

OPERATING RULES, RATES AND PROCEDURES

for

TALKEETNA SEWER AND WATER SERVICE AREA

PUBLIC SEWER SERVICE



Matanuska-Susitna Borough
Public Works Department
350 E. Dahlia Avenue
Palmer, Alaska 99645

TALKEETNA PUBLIC SEWER SYSTEM

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1 DEFINITIONS

- 1.1 The definitions in this section are applicable to the terms as used anywhere in these Operating Rules, Rates and Procedures.
- 1.1.1 “Accessible” means capable of being reached quickly for operation, removal or inspection without requiring those desiring access to climb ladders, to climb over or remove obstacles or to unlock doors.
- 1.1.2 “Commercial or industrial service” means the type of service rendered to a premise utilized primarily or substantially for business purposes or other than as living accommodation for occupants.
- 1.1.3 “Completion of construction” means the date upon which the Matanuska-Susitna Borough Manager or the authorized designee determines, based on inspection reports, that the extension is complete and fully operable and he accepts the extension for operation and maintenance.
- 1.1.4 “Cost of construction” means the total cost of constructing the facility involved, including the cost for property acquisition, design and engineering, legal fees, permit fees, administrative overhead and the total cost of the final contract for construction.
- 1.1.5 “Delinquent” refers to an account more than twenty-five (25) days past due.
- 1.1.6 “Domestic wastewater” refers to waterborne sewage or gray water derived mainly from dwellings, commercial buildings, institutions, or similar structures.
- 1.1.7 “Dwelling unit” means one or more rooms and kitchen facilities in a building or portion of a building designed as a unit for occupancy by not more than one family for living and sleeping purposes.
- 1.1.8 “Garbage” means solid wastes from the domestic and commercial preparation, cooking, and dispensing of food, and from the handling, storage, and sale of produce.
- 1.1.9 “Locate” means to discover and mark the horizontal course of a sewer facility on the overlying surface.
- 1.1.10 “Manager” means the Matanuska-Susitna Borough Manager or the authorized designee.
- 1.1.11 “Normal business hours” means the hours between 8:00 a.m. and 5:00 p.m. on Monday through Friday, excluding recognized holidays.

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- 1.1.12 “Residential service” means the type of service made available to single or multiple family dwelling units, such as duplexes or triplexes, not available for transient occupancy.
- 1.1.13 “Service extension” means that portion of the sewer service extending from the main to the customer's premises.
- 1.1.14 “Sewer connection” means that part of the sewer collection system connecting the sewer main with the fronting lot line of the property abutting the sewer main.
- 1.1.15 “Tariff” means the rate schedules, operating rules, rates and procedures and other documents filed as a tariff with the Alaska Public Utilities Commission.
- 1.1.16 “Type of service” means either “residential service” or “commercial or industrial service” as those terms are defined in this section.
- 1.1.17 “Unified billing” means the method of billing whereby the charges for two or more utility services are itemized and totaled on a single bill submitted to the customer.
- 1.1.18 “Utility” means the Matanuska-Susitna Borough Talkeetna Sewer and Water Service Area.
- 1.1.19 “Facility” means a dwelling unit.

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2 SCOPE OF RULES AND REGULATIONS

2.1 Adoption

2.1.1 These Operating Rules, Rates and Procedures were adopted for use by the Matanuska-Susitna Borough in connection with the operation of the Utility to be effective November 1, 1989. The Utility has obtained from the Alaska Public Utilities Commission a Certificate of Public Convenience and Necessity, Certificate Number 435, granted November 28, 1990. Copies of these Operating Rules, Rates and Procedures, together with schedules of rate changes and pertinent business and contract forms are available at the Matanuska-Susitna Borough, 350 E. Dahlia Avenue, Palmer, Alaska 99645.

2.2 Amendments

2.2.1 These Operating Rules, Rates and Procedures were amended effective March 17, 1992 by Assembly Memorandum 92-063.

2.2.2 These Operating Rules, Rates and Procedures were amended effective May 1, 1995 by Ordinance Serial Number 95-038.

2.2.3 These Operating Rules, Rates and Procedures were amended effective August 15, 1995 by approval of the Talkeetna Sewer and Water Service Area #36 Board of Supervisors.

2.2.4 These Operating Rules, Rates and Procedures were amended January 1996 and approved by Borough Assembly Ordinance Number 96-012.

2.2.5 These Operating Rules, Rates and Procedures were amended effective June 7, 2005 by Borough Assembly Ordinance Serial No. 05-077 (AM).

2.2.6 These Operating Rules, Rates and Procedures were amended effective October 16, 2012 by Borough Assembly Ordinance Serial No. 12-130.

2.3 Applicability

2.3.1 These Operating Rules, Rates and Procedures apply to all services rendered and facilities constructed or installed by the Matanuska-Susitna Borough within the Talkeetna Sewer and Water Service Area.

2.4 Compliance with Applicable Law

2.4.1 The Utility collection and treatment facilities will be operated in accordance with applicable Federal, State and Municipal laws and in compliance with these Operating Rules, Rates and Procedures.

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3 NATURE AND TYPES OF SERVICES OFFERED

3.1 Sewer Service

3.1.1 The Utility provides sewage collection and treatment on a permanent basis for domestic and commercial uses.

3.2 Permanent/Seasonal Service

3.2.1 To accommodate seasonal needs, the Utility will provide seasonal sewer service to facilities which request such service. This service will coincide with water service and be discontinued when the facilities are not in use as designated by the customer. Rates to be charged for this service shall be in accordance with Section 11, Sewer Rate Schedule. Any residence which is occupied will not be allowed to discontinue sewer service even if water service is discontinued.

3.3 Temporary Construction Service

3.3.1 The Utility will not provide temporary sewer service.

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4 EXTENSION OF SERVICE

4.1 Main Extension by Agreement

4.1.1 Sewer mains may be extended within the Utility pursuant to a main line extension agreement. The developer will be responsible, under the agreement, to pay the costs of the system required to serve the area.

4.2 Transmission Main Extensions

4.2.1 If the Utility requires sizing of a sewer main extension in excess of that required to furnish adequate service to the properties being developed, the developer may receive reimbursement for oversizing from the Utility. Such oversizing cost reimbursement will be based upon the following criteria:

4.2.1.1 The oversizing costs shall be computed on the differential purchase price on pipe, manholes, and lift stations.

4.2.1.2 Current prices will be obtained from suppliers for the various pipe sizes and fittings from which to base oversizing reimbursement.

4.2.1.3 The difference in unit prices shall then be applied to the total footage of pipe installed and the number of manholes and lift stations installed based upon final pay quantities.

4.2.1.4 The Utility will not participate in additional costs involved in design, installation, or overhead.

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5 LIABILITY OF UTILITY

5.1 Irregularity or Failure of Service

5.1.1 The Utility will exercise reasonable diligence to furnish and deliver a continuous service to the customer but will not be liable for damages caused by interruptions, irregularities, or failures due to accidents, interference by third parties, or conditions beyond the control of the Utility.

5.2 Interruptions for Repairs or Modifications

5.2.1 The Utility reserves the right to temporarily suspend the delivery of sewer service when necessary for the purpose of making repairs, modifications, or improvements to the system. Except in an emergency condition, the Utility will make a reasonable effort to provide customer notice of a suspension of service, either through the use of public media or by direct customer contact. Repair work will be completed expeditiously, and as far as possible, the work will be completed at a time of least inconvenience to the customer.

5.3 Customer Facilities

5.3.1 The customer's plumbing facilities shall conform to and be installed in compliance with the uniform plumbing code, state statutes and regulations, municipal ordinances, and these Operating Rules, Rates and Procedures. If inconsistencies exist between standards established by any of the above referenced statutes, regulations, or ordinances, the most stringent standards shall be applied.

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6 GENERAL SERVICE CONDITIONS

6.1 Application for Service

6.1.1 Applications for service shall be made by the property owner on the Utility's standard forms at the Matanuska-Susitna Borough Office location or by calling the Matanuska-Susitna Borough.

6.2 Terms of Service

6.2.1 Unless specifically provided in a written contract for service, the minimum term of service is thirty days. A customer taking service for less than this minimum term will be billed monthly, in advance, for the minimum monthly charge specified under the applicable rate schedule.

6.3 Easements and/or Rights-of Way Required

6.3.1 The Utility may construct, own, operate, and maintain sewer and other facilities necessary for the operation of the system in the right-of-way of public streets, roads, or highways which it has a legal right to occupy, or on public or private property across which easements or rights-of-way satisfactory to the Matanuska-Susitna Borough may be obtained by grant or purchase under the terms that the Matanuska-Susitna Borough determines to be economically feasible. As a condition of service, the Utility may require the execution of an easement or easements providing suitable right-of-way for the construction and maintenance of the sewer system determined by the Utility to be necessary to service the customer's premises.

6.4 Maintenance Responsibility

6.4.1 The Utility will maintain and repair all sewers that have been accepted for maintenance and operation by the Matanuska-Susitna Borough. The Utility will not be responsible for damages produced or costs incurred prior to acceptance of the system for operation. The customer is responsible for maintaining and repairing the sewer extension. The Utility will be responsible for thawing frozen sewers. The customer shall be responsible for thawing frozen sewer connections and sewer extensions from the main to the premises unless the freezing of the extension or connection was caused by an act of the Utility not in conformance with these Operating Rules, Rates and Procedures.

6.5 Access to Premises and Facilities

6.5.1 A properly identified employee of the Matanuska-Susitna Borough shall have access to the premises of a customer at all reasonable times

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for the purpose of testing or inspecting the customer's facilities or equipment; or installing, repairing, thawing, removing, or exchanging facilities or equipment of the Matanuska-Susitna Borough Talkeetna Sewer & Water Service Area.

6.5.2 The Utility desires to accommodate the occupants of premises who are unavailable to permit access to the structure because of employment or other circumstances. Pursuant to this objective, the Utility will attempt to telephone customers when access is denied or communicate with neighbors or others who may be informed that access to the premises is needed.

6.6 Unauthorized Connection

6.6.1 No person shall uncover, make any connections with or opening into, use, alter, or disturb any public sewer or appurtenance thereof without first obtaining a written permit. A violator will be charged for each unauthorized connection in accordance with the rate schedule, plus a 25 percent penalty, which is a part of these Operating Rules, Rates and Procedures, from the date the unauthorized connection was made. If that date cannot be established, the customer will incur a penalty equal to the applicable monthly rate for the entire proceeding year plus 25 percent, or \$750 whichever is greater.

6.7 Connections to Other Systems

6.7.1 The Utility will deny service to or disconnect its service from any premise or facility that is connected to another sewer system, including a private septic or other on-property facility. Service from an on-property system must be abandoned in accordance with Alaska Department of Environmental Conservation rules and regulations. The Utility will inspect and record each connection and disconnection. Charges for inspection of connection and disconnection will be charged in accordance with the rate schedule which is a part of these Operating Rules, Rates and Procedures.

6.8 Required Facilities and Inspection

6.8.1 The Utility will inspect all on-property service lines to ascertain the type of pipe and fittings utilized in the line, the position of the service line to the water service, and other aspects of the service installation necessary to ensure delivery of the proper sewer service.

6.9 Owner Costs

6.9.1 All costs and expense incidental to the installation and connection of the building sewer service shall be borne by the owner. The owner shall defend and indemnify the Utility from any loss or damage that

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may directly or indirectly be occasioned by the installation of the building sewer service.

6.10 Separate Systems

6.10.1 A separate sewer service shall be provided for each building served on the property unless the property owner has accepted responsibility for payment of billings for sewer service to all premises on the property and has a statement to that effect on file with the Utility. If more than one structure is connected to a single sewer service connection, the service will be considered a commercial account and charged accordingly.

6.11 Existing Sewers

6.11.1 Old building sewer services may be used in connection with new buildings only when they are found, on examination and test by the Borough Manager or designee, to meet all requirements of this ordinance.

6.12 Proper Building Connection

6.12.1 Whenever possible, the building sewer shall be brought to the building at an elevation below the basement floor. In all buildings in which any building drain is too low to permit gravity flow to the public sewer, sanitary sewage carried by such building drain shall be lifted by an approved means and discharged to the building sewer.

6.13 Improper Building Connection

6.13.1 No person shall make connection of roof downspouts, exterior foundation drains, areaway drains, or other sources of surface runoff or groundwater to a building sewer or building drain which in turn is connected directly or indirectly to a public sanitary sewer.

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7 USE OF PUBLIC SEWERS

7.1 Proper Discharge

7.1.1 The discharge to this system is limited to domestic and commercial wastewater.

7.2 Prohibited Discharge

7.2.1 No person shall discharge or cause to be discharged any of the following described waters or wastes into the public sewer system:

7.2.1.1 Any gasoline, benzene, naptha, fuel oil, or other flammable or explosive liquid, solid, or gas.

7.2.1.2 Any waters or wastes containing toxic or poisonous solids, liquids, or gases in sufficient quantity, either singly or by interaction with other wastes to injure or interfere with any sewage treatment process, constitute a hazard to humans or animals, create a public nuisance, or create any hazard in the receiving waters of the sewage treatment plant, including but not limited to pesticides in the wastes as discharged to the public sewer.

7.2.1.3 Any waters or wastes having a pH lower than 6.0 or having a pH in excess of 8.5 or having any other corrosive property capable of causing damage or hazard to structures, equipment, and personnel of the sewage system.

7.2.1.4 Solid or viscous substances in quantities or of such size capable of causing obstruction to the flow in sewers, or other interference with the proper operation of the sewage works such as, but not limited to, ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, un-ground garbage, whole blood, paunch manure, hair and fleshings, entrails, and paper dishes, cups, milk containers, etc. either whole or ground by garbage grinders.

7.2.1.5 No person shall discharge or cause to be discharged any storm water, surface water (gutter and street run-off), silty water from construction dewatering efforts, or groundwater into the sewer system.

7.3 Prohibited Materials

7.3.1 No person shall discharge or cause to be discharged the following described substances, materials, water, or wastes if it appears likely the sewers, sewage treatment process or equipment, have an adverse

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effect on the receiving stream, or can otherwise endanger life, limb, public property, or constitute a nuisance. In forming his opinion as to the acceptability of these wastes, the Borough Manager or authorized designee, will give consideration to flows and velocities in the sewers, materials of construction of the sewers, nature of the sewage treatment process, and other pertinent factors. The substances prohibited are:

- 7.3.1.1 Any liquid or vapor having a temperature higher than one hundred fifty degrees (150° F) (65° C).
- 7.3.1.2 Any water or waste containing fats, gas, grease or oils, whether emulsified or not, in excess of one hundred (100) mg/l or containing substances which may solidify or become viscous at temperatures between thirty-two degrees (32° F) and one hundred fifty degrees (150° F) (0° and 65° C).
- 7.3.1.3 Any garbage that has not been properly shredded. The installation and operation of any garbage grinder equipped with a motor of three-fourths (3/4) horsepower (0.76 hp metric) or greater shall be subject to the review and approval of the Manager.
- 7.3.1.4 Any waters or wastes containing strong acid, iron pickling wastes, or concentrated plating solutions whether neutralized or not.
- 7.3.1.5 Any waters or wastes containing iron, chromium, copper, zinc, and similar objectionable or toxic substances; or wastes exerting an excessive chlorine requirement.
- 7.3.1.6 Any waters or wastes containing phenols or other taste or odor-producing substances, in such concentrations exceeding limits which may be established to meet the requirements of the State, Federal, or other public agencies of jurisdiction for such discharge to the receiving waters.
- 7.3.1.7 Any radioactive wastes or isotopes of such half-life or concentration as may exceed limits established, by applicable State or Federal regulations.
- 7.3.1.8 Materials which exert or cause:
 - 7.3.1.8.1. Unusual concentration of inert suspended solids (such as, but not limited to, Fullers earth, lime slurries, and lime residues) or of

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dissolved solids (such as, but not limited to, sodium chloride and sodium sulfate).

7.3.1.8.2. Excessive discoloration (such as, but not limited to, dye wastes and vegetable tanning solutions).

7.3.1.8.3. Unusual BOD, chemical oxygen demand, or chlorine requirements in such quantities as to constitute a significant load on the sewage treatment system.

7.3.1.8.4. Unusual volume of flow or concentration of wastes constituting “slugs”.

7.3.1.9 Waters or wastes containing substances which are not amenable to treatment or reduction by the sewage treatment processes employed, or are amenable to treatment only to such degree that the sewage treatment system effluent cannot meet the requirements of other agencies having jurisdiction over discharge to the receiving waters.

7.4 Improper Discharge

7.4.1 Any person who violates Sections 7.2 or 7.3 of these Operating Rules, Rates and Procedures is subject to immediate disconnection from the Utility sewer system. Prior to reconnection of the sewer service, it must be shown that the cause of the discharge of prohibited discharge or materials has been eliminated. Any costs to the Utility associated with the discharge of such prohibited discharge or materials shall be borne by the party responsible for such prohibited acts.

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8 SERVICE CONNECTIONS AND EXTENSIONS

8.1 Required Sewer Connections

- 8.1.1 Mandatory connection to the Talkeetna Sewer and Water Service Area system is **required** for all new facilities constructed after (date of adoption of these amendments) **and** for all existing systems that fail if the sewer connection is within 150 feet of the lot commencing after (date of adoption of these amendments). All new connections shall be installed by November 1st of the same year the application for permit was obtained, or if application is obtained after November 1st, then the period for compliance shall extend until the November 1st of the following year. Failure to connect to sewer within the specified timeframe allowed shall result in a penalty, whether commercial or residential, as set forth in Section 12, Fees and Special Charges – Non-Recurring, Failure to Connect, until such time as connection is made. An owner of existing property that is required to hook up, and has been notified in writing that he or she must hook up to the system and has not connected to the system within 12 months of notification, will also incur a penalty, whether commercial or residential, as set forth in Section 12, Fees and Special Charges – Non-Recurring, Failure to Connect.
- 8.1.2 One service connection shall be constructed and installed from the sewer to each building served on the property unless the property owner has accepted responsibility for payment of billings for sewer service to all premises on the property and has a statement to that effect on file with the Utility. A multi-resident facility shall be charged one monthly residential sewer fee per unit of residence. If more than one structure, recreation vehicle (RV), or mobile home is connected to a single sewer service connection, the service shall be considered a commercial account and charged accordingly.
- 8.1.3 Property owners with more than one structure, RV, or mobile home connected to a single water source who wish to discontinue service to one or more of the structures may be billed for only the remaining structure(s), commercial or residential, provided they comply with all of the following terms:
- a) Submit all as-built drawings and grant utility easements to service branches and meters if installed;
 - b) Pay for a tamperproof key box cap that becomes the property of the Utility; and
 - c) Complete the service work order form and pay the turn on and turn off charge for the job to be performed by the Utility Operator.

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8.1.4 All costs associated with sewer connection will be borne by permittee as described in 8.2.1.

8.2 Connection Permits

8.2.1 The developer, property owner, or authorized agent shall acquire a connection permit from the Matanuska-Susitna Borough for service within the Talkeetna Sewer and Water Service Area for each sewer connection and sewer extension prior to its construction. The developer, owner, or authorized agent must complete the permit application, designate the size of connection and pay the permit fee set forth in the “schedule of fees and charges”. No sewer connection will be made without the required permit.

8.3 Compliance with Standard Specifications

8.3.1 Sewer connections shall be constructed and installed in compliance with the Standard Construction Specifications of the Matanuska-Susitna Borough. Fees for this service shall be in accordance with the “Sewer Rate Schedule”.

8.3.2 The Utility will require the Contractor/Owner to deposit \$500 for each stub-out connection or to deposit \$750 for each mainline connection. This deposit is not the permit fee. After the connection is inspected and photographed by the Utility Operator and all drawings and required papers are on file with the Utility, the deposits, which are not interest bearing, will be refunded to the Contractor/Owner.

8.4 Governmental Permits

8.4.1 The developer, owner, or contractor shall acquire all permits and pay all fees established by any governmental agencies as a condition for the installation or construction of a sewer service connection or extension. Any governmental unit which would require the Utility to obtain the permit and accept responsibility, the developer, owner, or contractor shall reimburse and indemnify the Matanuska-Susitna Borough for all costs incurred to obtain the permit and provide all required guarantee secured by a bond to the Matanuska-Susitna Borough sufficient to cover possible damages or liabilities.

8.5 Permits for Roadway Crossings

8.5.1 The applicant for a permit to install a sewer connection within a borough road right-of-way or easement shall employ a licensed, bonded and insured contractor to perform the installation.

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9 DEPOSITS, BILLING, AND REPAYMENT

9.1 Establishment of Credit

9.1.1 To insure the payment of all charges due for sewer service, an applicant or customer shall make a cash deposit with the Utility in an amount equal to two months of minimum monthly charges as set by the Utility. If the amount of the required deposit exceeds \$500, the person requesting service may furnish a surety bond for the amount in lieu of a cash deposit.

9.2 Refund of a Deposit

9.2.1 The Utility will refund the deposit after two years of service upon request providing that, in the interim period, the Utility has not been forced to disconnect that customer's service for reasons of delinquency in payment of charges or that the customer has not been delinquent in payment more than once in any 12 consecutive months, or is not delinquent at the end of the two year period. When service is discontinued and the account balance is zero, the deposit is to be returned to the customer upon request within 25 days of discontinuance of service. The deposit is not interest bearing and cannot be assigned.

9.3 Deposit Not to Affect Regular Collection Practices

9.3.1 A cash deposit remitted in compliance with the requirements of these Operating Rules, Rates and Procedures does not relieve an applicant or customer from the obligation to pay bills promptly on presentation. The Utility may discontinue service to any customer failing to pay current bills without regard to the fact that the customer has made a deposit with the Utility to secure payment of those bills or has furnished a guarantee in writing for the bills.

9.4 Rates Applicable

9.4.1 Sewer service will be provided only at rates established in this manual of Operating Rules, Rates and Procedures unless another rate is established by special contract approved by the Matanuska-Susitna Borough Manager.

9.5 Billing

9.5.1 Customers will be billed by the Utility at intervals approximating 30 days. Special contract customers will be billed in accordance with the contract provisions. Billings for services of less than 30 days shall be prorated on the basis of a 30 day month from the day of connection.

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9.6 Delivery of Bills

9.6.1 Bills will be mailed at approximately the same time every month and the failure to receive a billing will not relieve the customer of the obligation to pay for the service rendered. A customer who has not received a bill for a period of 60 days shall notify the Utility.

9.7 Payment of Bills

9.7.1 Utility bills for services rendered by the Utility for the Utility are due and payable on the date of the billing.

9.8 Delinquent Bills

9.8.1 Bills will be considered past due and subject to a late charge or finance charge of 10 ½ percent per annum from due date to collection of the account if not paid within 25 days after billing date. Accounts in arrears shall pay, monthly, 20 percent of the amount in arrears plus applicable penalties, in addition to the current month. Any waiver or other payment agreement must be in writing and signed by the customer and by the Borough's authorized representative.

9.9 Discontinuance of Service

9.9.1 The Matanuska-Susitna Borough may discontinue water, and thereby sewer service, if a customer permits a bill to become delinquent past 30 days. The Matanuska-Susitna Borough will notify the customer of a contemplated water, and thereby sewer, disconnect by a door hanger placed at least 48 hours prior to discontinuance of service. There shall be a \$30 charge for delivering a shut-off or delinquency notice for water, and thereby sewer, service. Any account which is over 60 days in arrears will be turned over to a collection agency. A sum equal to 15 percent of the outstanding balance of the account will be added as a service charge, and the account balance, including the service charge, will accrue interest at the rate of 10 ½ percent per annum from the due date to collection of the account.

9.10 Reconnection of Service

9.10.1 If a customer has had service discontinued for cause, the Utility may refuse to furnish a new service to the customer at the same or any other location until all charges due to the Utility for utility service, including applicable reconnection charges specified in the sewer rate schedule, have been paid and satisfactory assurance is given to the Utility that future bills will be paid promptly. Such assurance may include a deposit.

9.11 Disputed or Erroneous Bills

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9.11.1 A customer who is unable to obtain an adjustment of a billing that he believes to be in excess of filed established rates may file a written complaint with the Matanuska-Susitna Borough Manager as provided in Section 9.1 of these Operating Rules, Rates and Procedures.

9.12 Change of Ownership (Ratepayer)

9.12.1 A customer who is listed on the Utility records as the person or entity responsible for utility consumption at a specific location shall give notice in writing by mail, or in person, of intended change in ownership (ratepayer), specifying the date on which service is to be discontinued. Notice shall be provided at least five days prior to the change of ownership (ratepayer). If the customer fails to provide the required notice, he will be charged for a sewer service furnished to the premises until the Utility provides service to a successor owner.

9.13 Billing for Unauthorized Service

9.13.1 A person who appropriates or accepts sewer service from the Utility without applying for service and otherwise complying with these Operating Rules, Rates and Procedures shall be billed at the residential or commercial rate that would otherwise be applicable from the date of connection or, if that date cannot be established, from the date of construction of the sewer connection. In addition, the customer will be billed for a penalty in an amount set forth in the sewer rate schedule for the unauthorized service.

9.14 Establishment of Rates for Service

9.14.1 The Matanuska-Susitna Borough will advise the applicant for service of the rate to be applied to the service requested.

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10 GENERAL PROVISIONS

10.1 Customer Complaints

10.1.1 Customer complaints may be filed in writing or orally and directed to the attention of the Manager of the Matanuska-Susitna Borough, or authorized designee. The Manager, or authorized designee, may request that an oral complaint be reduced to writing and signed by the customer or his authorized representative who is directly affected by the subject of the complaint.

10.1.2 A complaint shall set forth the name, address, and telephone number of the complainant, the nature of the complaint plus any supporting facts including dates and times, and the remedy requested. The Matanuska-Susitna Borough will investigate the complaint and respond in writing within fifteen (15) days.

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11 SEWER RATE SCHEDULE

Note: Section 11 reflects a 25% Rate Increase as of July 1, 2005 and an additional 25% increase starting January 1, 2006. A 2% increase was applied in 2007, 2008 and 2009 as per Ordinance No. 05-077 (AM).

11.1 MONTHLY RATES	FEE OR CHARGE 1/1/2009 - Present
11.1.1 Residential	\$60.00 per month
11.1.2 Commercial	\$114.00 per month
11.1.3 Stand-by unless paying a Water Stand-by (Interrupted Service) Fee	\$41.25 per month

11.2 FEES AND SPECIAL CHARGES – NON-RECURRING	FEE OR CHARGE 1/1/2009 - Present
11.2.1 Refundable Deposit	2 months service at applicable monthly rate
11.2.2 Call-out During Business Hours	\$72.00 each
11.2.3 Returned Check Fee	\$30.00 each
11.2.4 Unauthorized Connection	Monthly charges from the date the unauthorized connection was made plus 25%. If no date can be established, charge the full proceeding year or \$750.00 whichever is greater.
11.2.5 Failure to Connect Penalty – Residential	\$35.94 per month until connection is made
11.2.6 Failure to Connect Penalty – Commercial	\$69.00 per month until connection is made

11.2.7 Application Fee	\$100.00 FY06, \$200.00 FY07, \$300.00 FY08 and forward \$385.00 as of 7/1/2015
11.2.8 Contractor w/Deposit for As-Built Drawings: Stub-Out Connection	\$500.00 per each
11.2.9 Contractor w/Deposit for As-Built Drawings: Mainline Tap Connection	\$750.00 per each
11.2.10 Mainline Sewer Tap Connection Permit Fee	\$282.00 each
11.2.11 Stub-Out Connection Permit Fee	\$94.00 each

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EXHIBIT "A"

BOUNDARIES OF THE UTILITY

Legal description:

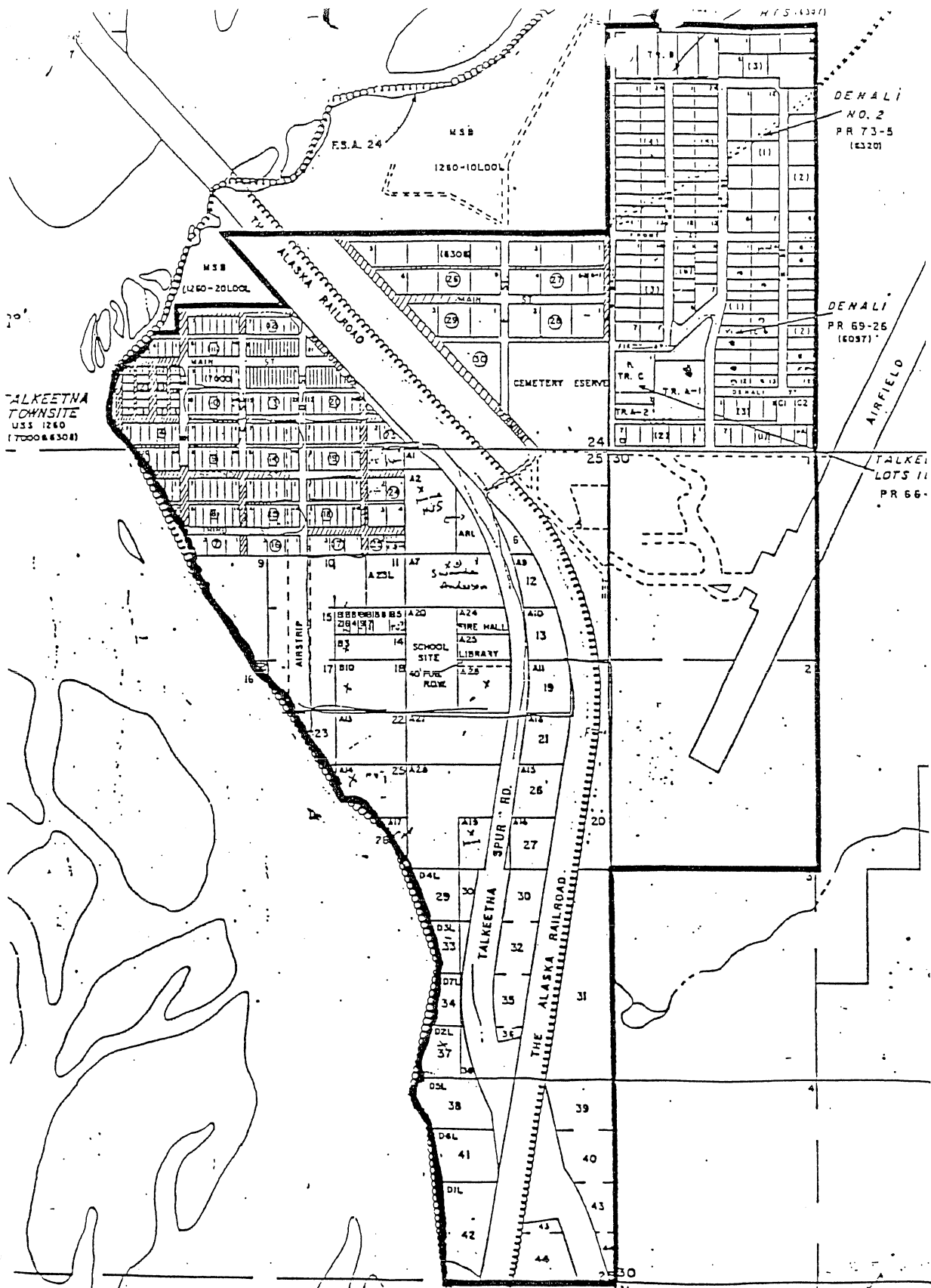
In T26N, R5W

Those portions of the S1/2 S1/2 of Section 24 contained within the Talkeetna Townsite, U.S.S. 1260 and easterly of the west boundary of the Alaska Railroad right-of-way; and that portion of Section 25 easterly of the east high water mark of the Susitna River;

In T26N, R4W

All of Talkeetna Heights Subdivision, Denali Subdivision and Denali No. 2 Subdivision in Section 19; and W1/2 NW1/4 of Section 30;

Seward Meridian, Talkeetna Recording District, Alaska



H.T.S. 4337/1

TALKEETNA TOWNSITE
USS 1260
(7000 & 6308)

F.S.A. 24

M.S.B.

1280-10LOOL

M.S.B.
1260-20LOOL

ALASKA RAILROAD

CEMETERY RESERVE

DEHALI
NO. 2
PR 73-5
(6320)

DEHALI
PR 69-25
(6037)

AIRFIELD

TALKEETNA
LOTS 11
PR 66-

AIRSTRIP

TALKEETNA SPUR RD.

THE ALASKA RAILROAD

20'

24

25

30

6

12

13

19

21

26

27

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15

16

34

37

38

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