



Larry Grant, Director

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Hawthorne Utilities Customer Information Sheet

As a new customer to Hawthorne Utilities we have prepared for you an information sheet to help you realize our services. Although this does not contain all the information relevant to our policies and procedures, it is the basics applied to general residential customer accounts. Utility Bills are prepared to arrive at your mailing address on the 1st day of each month or as close to the 1st as possible. Hawthorne Utilities is not responsible for delays by the US Post Office.

Deposits:

A deposit of \$100 is required for all new residential customers and some returning customers and a \$200 deposit is required for businesses. The deposit may be returned after having had service with us for one year and having a good payment record for the entire year. Return of deposit is at the discretion of Hawthorne Utilities.

If you had service under your name in the past with Hawthorne Utilities and you were in good standing with our company, the deposit will be waived.

Connect Service Charge:

A Connect Service Charge of \$35.00 will appear on your first bill. It is a one-time charge for our staff to turn the meter on at your location and for the associated paperwork.

If you temporarily discontinue service for a month or more, an \$18.00 service fee will again appear on your 1st bill after re-connecting service.

This fee will not be charged if you have a water break and need your water turned off and on for you to do repairs.

Autopay Service:

You may pay your monthly utility bill by Autopay. On the 1st working day after the 10th day of each month the billed amount is drawn from your checking or savings account, this ensures never being penalized. If interested, contact the Utility Office.

Hawthorne Utilities- Mineral County is an equal opportunity employer

Base Water Rates:

¾” service (Average Residential Service, other rates are available upon request)
\$16.77 minimum for 0 to 5,000 gallons
+ \$8.00 Water Loan Reimbursement

Meter Size	Gallons	Base Amount
¾”	0-5,000	\$ 16.77
1”	0-5,000	\$ 18.10
1 ½”	0-5,000	\$ 21.60
2”	0-5,000	\$ 25.80
3”	0-5,000	\$ 31.38
Low Income	0-5,000	\$ 8.39
Standpipe	0-0	\$ 20.98

Hawthorne Cost Per Gallon Above 5,000

\$1.06 per thousand gallons from 5,001 through 10,000
 \$1.22 per thousand gallons from 10,001 through 20,000
 \$1.37 per thousand gallons from 20,001 through 30,000
 \$1.56 per thousand gallons from 30,001 through 40,000
 \$1.75 per thousand gallons from 40,001 through 50,000
 \$1.91 per thousand gallons from 50,001 and up

\$5.46 per thousand gallons for Standpipe/Hydrant

\$6.14 per thousand gallons from **40,001 and over/ Corey**

Garbage Pickup:

Garbage pick-up is once a week. During a holiday, the pickup date may be adjusted to allow for time off by staff. The regular pickup days are as follows:

- Monday** East side of ‘A’ St. to West Side of ‘G’ St from 5th to 10th, Bonanza Tract & Industrial Loop
- Tuesday** Lakeview, Mt. Grant Addition, and Armory Road
- Wednesday** East side of ‘A’ St to West Side of ‘G’ St. from 1st St to 5th St.
- Thursday** East side to ‘G’ St. to ‘O’ St from 1st St to 5th St, Barney’s Subdivisions, & Sierra Subdivision. Hawthorne Heights, Corey & Base
- Friday** East side of ‘G’ St to ‘O’ St. from 5th St. to 10th St. and Park St.

You are provided with a 95-gal **Cart at a rate of \$11.05 per month.** In addition, you will be allowed to place one 30-gal bag of not less than 2 mil thickness next to cart. If you generate more garbage than this will accommodate, you may obtain an additional cart for an additional \$11.05 per month.

Only place household garbage in the garbage carts. Under no circumstances are the carts to be used for ashes, animal feces, yard debris, furniture, or large metal objects. These items must be taken to the landfill by the customer and not placed in the garbage carts.

Sewer Rate:

The sewer rates consist of a Sewer User Fee and a Sewer Capitalization Fee. This is a result of a large grant received by Hawthorne Utilities in 1991.

The rate for the **Sewer User Fee is \$1.90 per one thousand gallons** of water consumed and **the Sewer Capitalization Fee is \$0.70 per one thousand gallons** of water consumed **plus \$5.00** Sewer Loan Reimbursement.

Sewer Averaging Period:

The fees are based upon an average of your water consumption during the billing cycles starting approximately **October 17 and ending approximately February 18**. During these four months, the sewer fees are billed each month on the actual usage. After these four months, an average of the four winter months is used to calculate your charges for the remaining eight months. This allows for outside watering during the summer months without an impact to your sewer fees.

If service starts with Hawthorne Utilities before the averaging months, an estimated amount will be used based on the average family comparison to the new customer.

If you have an outside water/pipe break, during the averaging period, please notify Hawthorne Utilities Office immediately. The sewer usage amounts can be adjusted but not the water usage amount.

Penalties:

A 10% penalty of the entire unpaid balance is applied to the account on the 16th of each month. If payment is postmarked prior to the penalties being applied, they will be reduced accordingly. A postmark justifies payment date.

Service Disconnects:

Your service may be disconnected if unpaid after the 15th of the month, and will absolutely be disconnected if not paid by the 15th day of the second month with unpaid balance. If this occurs, your account **MUST BE PAID IN FULL. NO EXCEPTIONS!** We send out 24-hour notices as a courtesy before shutting off your water. If your service is shut off for non-payment, we will require an additional \$53.00 for a reconnect fee.

Tampering Fees:

Under no circumstances is the customer permitted to turn water on or off at the meter. The meter is the property of Hawthorne Utilities. A tampering fee will be charged before your service will be turned on. The fee may vary from \$100.00 to a maximum as set by Nevada Revised Statutes of \$500.00 plus cost of repairs, if found negligent per incident depending on severity of the situation.