall be liable to Burney Water District for the penalties set below:~~

- ~~a. Diverts or causes water to be diverted by any means whatsoever.~~
- ~~b. Prevents any water meter, or other device used in determining the charge for water services, from accurately performing its measuring function by tampering or by any other means, or bypasses any water meter to cause no measurement or inaccurate measurement of water actually delivered.~~
- ~~c. Tamper with any property owned or used by Burney Water District.~~
- ~~d. Makes or causes to be made any connection with or reconnection to water service facilities owned or used by Burney Water District to provide water services, and without the authorization or consent of the District.~~
- ~~e. Uses or receives the direct benefit of all or a portion of water services with knowledge or reason to believe that the diversion, tampering, or unauthorized connection existed at the time of that the use or receipt was otherwise without the authorization or consent of the District.~~
- ~~f. Uses any instrument, apparatus, or device to obtain District water supplies which device(s) is/are primarily designed to be used to obtain water service without paying the full lawful charge therefor.~~
- ~~g. Cuts or removes a seal on any meter or other water measuring device.~~

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h. Tampering with any fire hydrant for the unauthorized use of water there from, or any other reason, including tampering with the hydrant flags;

7700. PENALTIES. In the event any person is found liable to the District for the violations set forth above in section 7600, each and every person involved in such violation shall be liable to Burney Water District as follows:

1. Fines for violations are payable upon demand thereby to the party so assessed, and shall be payable in the following amounts:

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i. First violations: cost of unauthorized water taken, plus a fine of up to \$250.00;

ii. Second violations: cost of unauthorized water taken, plus a fine of up to \$500.00;

iii. Third and subsequent violation: cost of unauthorized water taken, plus a fine of up to \$1,000.00 for each violation;

2. In the event that a person violates the above-cited restrictions, and as a part of such violation tampers with a fire hydrant, due to the potential for increasing danger to life and property, such fire hydrant tampering will result in immediate assessment of a fine of up to \$1,000.00 per incidence, plus, in the District's discretion, criminal charges may be pressed with appropriate authorities.

3. Any repairs which are required to restore damaged facilities shall be paid by either the customer to whom such facilities currently serve water, or by the property owner.

Burney Water District



20222 HUDSON STREET, BURNEY, CA 96013 (530) 335-3582

ORDINANCE 2023 W-1 EXHIBIT "A"

Water Metered Rate:

Residential	\$0.83 per 100 cubic feet
Commercial	\$0.83 per 100 cubic feet
Industrial	\$0.83 per 100 cubic feet
Water/Hydrant	\$0.95 per 100 cubic feet

Water Base Rate – Monthly Charge:

5/8" x 3/4" Meter	\$21.50 per month
3/4" Meter	\$22.43
1" Meter	\$23.05
1 1/2" Meter	\$24.83
2" Meter	\$30.29
3" Meter	\$42.59
4" Meter	\$60.83
6" Meter	\$88.21
8" Meter	\$141.31
10" Meter	\$174.52
Water/Hydrant	\$99.31
Burney Motel	\$79.66
Charm Motel	\$254.88
Green Gables	\$166.82
Shasta Pines	\$117.94
Sleepy Hollow Lodge	\$79.58
Burney Villa Apartments	\$584.66
Senior Center	\$595.56
Las Colinas	\$909.23
4" PG&E Multiple	\$165.51
Fall River Schools	\$88.21
Business @ Home	\$28.14
Readiness to Serve	\$0.00

Water Capacity Charges generate funds from new water hook-ups to finance future capital improvements. Water Capacity Charges are charges for facilities in existence at the time the new water hook-up is made, or charges for new facilities to be constructed in the future, which are of benefit to the person or property being charged. These charges will be adjusted immediately upon adoption of this ordinance, and each July 1 thereafter, by an amount not to exceed the greater of: (1) the annual percentage increase, if any (comparing January of current year to January of prior year), in the Construction Cost Index published in the Engineering News-Record, or its successor ("CCI Increase"); or (2) 15% (the "Max Capacity Charge Increase").

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Water Capacity Charge: \$4,402 per household equivalent (5.7% CPI Increase)

Meter Size	Flow Per AWWA (GPM)	Household Equivalent	Water Capacity Charge
5/8"	20	1	\$4,402
3/4"	30	1.5	\$6,603

1"	50	2.5	\$11,005
1-1/2"	100	5	\$22,010
2"	160	8	\$35,216
3"	300	15	\$66,030
4"	500	25	\$110,050
6"	1000	50	\$220,100
8"	1600	80	\$352,160

AWWA=American Water Works Association

Service Account Deposit:	\$4200.00 per account
Transfer Charge:	\$25.00 per transfer of existing service to a new address
Computer Generated Late Fee:	\$10.00
Water Disconnect On/Off Fee (On/Off):	\$50.00 during business hours - \$400 150.00 after hours & weekends
After Hours Non-Emergency On/Off Fee:	\$150.00 after hours & weekends
Backflow Testing Charge:	\$60.00 100.00 per backflow device tested, per year
Meter Testing Deposit:	\$30.00
Hydrant Meter Deposit:	\$800.00 per usage, refundable

Annual Cost of Living Increase: Beginning on July 1, 2010, and each July 1 thereafter, BWD will impose an annual cost of living increase to the rates, fees and charges for its water service rate by an amount not to exceed the greater of: (1) the annual percentage increase, if any, in the Consumer Price Index, all Urban Consumers, for the US City Average, as determined by the United States Department of Labor Statistics, or its successor ("CPI Increase"); or (2) 15% (the "Max O&M Increase"). The CPI Increase and the Max O&M Increase are referred to in this notice as the "Cost of Living Increase." Provided, however, in no event shall such rates increase as a result of the Cost of Living Increase by more than the cost of providing water service.

Commented [SM1]: Due to Rate Increases / Shut off laws now require 90 days instead of 60 days so it now needs to cover 3 months' worth of bills instead of 2

Commented [SM2R1]: Water = $21.5 * 3 = 64.5$ round to 65
Sewer = $37.83 * 3 = 113.49$ round 114
Pool = $7 * 3 = 21$
Total Deposit = 200 – 65water, 114 sewer, 21 pool

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Commented [SM3]: 2 hour minimum of field call out = 100 plus administrative costs.

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Commented [SM4]: Increased from 50 to 100.
130 ANNUAL CALIBRATION
930 ANNUAL TRAINING COSTS
1060 / 55 DEVICES = 20
PLUS ADMIN COSTS OF 30
PLUS FIELD COSTS OF 50
 $20 + 30 + 50 = 100$ per backflow device

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Commented [SM5]: ? do not know what this is.

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