



# Water/Waste Water Application

DATE SUBMITTED: \_\_\_\_\_

APPROVED  REJECTED

APPROVED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

PROPERTY INFORMATION			
Effective Date Requested*	Service Type <input type="checkbox"/> Water <input type="checkbox"/> Waste Water	Is the property located within the City Limits? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	
Who is responsible for paying the regular bill? <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Property Manager			
Property Owner's Legal Name or Business Name	Owner's Daytime Phone Number	Emergency Contact Number	
Property Owner's Email			
Service Address	City	State	Zip Code

TYPE OF SERVICE	
<input type="checkbox"/> Residential <input type="checkbox"/> Single Family <input type="checkbox"/> Multi-Family How many people live full-time in your household? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> Other ____	
<input type="checkbox"/> Business <input type="checkbox"/> Commercial – General <input type="checkbox"/> Laundry or Laundromat <input type="checkbox"/> Restaurant/Café <input type="checkbox"/> Churches <input type="checkbox"/> Industrial <input type="checkbox"/> Other <input type="checkbox"/> Hotels or Motels <input type="checkbox"/> Landscape Meter <input type="checkbox"/> Fire Service <input type="checkbox"/> Schools or Library	
Tax ID #	
Describe the type of activities to occur onsite (Business Only)	

BILLING INFORMATION (IF DIFFERENT FROM ABOVE)			
Full Name (DBA)	Phone	Alternate Phone (Emergency)	
Email			
Address	City	State	Zip Code

STANDBY REQUEST		
St. Helena Municipal Code § 13.04.140 establishes criteria for standby for full content please visit: <a href="http://www.codepublishing.com/CA/StHelena">http://www.codepublishing.com/CA/StHelena</a>		
Effective Date Requested*	Requested End Date*	Standby status for: <input type="checkbox"/> Water <input type="checkbox"/> Waste Water
Reason for Standby request:		

\*Typically a minimum of three business days are needed to establish, change or cancel service.

## DESCRIPTION OF CHARGES

**Fixed Charges** are set according to service size. Its purpose is to assist in recovering the costs of system maintenance, meter reading, customer service and billing. Water Fixed Charges apply to all water accounts and Waste Water Fixed Charges to all waste water accounts.

**Water Usage** are charges based on the amount of water used during the billing period and cover the costs of buying and delivering water.

**Sewer Usage Charges for Single-Family Residential:** A monthly usage charge is required in addition to the fixed charges. The usage is based on the average winter water use, determined as the average monthly usage from January through March. Months of zero usage are to be excluded from the averaging. The usage charge is to be adjusted annually, in April, based on the newest winter average. Where the winter average does not reasonably reflect an estimate of wastewater flow for a customer, the Director of Public Works shall determine an appropriate usage to use for billing purposes.

**Sewer Usage Charges Multifamily Residential and Commercial Users:** A monthly usage charge is required in addition to the fixed charges. Multifamily residential and commercial users shall pay a variable monthly commodity charge based on the sewage strength of each user category per one hundred (100) cubic feet of water used (HCFWWU) as listed in the St. Helena Municipal Code (§13.20.020).

## NONPAYMENT POLICY

Bills are due and payable upon receipt, and delinquent after thirty (30) days. Failure to pay any water or waste water service charge prior to the delinquency, will result in the following action or actions:

1. Impose a penalty for delinquency of ten percent (10%) of the amount then delinquent;
2. Assess interest in the amount of one percent per month or fraction thereof on the amount delinquent from the date on which the bill remittance first became delinquent until paid;
3. Disconnect the premises from the water system for nonpayment of water bills with proper notice as set forth in the California Public Utilities Code;
4. Cause an action at law to be brought on behalf of the city against the person responsible for payment of such bill to recover the amount of such bill and the cost of such action including reasonable attorney fees incurred in an amount fixed by the court.

Reconnection Fee. Whenever any premises have been disconnected from the water or waste water system, such premises shall not be reconnected to the water or waste water system until all delinquent charges, penalties and interest have been paid, together with a reconnection charge as may be set by resolution of the City Council.

## PLEASE SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT

I certify that I have read, understand and agree to the terms and conditions of a water and/or waste water account identified below.

- I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: <http://www.codepublishing.com/CA/StHelena>
- I am the party responsible for payment of any water and/or waste water fees for the property listed above.
- I am aware that it is my responsibility to keep this application updated, and will inform Utility Billing of any changes to account information.
- I must notify the City if I wish to discontinue service.
- If I choose to place my water service on standby, the water quality may be impacted and it will be my responsibly to flush my water system to ensure water quality as needed.
- The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited.
- I understand that St. Helena Municipal Code §13.24.100 established standards for grease traps and any business exceeding limitations set forth in 13.24.030 shall install and maintain a grease trap or grease interceptor according to the St. Helena Municipal Code.

By signing this form I certify the information provided is accurate and true. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

### PLEASE SUBMIT APPLICATIONS TO:

City of St. Helena: Utility Billing  
1480 Main Street  
St. Helena, CA 95404

### QUESTIONS?

Email: [water@cityofsthelena.org](mailto:water@cityofsthelena.org)  
Website: [www.cityofsthelena.org/water](http://www.cityofsthelena.org/water)  
Phone: 707-968-2745

## STAFF USE ONLY

Meter size at the service address:

- ¼ inch  
  1 inch  
  1½ inch  
  2 inch  
  3 inch  
  4 inch  
  6 inch  
  8 inch  
  Other

Standby requests require Public Works Director approval. Standby request is hereby:  Approved  Rejected

Reason for Standby rejection:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name (Public Works Director)

\_\_\_\_\_  
Date