APPENDIX A

External Analysis – Survey Responses

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation
Survey Template

Benchmark Utility Name:	(Enter Here)
Contact Name:	(Enter Here)
Position:	(Enter Here)
Phone Number:	(Enter Here)
Email Address:	(Enter Here)

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.		O Cost of Service O Other: O Policy	Yes/No	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.		O Cost of Service O Other: O Policy	Yes/No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.		O Cost of Service O Other: O Policy	Yes/No	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.		O Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.		O Cost of Service O Other: O Policy	Yes/No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.		O Cost of Service O Other: O Policy	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.		O Cost of Service O Other: O Policy	Yes/No	

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.		O Cost of Service O Other: O Policy	Yes/No	

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies		O Cost of Service O Other: O Policy	Yes/No	

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place		O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.		O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.		O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.		O Cost of Service O Other: O Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for El Paso Water Utilities

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	EPWU, does not currently charge a fee for this type of service. If sewer main requires to be relocated; the EPWU prepares design drawings, charge a fee for design and charges the developer/agency for the relocation. EPWU relocates main.	X Cost of Service O Other: O Policy	Yes	Fee is a cost of service because the fee is based on quantity of material used and the labor and equipment required to relocate the main.

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	EPWU does not charge a review fee for the site plan. EPWU does not validate water meter size. EPWU requires submittal of a water conservation form for irrigation meters.	O Cost of Service O Other: X Policy	No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	EPWU charges a 2% (based on estimated construction cost) fee for review of design drawings submitted by engineer. No limit on number of reviews. Development agreement executed between EPWU and developer, EPWU inspects construction (no charge), and EPWU accepts for ownership and maintenance after construction is completed.	O Cost of Service O Other: X Policy	Yes	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	No review fee of preliminary sewer layouts.	O Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	No review fee for capacity and letters of availability.	O Cost of Service O Other: O Policy	No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	EPWU charges a 2% (based on estimated construction cost) fee for review of design drawings submitted by engineer. No limit on number of reviews. Development agreement executed between EPWU and developer, EPWU inspects construction (no charge), and EPWU accepts for ownership and maintenance after construction is completed.	O Cost of Service O Other: X Policy	Yes	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	No fee charge for connection of service lateral to existing mains, unless the EPWU installed sewer service lateral as part of a street improvement project ahead of request for service; in this case EPWU charges $890.00. $870.00 fee for connection to manholes (only 8" service laterals allowed). Construction of a manhole on an existing main will be done and paid by developer/builder. EPWU will inspect.	O Cost of Service X Other: O Policy	Yes	$870.00 manhole connection fee is policy but actual construction of manhole is common practice.

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	No fee charged for maintenance and operation of special facilities.	O Cost of Service O Other: X Policy	Yes/No	A developer is responsible for paying to construct any special facility required to provide service to the property. EPWU cost for maintenance and operation of special facilities is recovered via rates.

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	The EPWU offers reimbursement for mains larger than 8-inch diameter. The EPWU offers refunds from properties that connect to a sewer main that was constructed by others.	O Cost of Service O Other: X Policy	Yes	Reimbursement for oversize lines (larger than 8-inch diameter) will be calculated by subtracting $13.70 times the length of pipe installed from the actual cost of construction.

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	EPWU does not have requirement to separate irrigation and domestic consumption. Therefore no procedure in place.	O Cost of Service O Other: O Policy	No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	The landlord is charged a $25 restoration fee to set up the account in their name every time their tenant moves out and then in.	O Cost of Service O Other: X Policy	No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	The EPWU will refund all fees and charges paid if the applicant decides not to connect to the santiary sewer system. No administration cost.	O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	A surcharge equal to 15 cents for each pound of BOD in excess of 300 parts per million, plus 14 cents for each pound of suspended solids in excess of 300 parts per million.	O Cost of Service O Other: X Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for City of Henderson, NV

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	Utility (Public) pays for plan review and approval Private Utility - no fee for plan review - captured in franchise fee Interlocal agreement between Henderson and other Utility	O Cost of Service O Other: O Policy	Yes/No	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	Fee associated; approval process - same plan review and approval process; requirements less stringent and lower fee;	O Cost of Service O Other: O Policy	Yes/No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	2.5% of construction costs for plan review of entire process; some additional individual smaller fees	O Cost of Service O Other: O Policy	Yes/No	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	2.5% of construction costs for plan review of entire process; some additional individual smaller fees	O Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	Water: require study, but no fee for review Similar on wastewater; Designed to be captured in System Development charge	O Cost of Service O Other: O Policy	Yes/No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	2.5% of construction costs for plan review of entire process; some additional fees may	O Cost of Service O Other: O Policy	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	2.5% of construction costs for plan review of entire process; some additional fees may	O Cost of Service O Other: O Policy	Yes/No	

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	Blended into Rate Base - no special designation and billing for O&M; Only costs for capital improvements needed to get up to City standards	O Cost of Service O Other: O Policy	Yes/No	

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	standard refunding program - water and sewer lines up to 20" and 18", respectively; special refunding program for higher.	O Cost of Service O Other: O Policy	Yes/No	

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	currently don't allow submetering; allow separate water only, but does not apply to this scenario, therefore, no fee.	O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	currently no admin fee for this service; final reads and initial reads, but no fees associated.	O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	rare to get refund...can apply for credit.	O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	bod $.27/lb; TSS $0.28/lb	O Cost of Service O Other: O Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for City of Peoria, AZ

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	Typically do not charge for this.	O Cost of Service O Other: O Policy	Yes/No	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	$500 review fee $150 per tap (permit fee)	O Cost of Service O Other: O Policy	Yes/No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	1st submittal: $360 per sheet 2nd and 3rd submittals (typically don't charge): $250 per sheet	O Cost of Service O Other: O Policy	Yes/No	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	1st submittal: $360 per sheet 2nd and 3rd submittals (typically don't charge): $250 per sheet	O Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	No charge	O Cost of Service O Other: O Policy	Yes/No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	$15 Admin fee and 3.5% of the contract price	O Cost of Service O Other: O Policy	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	Review is on the per sheet (above); Permit is $15 Admin fee and 3.5% of the contract price	O Cost of Service O Other: O Policy	Yes/No	

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer 5ervice Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	Most likely absorbed into Rate Base (paid by all customers)	O Cost of 5ervice O Other: O Policy	Yes/No	

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	Can enter into a repayment agreement and receive repayment from others connecting based linear frontage (10 year)	O Cost of Service O Other: O Policy	Yes/No	

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	N/R - building	O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	no fee to homeowner; deposit by new tenant	O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	entitled to refund; no charge	O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	No factor or charge for higher strength discharge	O Cost of Service O Other: O Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for City of Phoenix, AZ

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Phoenix runs everything planning and development - water dept directly does review of large CIP/transmission for water and wastewater. All development through P&D (planning and development); bulk is private

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	$405 per sheet use GIS prelim design review $150/hr if not straightforward not charge another utility - agreement; handled through PW	Cost Recovery	Yes	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

review is over the counter - review GIS to make sure pipe is there. $95 fee for permit to do that. owner gets contract. residential - basic

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	review is over the counter - review GIS to make sure pipe is there. $95 fee for permit to do that. owner gets contract. residential - basic	Cost Recovery	No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

same as # 1 - lump together - streamline process - political pressures to skinny back dept. and streamline process

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	$405 per sheet use GIS prelim design review $150/hr if not straightforward not charge another utility - agreement; handled through PW	Cost Recovery	Yes	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	$405 per sheet use GIS prelim design review $150/hr if not straightforward not charge another utility - agreement; handled through PW	Cost Recovery	Yes	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

part of review process - reviewers would be alerted if capacity; no specific 'fee' part of process

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	$405 per sheet use GIS prelim design review $150/hr if not straightforward not charge another utility - agreement; handled through PW	Cost Recovery	Yes	optimized process. A lot of pressure over the recent 5 years to reduce cost and beaucracy budget pressures cost-effective as possible

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	built off of plan review depends on what it is development occupation fee impact fees ROW improvements - permit - $180 per 100 linear feet $33 per 100 linear fee for trenching civil engineer - permit - $51 of each $1,000 of valuated cost permit includes initial inspection; add'l $150 per inspection	Cost Recovery	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	Plan is part of plan review process straight up tap - $95 simple manhole tap - small plan review $180 per sheet (REDUCED PRICE FOR SMALL ACTIVITY)	Cost Recovery - FEE STUDY IN 2011 BASED ON COST RECOVERY		

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	COMPLETELY AD HOC; REVIEW AND NEGOTIATE ON CASE PER CASE	O Other: Negotiated	N/A	They hate this too

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	no maybe case by case - no formalized policy repayment agreement - non impact fee area - encourage development for areas beyond impact fee area - bids - recover 10-year agreement - as impact fees come in, recoup costs but dept never pays - portion of future impact fees sharing in future payments			

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	always allowed on commercial; plan review process; pay fees for additional meter; but again a part of plan review process umbrella	O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	water dept customer service group - thinks there is a fee, but doesn't know $33	O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	Miscellaneous fee - any refundable; charge for refunding is 20% of fee paid or $150 minimum (1 hr); staff fault, no charge	cost recovery	Yes	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	different volumetric rate per commercial customer classification.	O Cost of Service O Other: O Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for City of San Diego, CA

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	case by case, but fees likely result if in City's right of way	X Cost of Service O Other: O Policy	Yes/No	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	not significant plan; total fee $875.	X Cost of Service O Other: O Policy	Yes/No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	Straight deposit account; amount estimated about $6,000; keep minimum balance of $3,700. City bills monthly. Time and materials (printing; county recorder)	X Cost of Service O Other: O Policy	Yes/No	no need to set fees because billed at times, but a lot of overhead. Transitioning to per page

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	Straight deposit account; amount estimated about $6,000; keep minimum balance of $3,700. City bills monthly. Time and materials (printing; county recorder)	X Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	Part of Discretionary Review. Straight deposit account; amount estimated about $6,000; keep minimum balance of $3,700. City bills monthly. Time and materials (printing; county recorder)	X Cost of Service O Other: O Policy	Yes/No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	Straight deposit account; amount estimated about $6,000; keep minimum balance of $3,700. City bills monthly. Time and materials (printing; county recorder)	X Cost of Service O Other: O Policy	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	Straight deposit account; amount estimated about $6,000; keep minimum balance of $3,700. City bills monthly. Time and materials (printing; county recorder)	X Cost of Service O Other: O Policy	Yes/No	

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	ad hoc; Sometimes City takes over; other times, requires developer / hoa to run and maintain.	O Cost of Service O Other: O Policy	Yes/No	

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	ad hoc; facilities districts credit or reimbursed for building - credit to their development fees; cost reimbursement for oversizing - collected from adjacent developers - but discouraging future practice; might be negotiated on case by case. Typically for large projects.; participation agreements reimbursements on 'fair share' cost; participation in Facility and financing plans - assumes "city-like" model where they build, and everyone benefits - can get reimbursed up to 100%.	O Cost of Service O Other: O Policy	Yes/No	

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	Fee, but not sure magnitude. Handled by Public Utilities	O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	Fee, but not sure magnitude. Handled by Public Utilities	O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	Admin charge on the order of ~ $100	O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	Flow rate; $0.5517 TSS $/lb; $0.2242 COD $/lb.	O Cost of Service O Other: O Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for City of Tempe, AZ

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	$278.20 per sheet for 1st and 2nd review 3rd + reviews $165.88 per sheet Expedited plan costs (higher) available	O Cost of Service O Other: O Policy	Yes/No	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	$455.68 per sheet for 1st, 2nd, 3rd review $455.68 flat fee for SF dwelling and pools	O Cost of Service O Other: O Policy	Yes/No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	2% of total project costs 2 person survey crew $139.39/hr 3 person survey crew $208.97/hr	O Cost of Service O Other: O Policy	Yes/No	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	$455.68 per sheet for 1st, 2nd, 3rd review $455.68 flat fee for SF dwelling and pools	O Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	$455.68 per sheet for 1st, 2nd, 3rd review $455.68 flat fee for SF dwelling and pools	O Cost of Service O Other: O Policy	Yes/No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	Inspection: $1.86 per linear ft sewer services (each) $29.65 other items at specific costs	O Cost of Service O Other: O Policy	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	Inspection: $1.86 per linear ft sewer services (each) $29.65 other items at specific costs	O Cost of Service O Other: O Policy	Yes/No	

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	This isn't applicable to our system.	O Cost of Service O Other: O Policy	Yes/No	

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	We don't provide credits to developers that build sewers.	O Cost of Service O Other: O Policy	Yes/No	

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	We allow the installation of a second meter for irrigation purposes and only charge water development fees and water usage charges for that meter.	O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	Not applicable, we don't get involved in private transactions.	O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	We require connection to SS unless it isn't available.	O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	Volume multiplier based on type of commercial or industrial customer (bakeries, hospitals, laundry, etc.)	X Cost of Service O Other: O Policy	N/A	

Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation

Survey for Tucson Water, Tucson, AZ

1 Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilct with the sewer)

Electronic submittal and review of other utilities' plan sets for conflicts with sewer. Sometimes these conflicts result in the sewer being relocated. Intake and tracking process. Review construction plans (multiple reviewers), attend meetings, comments and/or letter of acceptance issued. If construction is involved then an Agreement is negotiated by others and tracked by this process.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.	N/A	O Cost of Service O Other: O Policy	Yes/No	

2 Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a connection to the existing public sewer with a lateral house or business connection)

Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substantive Review of site plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation with internal and external staff is the most time consuming task. Sewer cards are filed when returned.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for the site plan or the water meter size validation.	N/A	O Cost of Service O Other: O Policy	Yes/No	

3 Sewer Improvement Plan (All new public sewer)

Part of the Development Process - Paper submission of construction plan sets. Administrative Review (intake) of construction plan set. Substantive Review of construction plan set for compliance with standards/code, agreement with the Preliminary Sewer Layout (tentative plat/development plan), comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is written, sent through the procurement process, and tracked. A Sewer Service Agreement is established with the Applicant where Connection Fee Discounts/ Credits may be offered (see #9).

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	First Submittal: First Sheet Charge; Subsequent sheet lower charge Second Submittal: uniform sheet charge for first and subsequent	X Cost of Service O Other: O Policy	Yes/No	

4 Preliminary Sewer Layout (All new public sewer)

Part of the Development process - Paper submission. Administrative Review (intake) of tentative plat/development plan set. Substantive Review of tentative plat/development plan set for compliance with standards/ code, comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant are necessary.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	First Submittal: First Sheet Charge; Subsequent sheet lower charge Second Submittal: uniform sheet charge for first and subsequent	X Cost of Service O Other: O Policy	Yes/No	

5 Capacity Allocation

Part of the Development process - Electronic submission of request, Administrative Review (intake) of request for capacity. Substantive Review of information for allocation of capacity, letter issued. Phone calls, moderate collaboration with other staff.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Currently no review fee for this process.	N/A	O Cost of Service O Other: O Policy	Yes/No	

6 Public Sewer Construction Permit

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, calculation of fees for inspection. Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections, review of as-builts. Bill of Sale, application to Arizona Dept. of Eenivromental Quality for Discharge Authorization. Recording of asset. Flow monitoring is sometimes required for verification of the flow management plan.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Administrative Fee of $25 and 2.5% of Construction Costs for just the sewer infrastructure.	$7.00 per linear foot charge	X Cost of Service O Other: O Policy	Yes/No	

7 Small Construction Activity Permit (For constustion of a lateral tap into the existing public sewer, a manhole tap, a new manhole over an existing public sewer with or without corrosion protection.)

Part of the Development Process - Paper submittal. Administrative Review (intake) of submittal. Substantive Review of construction plan set, contractor licensing, Issuance of permit. Inspection services include meetings, plan review, on-site inspections, documentation of inspections. Recording of asset.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
No Administrative Fee. Fee Schedule for inspection of connection.	$7.00 per linear foot charge	X Cost of Service O Other: O Policy	Yes/No	

8 Special Facilities Agreement

Part of the Development Process - to recover the cost of operating and maintaining special facilities (Pump Stations) for developments. An agreement negotiated at the time of the Sewer Service Agreement.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Cost passed on to the HOA for chemicals, power, and replacement.	N/A	O Cost of Service O Other: O Policy	Yes/No	

9 Connection Fee Discounts, Credits and Rebates

Part of the Development Process - connection fee discounts (CFD) of are provided for qualifying sewer built by a developer. Connection fee credits (CFC) are provided for RWRD requested oversizing of sewer built by the developer.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
CFD - $1,100/25-feet per lot and $250/lot CFC – varies Rebates - varies	Provides oversizing Piping (per linear foot) and Valves (per valve) rebates based on size of piping and valves respectively. Provides rebates to developers when others connect to system installed by developer. Called "protected main" and eligibility for credit lasts for 15 years after construction.	O Cost of Service O Other: O Policy	Yes/No	

10 Secondary Water Meters for Irrigation

Draft procedure. Application by customer to request the use of a second meter to measure irrigation water separately from water directed to the sewer. The proposed fee covers administrative and billing costs and appropriate costs to cover verification and inspection of the meter. Written authorization is issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Draft, no procedure in place	N/A	O Cost of Service O Other: O Policy	Yes/No	

11 Tenant Landlord Agreement

The landlord has to transfer the user fee account over to their name when tenant moves out and then into the next tenant's name.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
The landlord is charged a $15 activation fee to set up the account in their name every time their tenant moves out and then in.	$22.69 activation fee for new tenants, but if landlord has agreement with Tucson Water, there is no charge when a tenant moves out and the account is transferred back to the landlord. This is an automatic feature in the billing system	O Cost of Service O Other: O Policy	Yes/No	

12 Connection Fee Refunds

Part of the Development Process - Refunds are provided at the request of an Applicant who has decided not to connect to the wastewater system. Research and documentation of information on file. Form sent to PC Finance to request the refund be issued.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Admin Charge $125 for research and processing of paperwork.	N/A	O Cost of Service O Other: O Policy	Yes/No	

13 High Strength Factor for Commercial User Fee

There are 17 classes for the commercial high strength users and each has a multiplier for the volume component of the user fee.

Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	Issues or Comments of Your Fee
Volume multiplier by Class of commercial use and an administrative charge that is the same for all High Strength Users.	N/A	O Cost of Service O Other: O Policy	N/A	