

TO: Mr. Jim Ward
FROM: The Oak Park Water Co., Inc.
DATE: April 10, 2015
SUBJECT: Additional charge increases

Oak Park Water is requesting permission to raise the following fees:

1. NSF check fee changes from \$10 to \$25 for each check:

Attached is a copy showing the \$10 fee the bank charges Oak Park Water for each customer's NSF check. Calling customer, resubmitting check, calling the bank to see if funds are available takes between 10 – 15 minutes of office time. If service has to be discontinued for non-payment, the employee clocks one hour of time at \$13 - \$15 per man hour.

2. Reconnection fee changes from \$25 to \$35 for the reconnection:

The employee is paid from the time the reconnection call is received, travel to make the reconnection, and return again to their home or work place. The employee clocks at least one hour of time or more at \$13 - \$15 per hour for each reconnection. If the employee has to travel a long distance, the time involved is usually more.

3. Reconnection charge after 5 p.m. and on week-ends changes from \$40 to \$50 for the reconnection.

Again, the employee is paid from the time the reconnection call is received, travel to make the reconnection, and return again. Because the employee has finished work, the distance to return to Oak Park is often longer as well as a great inconvenience to the employee to accommodate the customer. The time involved could be anywhere from one to three hour's time for the employee costing between \$39 - \$45 in time for the reconnection. Reconnection on week ends and after hours is very rarely necessary.

4. Hand delivery of second notice of past due bill changes from \$20 - \$30:

The employee is paid at least \$13 - \$15 for delivery of past due/disconnection notices. The additional office costs include the door hanger itself and time involved in filling them out. The extra cost is maybe \$1 each.

It is difficult to pin point the exact cost of each thing. I hope I haven't missed some hidden costs in providing the above service behind these fees.



Key Choice Checking Statement

January 27, 2015

Withdrawals

Table with columns: Date, Description, Amount. Rows include Direct Withdrawal, WA St Dept Rev Tax Pmt, Direct Withdrawal, Irs Usataxygmt, Chargeback, Commercial Loan Payment, etc. Total: \$3,955.11

Checks paid

* Indicates a break in numeric sequence

Table with columns: Number, Date, Trace ID, Amount. Two columns of check data. Total: \$11,513.29

Service fees and charges

Table with columns: Date, Service, Charge, Amount. Row: 1-27 CHARGEBACK FEE 1 @\$10.00 \$10.00. Total: \$10.00



The Oak Park Water Co., Inc.

