Water Service Rates, Charges, Rules & Regulations
Marin Municipal Water District Code, Title 6 & Title 11

Water Bill: Your water bill is due and payable upon receipt.

Previous Balance & Past Due Charges: Disregard this amount if it has been paid. If amount has not been paid, please contact MMWD’s Customer Service Department immediately at 415-945-1400 to avoid having your water service turned off. The district may terminate service for non-payment or failure to comply with district regulations.

Warning: Any attempt at delivery of a shut-off notice will occur at least 48 hours prior to termination of service. Any attempt by MMWD to deliver such notice will result in an automatic $30 charge applied to the customer’s bill. Please note: Customer may not be contacted by phone prior to delivery of a shut-off notice.

Service Charge: “All consumers on metered service and all customers with off-services utilizing an alternate water supply but wishing to maintain a service commitment from MMWD shall pay a bimonthly charge based upon meter size to cover costs associated with meter reading and billing, customer service, meter replacement and repair, water conservation, and a portion of general administrative overhead . . .” MMWD Code, Section 6.01.029

Watershed Management Fee: “All consumers forBilling Codes 1 through 19 shall pay a bimonthly Watershed Management Fee based upon meter size to cover a portion of the district’s watershed maintenance and operational costs.” MMWD Code, Section 6.01.021

Pass-Through Adjustments: “An annual pass through to customers, except for those in Billing Code 10 and those receiving raw water, any increases in Sonoma County Water Agency’s (SCWA) wholesale water rates that are greater than the 5% price increase anticipated in the December 2015 Cost of Service Analysis. Provided, however, that any increase in the tier rates of the commodity charges . . . shall not exceed 15% per year; in no event shall such rates be increased by more than the cost of providing water service; and the district shall provide all customers at least 30 days’ written notice prior to implementing any SCWA pass-through adjustment.” MMWD Code, Section 6.01.022

Fireline Charge: The fireline charge is based on the size of the fireline that your local fire department requires. It covers the costs of billing, servicing your account, maintaining the water pipeline that delivers water to your service, reading and maintaining your water meter, and other fixed costs related to maintenance of your water service.

Late Payment Charge: “Customers will be assessed for each bill that becomes delinquent a late charge consisting of $3 per billing period to cover special handling and billing costs and 1% of the past due amount per billing period to cover the loss of revenue.” MMWD Code, Section 11.24.020. This applies to payments not received at the district office by the due date shown on the front of the bill.

Returned Checks: Customers will be assessed a $15 charge for each check returned from the bank unpaid. The district reserves the right to charge the maximum allowable by law, which states, ‘three times the face value of the check or $100, whichever is smaller.’” MMWD Code, Section 11.24.030

Basic Water Use Rate: the tier one rate. The amount of water billed at the tier one rate is determined according to the size of your water service.

Higher Tiered Rates: become effective when the amount specified for tier one use is exceeded.

New Account Service Charge: “When a special meter reading is taken on an existing water service connection, a $30 charge is made if the reading is taken between 8 a.m. and 4:30 p.m., Monday through Friday, and an $80 charge is made if the reading is taken outside of these hours or on MMWD holidays.” MMWD Code, Section 11.08.135. This includes a special meter reading on an existing water service connection at the time a new service account is established. A special reading request can be made by either the party requesting the new service or by the party terminating service. If the party that terminates water service requests a special reading, the new account service charge is billed automatically to the new party.

Security Deposit: “All applicants for water service are required to either establish good credit when the application is made or to post a security deposit. Good credit shall be deemed established if: (1) a new applicant has been a regularly billed consumer of MMWD for at least two years and has paid promptly all bills rendered by MMWD within the latest two-year period; or (2) The applicant presents within 30 days of turn-on a current credit reference from another utility company reflecting a good payment history. If good credit cannot be established, a $75 security deposit shall be added to the customer’s first bill . . .” MMWD Code, Section 11.08.130 (a) & (b)

Adjustment of Bills for Loss of Water: “In order to be considered for an adjustment, the customer must take corrective action within 48 hours of discovering a leak, pursuant to Section 13.02.020 (1) and (b) and provide MMWD with proof of repair within 30 days of the billing date of the period in which the water loss occurred. Water loss adjustments shall be limited to one adjustment every three (3) years.” MMWD Code, Section 6.01.090 (d)

Temporary Service Interruption: “MMWD reserves the right to discontinue any water service to any customer on a temporary basis, when, in the opinion of the district, any accident, necessary repair, alteration of district facilities or essential operating procedure, including the flushing and cleaning of district facilities, reasonably requires such discontinuance. The district assumes no responsibility or liability for any temporary interruption of water service.” MMWD Code, Section 11.32.010

Wastage of Water: “No customer shall cause or permit any water furnished to his or her property by the district to run to waste in any gutter or otherwise. The district may, after one warning, terminate the service of any customer pursuant to Chapter 11.28 for failure to comply with the foregoing rule. Restoration of service may be conditioned upon installation of a flow restrictor on the customer’s service. Fees will be charged for the flow restrictor and installation or removal in addition to the turn-on charge provided for in Section 11.08.150.” MMWD Code, Section 11.32.090

California Government Code Section 6254.16

No Requirement to Disclose Utility Usage Data: “Nothing in this chapter shall be construed to require the disclosure of the name, credit history, utility usage data, home address, or telephone number of utility customers of local agencies, except that disclosure of name, utility usage data, and the home address of utility customers of local agencies shall be made available upon request as follows: (a) To an agent or authorized family member of the person to whom the information pertains. (b) To an officer or employee of another governmental agency when necessary for the performance of its official duties. (c) Upon court order or the request of a law enforcement agency relative to an ongoing investigation. (d) Upon determination by the local agency that the utility customer who is the subject of the request has used utility services in a manner inconsistent with applicable local utility usage policies. (e) Upon determination by the local agency that the utility customer who is the subject of the request is an elected or appointed official with authority to determine the utility usage policies of the local agency, provided that the home address of an appointed official shall not be disclosed without his or her consent. (f) Upon determination by the local agency that the public interest in disclosure of the information clearly outweighs the public interest in nondisclosure.”