



Riviera Utilities

Appliance Repair Charges

CLASSIFICATION	DATE APPROVED	EFFECTIVE DATE	REVISION	PAGE
AR	3/21/2017	4/1/2017	Third	1 of 3

AVAILABILITY

These charges are applicable when repairs are performed by the Appliance Repair Department employees on qualified customers' appliances and/or equipment.

CHARACTER OF SERVICE

The Appliance Repair Department provides repair services only on major appliances and HVAC equipment in and on qualified customer premises. Generally, qualified customers are those who receive any of Riviera Utilities utility services.

REGULAR HOUR LABOR RATES

(Monday through Friday 8:00 am to 4:30 pm)

Type	Minimum Rate (Includes 30 minutes)	Each additional 15 min
Service Worker*	\$75.00	\$15.00

Type	Time begins upon arrival	Each 15 min
Service Helper*		\$10.00

* Service Worker rates begin when employee leaves the office or the previous job.

* Service Helper rates begin when employee arrives on job.



Riviera Utilities

Appliance Repair Charges

CLASSIFICATION	DATE APPROVED	EFFECTIVE DATE	REVISION	PAGE
AR	3/21/2017	4/1/2017	Third	2 of 3

OVERTIME LABOR RATES

(After Regular Hours)

Type	Minimum Rate (Includes 30 minutes)	Each additional 15 min
Service Worker*	\$90.00	\$22.00

Type	Time begins upon arrival	Each 15 min
Service Helper*		\$15.00

* Service Worker rates begin when employee leaves the office or the previous job.

* Service Helper rates begin when employee arrives on job.

IN-SHOP LABOR RATES

In-shop labor rates apply when a customer delivers an appliance to the shop for diagnosis and/or repair. Rates will be charged for all time spent diagnosing and/or repairing appliance, regardless of the outcome.

Type	Minimum Rate (Includes 30 minutes)	Each additional 15 min
In-Shop	\$50.00	\$15.00



Riviera Utilities

Appliance Repair Charges

CLASSIFICATION	DATE APPROVED	EFFECTIVE DATE	REVISION	PAGE
AR	3/21/2017	4/1/2017	Third	3 of 3

Freon Reclamation

Freon reclamation and recovery charges apply when this specialized equipment is used to service any air conditioning and/or refrigeration equipment.

THIS CHARGE IS IN ADDITION TO ANY OTHER LABOR OR SERVICE CHARGES

Type	Charge
Freon Reclamation	\$35.00