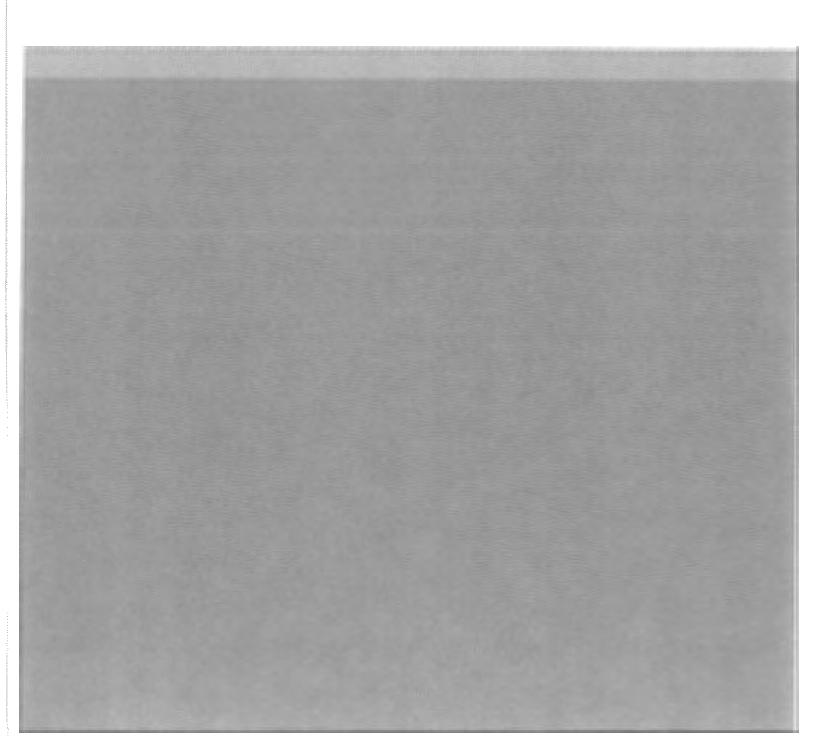
# APPENDIXA

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	ty Plan/Private Improvement Agreements (Review of other u	tilities, private or public, that may confilct with the se	wer)		
Electro		licts with sewer. Sometimes these conflicts result in the	e sewer being relocated. Intake and tracking process. Review construction plans	(multiple reviewers), attend meetings, cor	nments and/or letter of acceptance issued. If
	Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Proc <b>≅ss Used To Establish your Fe</b> e	Electronic Submittal	Issues or Comments of Your Fee
not c <b>h</b> a	currently charging for this services since other utilities are harging for the review sewer plans that may conflict with		O Cost of Service O Other:	Yes/No	
their u	utilities.		O Policy		
2 Connec	ection to Existing (Allows connection to the sewer for a new		ly a connection to the existing public sewer with a lateral house or business co	nnection)	
Part of			antive Review of site plan and water meter size validation. Comments and/or no		validation with internal and external staff is the mo
Part of	of the Development process. Over the counter paper submiss uming task. Sewer cards are filed when returned.	on. Administrative Review (intake) of site plan. Substa	antive Review of site plan and water meter size validation. Comments and/or no	otice of approval issued. Water meter size	validation with internal and external staff is the most
Part of consum	of the Development process. Over the counter paper submiss				
Part of consum	of the Development process. Over the counter paper submiss uming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach  ntly no review fee for the site plan or the water meter	on. Administrative Review (intake) of site plan. Substa	Process Used To Establish your Fee	otice of approval issued. Water meter size	
Part of consum Current size vali	of the Development process. Over the counter paper submiss uming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach  ntly no review fee for the site plan or the water meter	on. Administrative Review (intake) of site plan. Substa	Process Used To Establish your Fee  O Cost of Service O Other:	otice of approval issued. Water meter size	
Current size valid	of the Development process. Over the counter paper submiss uming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach ntly no review fee for the site plan or the water meter alidation.  r Improvement Plan (All new public sewer)  of the Development Process - Paper submission of construction	on. Administrative Review (intake) of site plan. Substa  Your Utility's Current Fee and Approach  plan sets. Administrative Review (intake) of constructi	Process Used To Establish your Fee  O Cost of Service O Other:	Electronic Submittal Yes/No tandards/code, agreement with the Prelim	Issues or Comments of Your Fee inary Sewer Layout (tentative plat/development pla
Current size valided Part of the comment of the com	of the Development process. Over the counter paper submiss uming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach ntly no review fee for the site plan or the water meter alidation.  r Improvement Plan (All new public sewer)  of the Development Process - Paper submission of construction tents issued and/or letter of acceptance issued. Phone calls are	on. Administrative Review (intake) of site plan. Substa  Your Utility's Current Fee and Approach  plan sets. Administrative Review (intake) of constructi	Process Used To Establish your Fee  O Cost of Service O Other:  O Policy  ion plan set. Substantive Review of construction plan set for compliance with standard and set for compliance with s	Electronic Submittal Yes/No tandards/code, agreement with the Prelim	Issues or Comments of Your Fee inary Sewer Layout (tentative plat/development pla

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

4	Preliminary Sewer Layout (All new public sewer)					
	Part of the Development process - Paper submission. Administrat sometimes meetings with Applicant are necessary.	ive Review (intake) of tentative plat/development plan se	et. Substantive Review of	tentative plat/development plan set for compliance wi	th standards/ code, comments issued and,	or letter of acceptance issued. Phone calls and
	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 Cast of Service O Policy	O Other:	Yes/No	
5	Capacity Allocation					
****	Part of the Development process - Electronic submission of reque	est, Administrative Review (intake) of request for capacity	y. Substantive Review of in	formation for allocation of capacity, letter issued. Pho	ne calls, moderate collaboration with othe	er 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:	Yes/No	
			O Polic <b>y</b>			
6	Public Sewer Construction Permit					
	Part of the Development Process - Paper submittal. Administrativ documentation of inspections, review of as-builts. Bill of Sale, app	e Review (intake) of submittal. Substantive Review of co lication to Arizona Dept. of Eenivromental Quality for Dis	onstruction plan set, contra charge Authorization. Reco	ctor licensing, calculation of fees for inspection. Issuar ording of asset. Flow monitoring is sometimes required	nce of permit. Inspection services include n If for verification of the flow management	neetings, plan review, on-site inspections, 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:	Yes/No	
			O Policy			
7	Small Construction Activity Permit (For constustion of a lateral ta	p into the existing public sewer, a manhole tap, a new r	manhole over an existing (	public sewer with or without corrosion protection.)		
	Part of the Development Process - Paper submittal. Administrativasset.	e Review (intake) of submittal. Substantive Review of con	nstruction plan set, contra	ctor licensing, Issuance of permit. Inspection services in	nclude meetings, plan review, on-site inspe	ections, documentation of inspections. Recording of
	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:	Yes/No	
			O Polic <b>y</b>			
8	Special Facilities Agreement					
	Part of the Development Process - to recover the cost of operating	and maintaining special facilities (Pump Stations) for dev	velopments. An agreemer	t negotiated at the time of the Sewer Service Agreeme	ent.	
	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:	Yes/No	
	I		O Policy		I	I

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

The second of the second seco				
Part of the Development Process - connection fee discounts (CF	D) of are provided for qualifying sewer built by a develope	r. Connection fee credits (CFC) are provided for RWRD requested oversizing of se	wer 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		O Cost of Service O Other:	Yes/No	,
Rebates - varies		O Policy		
10 Secondary Water Meters for Irrigation				
	a second meter to measure irrigation water separately fro	om water directed to the sewer. The proposed fee covers administrative and billing	ng costs and appropriate costs to cover ve	rification and inspection of the meter. Written
authorization is issued.	. ,			
Sim G			Sleavenic Submitted	Issues or Comments of Your Fee
Pima County's Current Fee and Approach  Draft, no procedure in place	Your Utility's Current Fee and Approach	Process Used To Establish your Fee O Cost of Service O Other:	Electronic Submittal  Yes/No	issues of Colliments of Your Fee
and the process of th				
		O Policy		
1 Tenant Landlord Agreement				
The landlord has to transfer the user fee account over to their na	ame when tenant moves out and then into the next tenan			
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		O Cost of Service O Other:	Yes/No	
then in.		O Policy		
2 Connection Fee Refunds				
重要を与える はならなけれる とはなる かたい だんないがく しょうしょく はっしょう カー・カー・オース・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・ス・	大波索 化二氯化 网络美国人 化二氯苯二甲二氯苯磺基甲基甲甲二二苯甲基甲基甲基甲甲二甲	。1、1915年,1915年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年,1916年		
	equest of an Applicant who has decided not to connect to	the wastewater system. Research and documentation of information on file. For	orm sent to PC Finance to request the refu	ınd be issued.
	equest of an Applicant who has decided not to connect to	the wastewater system. Research and documentation of information on file. Fo	orm sent to PC Finance to request the refu	and be issued.
Part of the Development Process - Refunds are provided at the re				
	equest of an Applicant who has decided not to connect to Your Utility's Current Fee and Approach	the wastewater system. Research and documentation of information on file. For Process Used To Establish your Fee  O Cost of Service O Other:	Electronic Submittal  Yes/No	Issues or Comments of Your Fee
Part of the Development Process - Refunds are provided at the re  Pima County's Current Fee and Approach		O Cost of Service O Other:	Electronic Submittal	
Part of the Development Process - Refunds are provided at the re  Pima County's Current Fee and Approach  Admin Charge \$125 for research and processing of paperwork.		Process Used To Establish your Fee	Electronic Submittal	
Part of the Development Process - Refunds are provided at the re  Pima County's Current Fee and Approach  Admin Charge \$125 for research and processing of paperwork.  High Strength Factor for Commercial User Fee	Your Utility's Current Fee and Approach	Process Used To Establish your Fee  O Cost of Service O Other: O Policy	Electronic Submittal	
Part of the Development Process - Refunds are provided at the re  Pima County's Current Fee and Approach  Admin Charge \$125 for research and processing of paperwork.	Your Utility's Current Fee and Approach	Process Used To Establish your Fee  O Cost of Service O Other: O Policy	Electronic Submittal	
Part of the Development Process - Refunds are provided at the re  Pima County's Current Fee and Approach  Admin Charge \$125 for research and processing of paperwork.  High Strength Factor for Commercial User Fee	Your Utility's Current Fee and Approach	Process Used To Establish your Fee  O Cost of Service O Other: O Policy	Electronic Submittal Yes/No	Issues or Comments of Your Fee
Pima County's Current Fee and Approach Admin Charge \$125 for research and processing of paperwork.  High Strength Factor for Commercial User Fee There are 17 classes for the commercial high strength users and e	Your Utility's Current Fee and Approach	Process Used To Establish your Fee  O Cost of Service O Other: O Policy  er fee.  Process Used To Establish your Fee	Electronic Submittal Yes/No  Electronic Submittal	
Part of the Development Process - Refunds are provided at the re  Pima County's Current Fee and Approach  Admin Charge \$125 for research and processing of paperwork.  High Strength Factor for Commercial User Fee  There are 17 classes for the commercial high strength users and e	Your Utility's Current Fee and Approach  each has a multiplier for the volume component of the use	Process Used To Establish your Fee  O Cost of Service O Other: O Policy er fee.	Electronic Submittal Yes/No	Issues or Comments of Your Fee

# Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for El Paso Water Utilities

Electronic submitted and review of other utilities! plan sets for	Utility Plan/Private Improvement Agreements (Review of other utilities, private or public, that may confilet 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 charging for the review sewer plans that may conflict with	If sewer main requires to be relocated; the EPWU prepares		O Other:	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.			
		, and the second						
Part of the Development process. Over the counter paper sub consuming task. Sewer cards are filed when returned.	mission. Administrative Review (intake) of site plan. Substanti	ve Review of site plan a	nd water meter size validation. Comments and/or noti	ice of approval issued. Water mete	r size validation with internal and external staff is the most time			
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			
size validation.	does not validate water meter size. EPWU requires submittal	O Cost of Service X Policy	O Other:	No				
Sewer Improvement Plan (All new public sewer)								
Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone can Credits may be offered (see #9).	nction plan sets. Administrative Review (intake) of construction alls and sometimes meetings with Applicant required. Sewer Se	plan set. Substantive R ervice Agreement is writ	eview of construction plan set for compliance with sta ten, sent through the procurement process, and tracks	ndards/code, agreement with the F ed. A Sewer Service Agreement is e	Preliminary Sewer Layout (tentative plat/development plan), stablished with the Applicant where Connection Fee Discounts,			
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			
is also charged but at a reduced rate. There is no cost recovery for the SSAgreement process.	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	O Cost of Service X Policy	- O Other:	Yes				
Preliminary Sewer Layout (All new public sewer)								
그리고 아이들 살아 있는데 가지 않아 이렇게 되어 있다면 하는데 그 사람이 아니라 하는데 하는데 그리고 있다면 하는데 그리고 있다면 하는데 그리고 있다면 그렇다면 하는데 그리고 있다면 다른데 그리고 있다면 그리고	ative Review (intake) of tentative plat/development plan set.	Substantive Review of t	entative plat/development plan set for compliance wit	th standards/ code, comments issue	ed and/or letter of acceptance issued. Phone calls and			
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 Other:	Yes/No				
	Pima County's Current Fee and Approach  Not currently charging for this services since other utilities are not charging for the review sewer plans that may conflict with their utilities.  Connection to Existing (Allows connection to the sewer for a Part of the Development process. Over the counter paper sub consuming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach  Currently no review fee for the site plan or the water meter size validation.  Sewer Improvement Plan (All new public sewer)  Part of the Development Process - Paper submission of construction may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Administrative Fee and a per page charge. Second submittal sometimes meetings with Applicant are necessary.  Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal	Pima County's Current Fee and Approach  Not currently charging for this services since other utilities are including for the review sewer plans that may conflict with design drawings, charge a fee for this type of service. If sewer main requires to be relocated; the EPWU prepares their utilities.  Connection to Existing (Allows connection to the sewer for a new customer that will not be building any new sewer, only a Part of the Development process. Over the counter paper submission. Administrative Review (intake) of site plan. Substanticonsuming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach  Currently no review fee for the site plan or the water meter size validation.  Per word of the Development Process. Paper submission of construction plan sets. Administrative Review (intake) of construction comments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Scredits may be offered (see #9).  Pima County's Current Fee and Approach  Your Utility's Current Fee and Approach  Preliminary Sewer Layout (All new public sewer)  Per limit County's Current Fee and Approach  Your Utility's Current Fee and Approach  Your Utility'	Pima County's Current Fee and Approach  Not currently charging for this services since other utilities are EPWU, does not currently charge a fee for this type of service. It is sewer main requires to be relocated; the EPWU prepares their utilities.  O Policy  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 Seview of site plan as consuming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach  Currently no review fee for the site plan or the water meter dise validation.  Part of the Development Process - Paper submission of construction plan sets. Administrative Review (Intake) of construction plan set. Substantive Review Sewer Service Agreement is writtered than plan County's Current Fee and Approach  Proceedings and charge a review fee for the site plan. Substantive Review of site plan as a water consuming task. Sewer cards are filed when returned.  Pima County's Current Fee and Approach  Currently no review fee for the site plan or the water meter size validation.  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 Recomments issued and/or letter of acceptance issued. Phone calls and sometimes meetings with Applicant required. Sewer Service Agreement is write credits may be offered (see #9).  Pima County's Current Fee and Approach  Your Utility's Current Fee and Approach  Service Marchael Service Agreement is write fee for review of design drawings submitted by engineer. No limit on number of reviews. Development agreement service decided by engineer. No limit on number of reviews. Development agreement service and the Development process. Paper submission. Administrative Review (Intake) of tentative plat/development plan set. Substantive Review of the one-times meetings with Applicant are necessary.  Pima County's Current Fee and Approach  Your Util	Pima County's Current Fee and Approach Not currently charging for this services since other utilities are [PPU], does not currently charge a fee for this type of service not charging for this services since other utilities are [PPU], does not currently charge a fee for this type of service not charging for the review sewer plans that may conflict with if sewer main requires to be relocated, the EPWD prepares design of dwings, charge a fee for design and charges the developer/pergency for the relocation. PPVD relocates the developer/pergency for the relocation. PPVD relocation. PPVD relocation to the existing public sewer with a lateral house or business control the property of the public sewer with a lateral house or business control the property of the public sewer with a lateral house or business control the existing public sewer with a lateral house or business control than any or series of site plan and water meter size validation.  Prima County's Current Fee and Approach  Your Utility's Current Fee and Approach  Process Used To Establish your Fee  EPWU does not charge a review fee for the site plan. EPWU Occurrent or service for the site plan. EPWU Occurrent or service for the site plan to the water meter size validation.  Sever 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 tentative plan set for compliance with standard plan and internance after construction is completed.  Your Utility's Current Fee and Appro	Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Process Used To Establish your Fee  Electronic Submittal  Not currently charging for this senices since other utilities are EPWU, does not corrently that get fee for this type of service. BFWU propares design drawings, charge fee for design and theregas the developer/agancy for the review sewer plans that may conflict with developer/agancy for the review sewer plans that may conflict with developer/agancy for the relocation. EPWU relocates main.  Connection to Existing (Allieux 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 courter paper submission. Administrative Review (intake) of site plan. Substantive Review of stee plan and water meter size validation. Comments and/or notice of approval issued. Water meter size validation.  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Pina County's Current Fee and Approach  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach  Pina County's Current Fee and Approach  Vour Utility's Current Fee and Approach			

# Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for El Paso Water Utilities

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 cal	s, moderate collaboration w	ith 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:	No	
			O Policy		
6	Public Sewer Construction Permit				
			truction plan set, contractor licensing, calculation of fees for inspection. Issuance of arge Authorization. Recording of asset. Flow monitoring is sometimes required for v		
	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.	fee for review of design drawings submitted by engineer. No	O Cost of Service O Other:  X Policy	Yes	
	Part of the Development Process - Paper submittal. Administrals.  asset.  Pima County's Current Fee and Approach	rative Review (intake) of submittal. Substantive Review of const  Your Utility's Current Fee and Approach	ruction plan set, contractor licensing, Issuance of permit. Inspection services include  Process Used To Establish your Fee	meetings, plan review, on-si	te inspections, documentation of inspections. Recording of  Issues or Comments of Your Fee
	No Administrative Fee. Fee Schedule for inspection of connection.		O Cost of Service X Other:	Yes	\$870.00 manhole connection fee is policy but actual construction of manhole is common practice.
8	pecial Facilities Agreement				
	Part of the Development Process - to recover the cost of opera	ting and maintaining special facilities (Pump Stations) for develo	opments. 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
		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.

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for El Paso Water Utilities

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 X Policy	O. Other:	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 authorization is issued.	of a second meter to measure irrigation water separately from	water directed to the se	ewer. The proposed fee covers administrative and billing costs a	nd appropriate costs to co	over verification and inspection of the meter. Written
	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 Policy	O Other:	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.	WET		
				· date.		
	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 X Policy	O Other:	No	
12	Connection Fee Refunds					
	Part of the Development Process - Refunds are provided at the	e request of an Applicant who has decided not to connect to th	ne wastewater system.	Research and documentation of information on file. Form sent t	o PC Finance to request th	ne 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 Policy	O Other:	Yes/No	
13	High Strength Factor for Commercial User Fee					
	There are 17 classes for the commercial high strength users ar	nd each has a multiplier for the volume component of the user t	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 X Policy	O Other:	N/A	

### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Henderson, NV

			survey for City of Henderson, NV				
1	Utility Plan/Private Improvement Agreements (Review of o	ther utilities, private or public, that may conflict with the sewe	r)				
	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 ar not charging for the review sewer plans that may conflict wit their utilities.	e Utility (Public) pays for plan review and approval h 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 connect	ion)			
	Part of the Development process. Over the counter paper su consuming task. Sewer cards are filed when returned.	bmission. Administrative Review (intake) of site plan. Substant	ive Review of site plan and water meter size validation. Comments and/or notice o	f approval issued. Water meter size			
	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 comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).	ruction plan sets. Administrative Review (intake) of construction calls and sometimes meetings with Applicant required. Sewer S	plan set. Substantive Review of construction plan set for compliance with standa ervice Agreement is written, sent through the procurement process, and tracked.	rds/code, agreement with the Prelim A Sewer Service Agreement is establi	inary Sewer Layout (tentative plat/development plan), shed with the Applicant where Connection Fee Discounts,		
	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.	some additional individual smaller fees	O Cost of Service O Other: O Policy	Yes/No			

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Henderson, NV

5	Capacity Allocation				
	Part of the Development process - Electronic submission of re	quest, Administrative Review (intake) of request for capacity.	Substantive Review of information for allocation of capacity, letter issued. Phone	calls, moderate collaboration with oth	er 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 Palicy	Yes/No	
6	Public Sewer Construction Permit	en de la companya de			
	Part of the Development Process - Paper submittal. Administration of inspections, review of as-builts. Bill of Sale, a	ative Review (intake) of submittal. Substantive Review of consapplication to Arizona Dept. of Eenivromental Quality for Disch	struction plan set, contractor licensing, calculation of fees for inspection. Issuance large Authorization. Recording of asset. Flow monitoring is sometimes required fo	of permit. Inspection services include r r verification of the flow management	meetings, plan review, on-site inspections, 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% <b>o</b> f construction costs for plan review of entire process; some additional fees may	O Cost of Service O Other: O Policy	Yes/No	
1	<ul> <li>Contract the Advanced Galleria of Alleria Scholing Contract Co</li></ul>		Inhole over an existing public sewer with or without corrosion protection.)		
	Part of the Development Process - Paper submittal. Administra asset.	ative Review (intake) of submittal. Substantive Review of const	truction plan set, contractor licensing, Issuance of permit. Inspection services inclu	de meetings, plan review, on-site insp	ections, documentation of inspections. Recording of
	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 opera	ting and maintaining special facilities (Pump Stations) for deve	lopments. 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
	71 7	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	

### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Henderson, NV

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 requ	ested 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 you	ur 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 authorization is issued.	e of a second meter to measure irrigation water separately from	water directed to the sewer. The proposed fee covers ad	dministrative and billing costs and appropriate costs to cove	er verification and inspection of the meter. Written
	Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish you	ur 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				
		r name when tenant moves out and then into the next tenant's			
	Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish you		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 Políc <b>y</b>	Yes/No	
12	Connection Fee Refunds				
	Part of the Development Process - Refunds are provided at th	e request of an Applicant who has decided not to connect to th	e wastewater system. Research and documentation of in	nformation 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 you	ur Fee Electronic Submittal	Issues or Comments of Your Fee
	Admin Charge \$125 for research and processing of paperwork.	rare to get refundcan 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 ar	nd each has a multiplier for the volume component of the user f	ee.		
	Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish you	ur Fee Electronic Submittal	Issues or Comments of Your Fee
ļ	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 City of Peoria, AZ

		-	Survey for City of Peoria, AZ				
1		her utilities, private or public, that may confilct with the sew	A conservation to the contract of the contract				
	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 an not charging for the review sewer plans that may conflict with their utilities.	1 ,	O Cost of Service O Other: O Policy	Yes/No			
2	$\blacksquare A_{i} \land A_$		a connection to the existing public sewer with a lateral house or business co	The second secon			
	Part of the Development process. Over the counter paper su consuming task. Sewer cards are filed when returned.	bmission. Administrative Review (intake) of site plan. Substar	ntive Review of site plan and water meter size validation. Comments and/or no	otice of approval issued. Water meter size	validation with internal and external staff is the most time		
	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:	Yes/No			
, ,		/ / (F/	0.5.1				
			O Policy				
3	Sewer Improvement Plan (All new public sewer)		O Policy				
	Part of the Development Process - Paper submission of constr	ruction plan sets. Administrative Review (intake) of construction plan sets. Administrative Review (intake) of constructions and sometimes meetings with Applicant required. Sewer	on plan set. Substantive Review of construction plan set for compliance with st Service Agreement is written, sent through the procurement process, and track	tandards/code, agreement with the Prelim ked. A Sewer Service Agreement is establi	inary Sewer Layout (tentative plat/development plan), shed with the Applicant where Connection Fee Discounts,		
	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of	ruction plan sets. Administrative Review (intake) of construction calls and sometimes meetings with Applicant required. Sewer Your Utility's Current Fee and Approach	on plan set. Substantive Review of construction plan set for compliance with st	tandards/code, agreement with the Prelim ked. A Sewer Service Agreement is establi Electronic Submittal	inary Sewer Layout (tentative plat/development plan), shed with the Applicant where Connection Fee Discounts, Issues or Comments of Your Fee		
	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost	Your Utility's Current Fee and Approach  1st submittal: \$360 per sheet 2nd and 3rd submittals (typically don't charge): \$250 per	on plan set. Substantive Review of construction plan set for compliance with st Service Agreement is written, sent through the procurement process, and track  Process Used To Establish your Fee  O Cost of Service O Other:	ked. A Sewer Service Agreement is establi	shed with the Applicant where Connection Fee Discounts,		
	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal	Your Utility's Current Fee and Approach  1st submittal: \$360 per sheet	on plan set. Substantive Review of construction plan set for compliance with st Service Agreement is written, sent through the procurement process, and track Process Used To Establish your Fee	ked. A Sewer Service Agreement is establi	shed with the Applicant where Connection Fee Discounts,		
4	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)	Your Utility's Current Fee and Approach  1st submittal: \$360 per sheet 2nd and 3rd submittals (typically don't charge): \$250 per sheet	Process Used To Establish your Fee  O Cost of Service O Other:  O Policy	Electronic Submittal Yes/No	shed with the Applicant where Connection Fee Discounts,  Issues or Comments of Your Fee		
4	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)	Your Utility's Current Fee and Approach  1st submittal: \$360 per sheet 2nd and 3rd submittals (typically don't charge): \$250 per sheet	on plan set. Substantive Review of construction plan set for compliance with st Service Agreement is written, sent through the procurement process, and track  Process Used To Establish your Fee  O Cost of Service O Other:	Electronic Submittal Yes/No	shed with the Applicant where Connection Fee Discounts,  Issues or Comments of Your Fee		
4	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Adminis	Your Utility's Current Fee and Approach  1st submittal: \$360 per sheet 2nd and 3rd submittals (typically don't charge): \$250 per sheet	Process Used To Establish your Fee  O Cost of Service O Other:  O Policy	Electronic Submittal Yes/No	shed with the Applicant where Connection Fee Discounts,  Issues or Comments of Your Fee		
4	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Adminis sometimes meetings with Applicant are necessary.	Your Utility's Current Fee and Approach  1st submittal: \$360 per sheet 2nd and 3rd submittals (typically don't charge): \$250 per sheet trative Review (intake) of tentative plat/development plan set	Process Used To Establish your Fee  O Cost of Service O Policy  Substantive Review of tentative plat/development plan set for compliance with st	Electronic Submittal Yes/No with standards/ code, comments issued and	Issues or Comments of Your Fee		

### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Peoria, AZ

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						
			struction plan set, contractor licensing, calculation of fees for inspection. Issuance of penarge Authorization. Recording of asset. Flow monitoring is sometimes required for ver				
	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 late	l ral tap into the existing public sewer, a manhole tap, a new ma	anhole over an existing public sewer with or without corrosion protection.)				
			truction plan set, contractor licensing, Issuance of permit. Inspection services include r	neetings, plan review, on-site insp	pections, documentation of inspections. Recording of		
	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			
Q	Special Facilities Agreement						
O		ating and maintaining energy facilities (Burns Stations) for devel	lopments. An agreement negotiated at the time of the Sewer 5ervice Agreement.				
	to recover the cost of open		iophients. All 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 H <b>OA</b> for chemicals, power, and replacement.	Most likely absorbed into Rate Base (paid by all customers)	O Cost of Service O Other: O Policy	Yes/No			

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Peoria, AZ

9	Connection Fee Discounts, Credits and Rebates	van de				
	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	O Cost of Service	O Other:	Yes/No	
		year)	O Policy			
10	Secondary Water Meters for Irrigation					
	Draft procedure. Application by customer to request the use authorization is issued.	of a second meter to measure irrigation water separately from	water directed to the se	wer. The proposed fee covers administrative and billing costs a	nd appropriate costs to cover ve	erification and inspection of the meter. Written
	edulonzation is assess.					
	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:	Yes/No	
	·		O Policy			
11	Tenant Landlord Agreement					
	The landlord has to transfer the user fee account over to their	r 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	no fee to homeowner; deposit by new tenant	O Cost of Service	O Other:	Yes/No	
	account in their name every time their tenant moves out and then in.		O Policy			
12	Connection Fee Refunds					
	Part of the Development Process - Refunds are provided at th	e request of an Applicant who has decided not to connect to th	e wastewater system. F	esearch and documentation of information on file. Form sent t	o PC Finance to request the refu	ınd be issued.
				- 15		
ł	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
			O Cost of Service	O Other:	Yes/No	The state of the s
	paperwork.		O Palicy			
13	High Strength Factor for Commercial User Fee					
		nd each has a multiplier for the volume component of the user f	ee.			
	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 factor or charge for higher strength discharge	O Cost of Service	O Other:	N/A	
i	administrative charge that is the same for all High Strength Users.		O Policy			
L			· ·			

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Phoenix, AZ

		3	Survey for City of Phoenix, AZ		
1	Utility Plan/Private Improvement Agreements (Review of o	other utilities, private or public, that may confilct with the sewer)			
	Electronic submittal and review of other utilities' plan sets fo construction is involved then an Agreement is negotiated by		er being relocated. Intake and tracking process. Review construction plans (multiple re	viewers), attend meetings, c	omments and/or letter of acceptance issued. If
	Phoenix runs everything planning and development - water o	lept directly does review of large CIP/transmission for water and w	vastewater. 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 ar not charging for the review sewer plans that may conflict wit their utilities.		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 cr	onnection to the existing public sewer with a lateral house or business connection)		
	consuming task. Sewer cards are filed when returned.	ibmission. Administrative Review (intake) of site plan. Substantive here. \$95 fee for permit to do that. owner gets contract, resident	Review of site plan and water meter size validation. Comments and/or notice of appoint Review of site plan and water meter size validation. Comments and/or notice of appoint Review of Site plan and water meter size validation.	roval issued. Water meter siz	e validation with internal and external staff is the most time
	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. \$9S fee for permit to do that. owner gets contract. residential - basic	Cost Recovery	No	
3	Sewer Improvement Plan (All new public sewer)				
		calls and sometimes meetings with Applicant required. Sewer Serv	an set. Substantive Review of construction plan set for compliance with standards/co vice Agreement is written, sent through the procurement process, and tracked. A Sew		
	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)				
		医乳腺体管 医大脑上颌 医克克特氏 医皮肤 医皮肤 医肠上皮 医皮肤 医皮肤 医皮肤 化二氯甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基	"我们是我们的,我们就是我们的,我们就是我们的,我们就是我们的,我们就是我们的,我们就是我们的,我们就是我的,我们就是我们的,我们就是我们的,我们就是我们的,我	e karantari karantar	
	Part of the Development process - Paper submission. Administ sometimes meetings with Applicant are necessary.	crative Review (intake) of tentative plat/development plan set. Su	bstantive Review of tentative plat/development plan set for compliance with standa	rds/ code, comments issued a	and/or letter of acceptance issued. Phone calls and
		trative Review (intake) of tentative plat/development plan set. Sul	bstantive Review of tentative plat/development plan set for compliance with standa Process Used To Establish your Fee	rds/ code, comments issued a	and/or letter of acceptance issued. Phone calls and  Issues or Comments of Your Fee

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Phoenix, AZ

5	Capacity Allocation				
	Part of the Development process - Electronic submission of re	equest, Administrative Review (intake) of request for capacity. Su	obstantive Review of information for allocation of capacity, letter issued. Phone calls, r	noderate collaboration wi	ith other staff.
	part of review process - reviewers would be alerted if capacity	r; 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. Administr documentation of inspections, review of as-builts. Bill of Sale,	rative Review (intake) of submittal. Substantive Review of constrapplication to Arizona Dept. of Eenivromental Quality for Dischar	ruction plan set, contractor licensing, calculation of fees for inspection. Issuance of peri rge Authorization. Recording of asset. Flow monitoring is sometimes required for verifi	ication of the flow manage	ement 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	量,是没有意识,我们还有这个人的,你是我们的,我们就是一个人的,我们也没有一个人的,我们就是一个人的,我们就是	表面的 医二甲基甲基氏 化二氯甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基	hole over an existing public sewer with or without corrosion protection.)		
	Part of the Development Process - Paper submittal. Administr asset.	ative Review (intake) of submittal. Substantive Review of constru	uction plan set, contractor licensing, Issuance of permit. Inspection services include me	etings, plan review, on-sit	e inspections, documentation of inspections. Recording of
	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
	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		
	Special Facilities Agreement				
	Part of the Development Process - to recover the cost of opera	ting and maintaining special facilities (Pump Stations) for develop	pments. 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
- 1		COMPLETELY AD HOC; REVIEW AND NEGOTIATE ON CASE PER CASE	O Other: Negotiated	N/A	They hate this too

# Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Phoenix, AZ

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	t	v		
10	Secondary Water Meters for Irrigation			<del>andre de la completación de la com</del> Esta la completación de la completa		
	Draft procedure. Application by customer to request the use authorization is issued.	of a second meter to measure irrigation water separately from	water directed to the s	ewer. The proposed fee covers administrative and bil	lling costs and appropriate costs to cover ve	erification and inspection of the meter. Written
	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 Policy	O Other:	Yes/No	
11	Tenant Landlord Agreement					
	The landlord has to transfer the user fee account over to thei	r 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 Policy	O Other:	Yes/No	
12	Connection Fee Refunds			Assistant and the second and the second		
	Part of the Development Process - Refunds are provided at th	e request of an Applicant who has decided not to connect to th	e wastewater system.	Research and documentation of information on file.	Form sent to PC Finance to request the refu	und 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 ar	nd each has a multiplier for the volume component of the user f	ee.			
	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
	<b>.</b>	different volumetric rate per commercial customer classification.	O Cost of Service O Policy	O Other:	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 o	her utilities, private or public, that may confilct with the sewe	er)		
	Electronic submittal and review of other utilities' plan sets fo construction is involved then an Agreement is negotiated by		newer being relocated. Intake and tracking process. Review construction plans (multip	le reviewers), attend meetin	gs, comments and/or letter of acceptance issued. If
	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 ar not charging for the review sewer plans that may conflict wit their utilities.		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 connectio	n)	
	Part of the Development process. Over the counter paper su consuming task. Sewer cards are filed when returned.	bmission. Administrative Review (intake) of site plan. Substant	tive Review of site plan and water meter size validation. Comments and/or notice of	approval issued. Water mete	r size validation with internal and external staff is the most time
	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)				
			n plan set. Substantive Review of construction plan set for compliance with standard service Agreement is written, sent through the procurement process, and tracked. A		
	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. Adminis sometimes meetings with Applicant are necessary.	trative Review (intake) of tentative plat/development plan set.	Substantive Review of tentative plat/development plan set for compliance with star	dards/ code, comments issue	ed and/or letter of acceptance issued. Phone calls and
	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	n North Control of the Control of the Control of the State of the Control of the			
	Part of the Development process - Electronic submission of re	quest, Administrative Review (intake) of request for capacity.	Substantive Review of information for allocation of capacity, letter issued. Phone cal	s, moderate collaboration wi	th 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
		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	

### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of San Diego, CA

6	Public Sewer Construction Permit				
<del>                                      </del>	Part of the Development Process - Paper submittal. Administ documentation of inspections, review of as-builts. Bill of Sale,	rative Review (intake) of submittal. Substantive Review of con- , application to Arizona Dept. of Eenivromental Quality for Disch	struction plan set, contractor licensing, calculation of fees for inspection. Issuance arge Authorization. Recording of asset. Flow monitoring is sometimes required for	of permit. Inspection services include or verification of the flow management	meetings, plan review, on-site inspections, 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.	keep minimum balance of \$3,700. City bills monthly. Time	X Cost of Service O Other: O Policy	Yes/No	
7	Small Construction Activity Permit (For constustion of a later	ral tap into the existing public sewer, a manhole tap, a new ma	nhole over an existing public sewer with or without corrosion protection.)		
	Part of the Development Process - Paper submittal. Administrasset.	rative Review (intake) of submittal. Substantive Review of cons	truction plan set, contractor licensing, Issuance of permit. Inspection services incl	ude meetings, plan review, on-site insp	pections, documentation of inspections. Recording of
	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	·			
		ating and maintaining special facilities (Pump Stations) for deve	opments. 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: Ο Policγ	Yes/No	
9	Connection Fee Discounts, Credits and Rebates				
	Part of the Development Process - connection fee discounts (C	FD) of are provided for qualifying sewer built by a developer. C	onnection fee credits (CFC) are provided for RWRD requested oversizing of sewe	er 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
	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: Ο Policγ	Yes/No	

# Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of San Diego, CA

10	Secondary Water Meters for Irrigation				
	Draft procedure. Application by customer to request the use authorization is issued.	of a second meter to measure irrigation water separately fror	n water directed to the sewer. The proposed fee covers administrative and billi	ng costs and appropriate costs to cover ve	rification and inspection of the meter. Written
	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		TO Policy		
	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	e request of an Applicant who has decided not to connect to	the wastewater system. Research and documentation of information on file. For	orm sent to PC Finance to request the refu	nd 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:	Yes/No	
			O Policy		
13	High Strength Factor for Commercial User Fee				
	There are 17 classes for the commercial high strength users ar	nd each has a multiplier for the volume component of the use	r 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 TS5 \$/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 o	ther utilities, private or public, that may confilct with the se	wer)		
		r conflicts with sewer. Sometimes these conflicts result in th	e sewer being relocated. Intake and tracking process. Review construction plans (m	nultiple reviewers), attend meetings, con	nments and/or letter of acceptance issued. If
	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 ar not charging for the review sewer plans that may conflict wit 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, on	ly a connection to the existing public sewer with a lateral house or business conn	ection)	
	Part of the Development process. Over the counter paper su consuming task. Sewer cards are filed when returned.	bmission. Administrative Review (intake) of site plan. Subst	antive Review of site plan and water meter size validation. Comments and/or notic	ce of approval issued. Water meter size v	validation with internal and external staff is the most time
	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:	Yes/No	
			O Policy	BOOK AND THE SECOND STORES OF THE SECOND STORES	
3	Sewer Improvement Plan (All new public sewer)				
	comments issued and/or letter of acceptance issued. Phone of		ion plan set. Substantive Review of construction plan set for compliance with star or Service Agreement is written, sent through the procurement process, and tracke		
	Credits may be offered (see #9).	<u> </u>		-	shed with the Applicant where Connection Fee Discounts/
	Pima County's Current Fee and Approach	Your Utility's Current Fee and Approach	Process Used To Establish your Fee	Electronic Submittal	shed with the Applicant where Connection Fee Discounts/ Issues or Comments of Your Fee
	`				
	Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost	Your Utility's Current Fee and Approach 2% of total project costs 2 person survey crew \$139.39/hr	Process Used To Establish your Fee O Cost of Service O Other:	Electronic Submittal	
4	Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)	Your Utility's Current Fee and Approach  2% of total project costs  2 person survey crew \$139.39/hr  3 person survey crew \$208.97/hr	Process Used To Establish your Fee O Cost of Service O Other:	Electronic Submittal Yes/No	Issues or Comments of Your Fee
4	Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Administ	Your Utility's Current Fee and Approach  2% of total project costs  2 person survey crew \$139.39/hr  3 person survey crew \$208.97/hr	Process Used To Establish your Fee  O Cost of Service O Other: O Policy	Electronic Submittal Yes/No	Issues or Comments of Your Fee
4	Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Administ sometimes meetings with Applicant are necessary.  Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal	Your Utility's Current Fee and Approach  2% of total project costs  2 person survey crew \$139.39/hr  3 person survey crew \$208.97/hr  rative Review (intake) of tentative plat/development plan so	Process Used To Establish your Fee  O Cost of Service O Other: O Policy  et. Substantive Review of tentative plat/development plan set for compliance with	Electronic Submittal Yes/No  h standards/ code, comments issued and	Issues or Comments of Your Fee

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Tempe, AZ

5	Capacity Allocation				
	Part of the Development process - Electronic submission of re	equest, Administrative Review (intake) of request for capacit	y. Substantive Review of information for allocation of capacity, letter issued. Pi	none calls, moderate collaboration with oth	ner 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				
			onstruction plan set, contractor licensing, calculation of fees for inspection. Issue scharge Authorization. Recording of asset. Flow monitoring is sometimes requir		
	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 later	al 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. Administr asset.	ative Review (intake) of submittal. Substantive Review of co	onstruction plan set, contractor licensing, Issuance of permit. Inspection services	include meetings, plan review, on-site insp	ections, documentation of inspections. Recording of
	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 opera	ating and maintaining special facilities (Pump Stations) for de	evelopments. An agreement negotiated at the time of the Sewer Service Agreem	ent.	
	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	

# Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for City of Tempe, AZ

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 sew	er 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	We don't provide credits to developers that build sewers.	O Cost of Service O Other:	Yes/No	
	Rebates - varies		O Policy		
10	Secondary Water Meters for Irrigation				
		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 ver	ification 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	O Cost of Service O Other:	Yes/No	
		purposes and only charge water development fees and water			
		usage charges for that meter.	O Policy		
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	Not applicable, we don't get involved in private transactions.	O Cost of Service O Other:	Yes/No	
	then in.		O Policy		
12	Connection Fee Refunds				
	Part of the Development Process - Refunds are provided at the	e request of an Applicant who has decided not to connect to th	e wastewater system. Research and documentation of information on file. For	m sent to PC Finance to request the refu	nd 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		O Cost of Service O Other:	Yes/No	
	paperwork.		O Policy		
13	High Strength Factor for Commercial User Fee				
		d each has a multiplier for the volume component of the user f	99		
		o cach has a mattplier for the volume component of the user r	cc.		
ļ					
	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 based on type of commercial or industrial customer (bakeries, hospitals, laundry, etc.)	X Cost of Service O Other:	N/A	
I.	Jsers.		O Policy		

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for Tucson Water, Tucson, AZ

			ivey for fucson water, fucson, AZ		
1		her utilities, private or public, that may confilct with the sewe	and the first transfer of the control of the contro		
- 11	Electronic submittal and review of other utilities' plan sets for construction is involved then an <b>A</b> greement is negotiated by o		ewer being relocated. Intake and tracking process. Review construction plans (r	nultiple reviewers), attend meetings, co	mments and/or letter of acceptance issued. If
	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	a connection to the existing public sewer with a lateral house or business conr	nection)	
	Part of the Development process. Over the counter paper suit consuming task. Sewer cards are filed when returned.	omission. Administrative Review (intake) of site plan. Substant	ive Review of site plan and water meter size validation. Comments and/or noti	ce of approval issued. Water meter size	validation with internal and external staff is the most time
	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	N/A	O Cost of Service O Other:	Yes/No	
	size validation.		O Policy		
		j.	1 '	I I	
3	Sewer Improvement Plan (All new public sewer)				
3	Part of the Development Process - Paper submission of constr	uction plan sets. Administrative Review (intake) of construction alls and sometimes meetings with Applicant required. Sewer S	n plan set. Substantive Review of construction plan set for compliance with sta ervice Agreement is written, sent through the procurement process, and tracke	ndards/code, agreement with the Prelimed. A Sewer Service Agreement is establi	inary Sewer Layout (tentative plat/development plan), shed with the Applicant where Connection Fee Discounts/
3	Part of the Development Process - Paper submission of constr comments issued and/or letter of acceptance issued. Phone of	uction plan sets. Administrative Review (intake) of construction alls and sometimes meetings with Applicant required. Sewer S  Your Utility's Current Fee and Approach	plan set. Substantive Review of construction plan set for compliance with sta	ndards/code, agreement with the Prelimed. A Sewer Service Agreement is establised.  Electronic Submittal	inary Sewer Layout (tentative plat/development plan), shed with the Applicant where Connection Fee Discounts/ Issues or Comments of Your Fee
3	Part of the Development Process - Paper submission of constr comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).	alls and sometimes meetings with Applicant required. Sewer S	plan set. Substantive Review of construction plan set for compliance with sta ervice Agreement is written, sent through the procurement process, and tracke	d. A Sewer Service Agreement is establi	shed with the Applicant where Connection Fee Discounts/
4	Part of the Development Process - Paper submission of constr comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate. There is no cost	Your Utility's Current Fee and Approach First Submittal: First Sheet Charge; Subsequent sheet lower charge	Process Used To Establish your Fee  X Cost of Service O Other:	ed. A Sewer Service Agreement is establis	shed with the Applicant where Connection Fee Discounts/
4	Part of the Development Process - Paper submission of constr comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)	Your Utility's Current Fee and Approach First Submittal: First Sheet Charge; Subsequent sheet lower charge Second Submittal: uniform sheet charge for first and subsequent	Process Used To Establish your Fee  X Cost of Service O Other:	Electronic Submittal Yes/No	shed with the Applicant where Connection Fee Discounts/ Issues or Comments of Your Fee
4	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Administrative fee.	Your Utility's Current Fee and Approach First Submittal: First Sheet Charge; Subsequent sheet lower charge Second Submittal: uniform sheet charge for first and subsequent	plan set. Substantive Review of construction plan set for compliance with sta ervice Agreement is written, sent through the procurement process, and tracked Process Used To Establish your Fee  X Cost of Service O Other:  O Policy	Electronic Submittal Yes/No	shed with the Applicant where Connection Fee Discounts/ Issues or Comments of Your Fee
4	Part of the Development Process - Paper submission of construction comments issued and/or letter of acceptance issued. Phone of Credits may be offered (see #9).  Pima County's Current Fee and Approach  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.  Preliminary Sewer Layout (All new public sewer)  Part of the Development process - Paper submission. Administ sometimes meetings with Applicant are necessary.  Pima County's Current Fee and Approach  Administrative Fee and a per page charge. Second submittal is also charged but at a reduced rate.	Your Utility's Current Fee and Approach First Submittal: First Sheet Charge; Subsequent sheet lower charge Second Submittal: uniform sheet charge for first and trubsequent rative Review (intake) of tentative plat/development plan set.	Process Used To Establish your Fee  X Cost of Service O Other:  O Policy  Substantive Review of tentative plat/development plan set for compliance with state ervice Agreement is written, sent through the procurement process, and tracked process Used To Establish your Fee  X Cost of Service O Other:	Electronic Submittal Yes/No h standards/ code, comments issued and	Issues or Comments of Your Fee

#### Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for Tucson Water, Tucson, AZ

		St	irvey for Tucson Wat	er, rucson, AZ		
5	Capacity Allocation					
	Part of the Development process - Electronic submission of r	equest, Administrative Review (intake) of request for capacity.	Substantive Review of info	mation for allocation of capacity, letter issued. Pho	ne calls, moderate collaboration with oth	er 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:	Yes/No	
			O Policy			
6	Public Sewer Construction Permit		· .			
		rative Review (intake) of submittal. Substantive Review of cor application to Arizona Dept. of Eenivromental Quality for Disc				
	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 Policy	O Other:	Yes/No	
7	Small Construction Activity Permit (For constustion of a later	.l al tap into the existing public sewer, a manhole tap, a new m	lanhole over an existing put	lic sewer with or without corrosion protection.)		
		ative Review (intake) of submittal. Substantive Review of con-	<u>e te la collection de </u>		nclude meetings, plan review, on-site insp	ections, documentation of inspections. Recording of
	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:	Yes/No	
			O Policy			
8	Special Facilities Agreement			The second s The second se		
_	Part of the Development Process - to recover the cost of opera	ting and maintaining special facilities (Pump Stations) for deve	elopments. An agreement n	egotiated at the time of the Sewer Service Agreeme	nt.	
	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
		Your Utility's Current Fee and Approach N/A	O Cost of Service O Policy	Process Used To Establish your Fee  O Other:	Electronic Submittal Yes/No	Issues or Comments of Your Fee

# Pima County Regional Wastewater Reclamation Department Customer Service Fees Review and Evaluation Survey for Tucson Water, Tucson, AZ

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	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	O Cost of Service O Policy	O Other:	Yes/No		
		eligibility for credit lasts for 15 years after construction.					
10	Secondary Water Meters for Irrigation						
L	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:	Yes/No	·	
			O Policy				
11	Tenant Landlord Agreement	nant Landlord Agreement					
	he 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.	agreement with Tucson Water, there is no charge when a	O Cost of Service O Policy	O Other:	Yes/No		
12	onnection 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 Policy	O Other:	Yes/No		
13	High Strength Factor for Commercial User Fee	American service and the service of			<u> </u>		
	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		O Cost of Service	O Other:	N/A		
	Users.		O Polic <b>y</b>				