



WEST VALLEY WATER DISTRICT
855 W. Base Line Road, Rialto, CA 92376
PH: (909) 875-1804 FAX: (909) 875-1849

**POLICY REVIEW AND OVERSIGHT COMMITTEE MEETING
AGENDA**

TUESDAY, AUGUST 23, 2022 - 6:00 PM

NOTICE IS HEREBY GIVEN that West Valley Water District has called a meeting of the Policy Review and Oversight Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

On March 4, 2020, Governor Newsom declared a State of Emergency resulting from the threat of COVID-19. On September 16, 2021, Governor Newsom signed Assembly Bill No. 361 into law. Assembly Bill No. 361 amends Government Code section 54953(e) by adding provisions for remote teleconferencing participation in meetings by members of a legislative body, without the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions. The West Valley Water District adopted a resolution determining, by majority vote, that, as a result of the declared State of Emergency, the District is adopting the State protocol which allows meetings in person and/or via teleconference. Accordingly, it has been determined that all Board and Workshop meetings of the West Valley Water District will be held pursuant to Assembly Bill No. 361, the Brown Act and will be conducted via teleconference and in person. Members of the public may listen and provide public comment via telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790 or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may also be submitted via email to administration@wvwd.org. If you require additional assistance, please contact administration@wvwd.org.

BOARD OF DIRECTORS

Director, Greg Young, (Chair)
Director Kelvin Moore

I. CALL TO ORDER

II. PUBLIC PARTICIPATION

The public may address the Board on matters within its jurisdiction. Speakers are requested to keep their comments to no more than three (3) minutes. However, the Board of Directors is prohibited by State Law to take action on items not included on the printed agenda.

III. DISCUSSION ITEMS

1. General Updates to Policy Review and Oversight Committee
2. Proposed Water Service Rules & Regulations - Redline Version of Articles 1 - 4, 9 and 10. Page 3.

IV. ADJOURN

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Policy Review and Oversight Committee Agenda at the District Offices on August 18, 2022.



Nancy Albitre, Acting Board Secretary



**BOARD OF DIRECTORS
POLICY REVIEW AND OVERSIGHT COMMITTEE
STAFF REPORT**

DATE: August 23, 2022
TO: Policy Review and Oversight Committee
FROM: Van Jew, Acting General Manager
SUBJECT: PROPOSED WATER SERVICE RULES & REGULATIONS - REDLINE
 VERSION OF ARTICLES 1 - 4, 9 AND 10

BACKGROUND:

West Valley Water District's, ("District"), Water Service Rules and Regulations ("Rules and Regulations") establish the requirements and procedures for provision of water service to our customers, and for changes in existing services, such as an increase in service size or a service abandonment. Additionally, the Rules and Regulations contain the General Provisions and Definitions for those items involved in provision of water service to the District's customers.

The District's current Rules and Regulations were last revised in May 2018, and are in need of various updates to reflect current District operating procedures and industry standards. To address these updates, staff from Operations, Engineering, and Finance met periodically over the past few months to revise the text of the Rules and Regulations

DISCUSSION:

The need to update the Rules and Regulations was discussed with the Policy Review and Oversight Committee at the February 22, 2022 meeting. At that meeting, staff was directed to prepare a redline copy of the proposed changes and bring them in increments to the Committee for review and comment.

Redline versions of Articles 1 – 4, 9 and 10 are included as **Attachment A**.

FISCAL IMPACT:

There is no fiscal impact currently associated with the proposed changes.

STAFF RECOMMENDATION:

This agenda item is for informational purposes only, no action required.

Respectfully Submitted,

Van Jew

Van Jew, Acting General Manager

VJ:js

ATTACHMENT(S):

1. Redlines_Articles 1-4, 9 and 10



2022 WATER SERVICE RULES AND REGULATIONS

**West Valley
Water District**

TABLE OF CONTENTS

ARTICLE 1. GENERAL PROVISION

101.	SHORT TITLE	1
102.	WORDS AND PHRASES	1
103.	WATER SYSTEM	1
104.	SEPARABILITY	1
105.	PRESSURE CONDITIONS	1
106.	MAINTENANCE OF WATER PRESSURE & SHUTTING DOWN FOR EMERGENCY REPAIRS	1
107.	TAMPERING WITH DISTRICT PROPERTY	1
108.	PENALTY FOR VIOLATION	1
109.	DECISIONS FINAL	2
110.	MANUAL CHARGES	2
111.	ADMINISTRATIVE DECISIONS	2
<u>112.</u>	EFFECTIVE DATE	2
<u>112-113.</u>	<u>ENGE MANUALS</u>	<u>REFER</u>

ARTICLE 2. DEFINITIONS

201.	APPLICANT	3
202.	BACKFLOW AND BACKFLOW PREVENTATIVE ASSEMBLY	3
203.	BOARD	3
204.	BUILDING	3
205.	CAPACITY CHARGE	3
206.	COST	3
207.	CROSS-CONNECTION	3
208.	CUSTOMER	3
209.	CUSTOMER'S SERVICE VALVE	3
210.	DEVELOPER	3
211.	DISTRICT	3
212.	DISTRICT SERVICE AREA	4
213.	DOMESTIC WATER SERVICE	4
214.	EXISTING SERVICES	4
215.	FRONTAGE CHARGE	4
216.	GOLF COURSE SERVICE	4
217.	GRAVITY FLOW	4
218.	INGRESS AND EGRESS	4
219.	INTERRUPTIONS IN SERVICE	4
220.	MAIN	4
221.	MONTHLY SERVICE CHARGE	4
222.	OVERHEAD CHARGE	4
223.	OWNER	4
224.	PREMISES	5
225.	PRIVATE FIRE PROTECTION SERVICE	5
226.	PUBLIC FIRE PROTECTION SERVICE	5
227.	RELIEF VALVE/PRESSURE REGULATOR	5
228.	SERVICE OR SERVICE INSTALLATION	5
229.	TEMPORARY WATER SERVICE	5

230.	UNAUTHORIZED CONSUMPTION	5
------	--------------------------	---

ARTICLE 3. NOTICES

301.	NOTICES TO CUSTOMERS	6
302.	NOTICES FROM CUSTOMERS	6

ARTICLE 4. WATER DISTRICT

401.	CREATION	7
402.	GENERAL MANAGER	7
403.	ASSISTANT GENERAL MANAGER	7
404.	CHIEF FINANCIAL OFFICER (CFO)	7
405.	OPERATIONS MANAGER	7
406.	PERFORMANCE OF DUTIES	7

ARTICLE 5. APPLICATION FOR ~~DOMESTIC~~ WATER SERVICE

501.	APPLICATION FOR SERVICE	8
502.	UNDERTAKING OF APPLICANT	8
503.	PAYMENT FOR PREVIOUS SERVICE	8
504.	INSTALLATION CHARGES	8
505.	INSTALLATION OF SERVICE	8
506.	CHANGES IN CUSTOMER'S EQUIPMENT	9
507.	CURB STOP	9
508.	DOMESTIC SERVICE CONNECTION	9
509.	SERVICE CONNECTIONS	10
510.	CAPACITY CHARGE	10
511.	FRONTAGE CHARGE	10
512.	SERVICE OUTSIDE BOUNDARIES	10
513.	UNLAWFUL CONNECTIONS	10
514.	IRRIGATION SERVICE CONNECTIONS	11

ARTICLE 6. GENERAL CONDITIONS FOR INSTALLATION OF WATER FACILITIES

601.	APPLICATION FOR MAIN EXTENSION	12
602.	APPLICATION	12
603.	PLAN CHECK	12
604.	ADVANCE COSTS	12
605.	DEPOSIT	14
606.	MAIN EXTENSION	14
607.	APPLICATION FOR MAIN EXTENSION	14
608.	REFUND AGREEMENT	16
609.	EXTENSIONS TO SERVICE ORGANIZED ASSESSMENT OF IMPROVEMENT DISTRICTS	16
610.	REFUND TO ASSESSMENT OR IMPROVEMENT DISTRICTS	17
611.	EXTENSIONS BY DISTRICT	17
612.	SPECIFICATIONS AND CONSTRUCTION	17

ARTICLE 7. SUBDIVISIONS

701.	APPLICATION	18
702.	CONNECTIONS	19
703.	INSTALLATION OF WATER SYSTEM	19
704.	REFUND AGREEMENT	19
705.	PROPERTY OF DISTRICT	19
706.	SPECIAL CONDITION	19
707.	SPECIFICATIONS AND CONSTRUCTION	19
708.	SETTING OF METERS	20
709.	DIRECT CONNECTIONS	20

ARTICLE 8. GENERAL USE REGULATIONS

801.	NUMBER OF SERVICES PER PREMISE	21
802.	WATER WASTE	21
803.	RESPONSIBILITY FOR EQUIPMENT ON THE CUSTOMER'S PREMISES	21
804.	DAMAGE TO WATER SYSTEM FACILITIES	21
805.	GROUNDWIRE ATTACHMENTS	21
806.	CONTROL VALVE ON THE CUSTOMER'S PROPERTY	22
807.	CROSS CONNECTIONS	22
808.	BACKFLOW	22
809.	RELIEF VALVES	24
810.	BACKFLOW PREVENTION ASSEMBLY	24
811.	INSPECTION	24
812.	DISCONTINUED SERVICE	25
813.	SUPPLY FOR BOILERS, ELEVATORS, PUMPS	25
814.	INTERRUPTIONS IN SERVICE	25
815.	INGRESS AND EGRESS	25
816.	WATER PRESSURE AND SUPPLY	25
817.	RESPONSE TO A NO WATER CALL	25
818.	SECOND RESPONSE TO A LEAK CALL	25

ARTICLE 9. DOMESTIC WATER SERVICE DEPOSIT

901.	DOMESTIC WATER SERVICE	27
902.	REFUND OF ACCOUNT DEPOSIT	27
903.	RETURNED PAYMENTS	27

ARTICLE 10. METERS

1001.	INSTALLATIONS	28
1002.	CHANGE IN LOCATION	28
1003.	CHANGE IN SIZE	28
1004.	NON-REGISTERING METERS	28
1005.	TESTING	28
1006.	ADJUSTMENT FOR ERRORS – FAST METER	28

1007.	ADJUSTMENT FOR ERRORS – SLOW METERS	28
1008.	DAMAGE TO METERS	29
1009.	DAMAGES THROUGH LEAKING PIPES AND FIXTURES	29
1010.	METER OBSTRUCTION CHARGE	29

ARTICLE 11. BILLING/PAYMENT OF BILLS

1101.	BILLING PERIOD	30
1102.	METER READING	30
1103.	OPENING AND CLOSING BILLS	30
1104.	WATER CHARGES	30
1105.	PAYMENT OF BILLS	30
1106.	FINAL BILL	30
1107.	BILLING OF METERS	30
1108.	BILLING PARTY	30
1109.	UNAUTHORIZED CONSUMPTION	30

ARTICLE 12. DISCONTINUANCE OF SERVICE

1201.	DISCONNECTION FOR NON-PAYMENT	32
1202.	DELINQUENT CHARGE	32
1203.	UNSAFE APPARATUS OR SERVICE DETRIMENTAL TO OTHERS	32
1204.	NON-COMPLIANCE WITH REGULATIONS	32
1205.	CROSS CONNECTIONS	32
1206.	FRAUD OR ABUSE	32
1207.	UPON VACATING PREMISES	33
1208.	RECONNECTION CHARGES	33
1209.	CUSTOMER TURNING ON SERVICE	33

ARTICLE 13. COLLECTION OF UNPAID BILLS

1301.	LIABILITY FOR WATER USED	34
1302.	LIENS FOR UNPAID BILLS	34
1303.	REPORT OF DELINQUENT AND UNPAID CHARGES	34
1304.	ADOPTION AND FILING OF REPORT	34
1305.	COLLECTION OF DELINQUENT AND UNPAID CHARGES	34
1306.	REFUSAL OR NEGLECT TO PAY DEBT	34
1307.	SUIT	34
1308.	COSTS	35

ARTICLE 14. PUBLIC FIRE PROTECTION

1401.	USE OF FIRE HYDRANTS	36
1402.	HYDRANT STANDBY CHARGE	36
1403.	MOVING OF FIRE HYDRANTS	36
1404.	UNAUTHORIZED USE OF HYDRANTS AND OTHER FIRE PROTECTION FACILITIES	36

1405. FIRE SERVICE	37
--------------------	----

ARTICLE 15. PRIVATE FIRE PROTECTION SERVICE

1501. PAYMENT OF COST	38
1502. CAPACITY CHARGE	38
1503. MONTHLY RATES	38
1504. DETECTOR METER CONSUMPTION	38
1505. NO CONNECTION TO OTHER SYSTEM	38
1506. USE	38
1507. VIOLATION	39
1508. WATER PRESSURE AND SUPPLY	39
1509. RULES	39
1510. UNAUTHORIZED USE OF FIRE PROTECTION FACILITIES	39
1511. PRIVATE FIRE PROTECTION TURN ON FEE	40
1512. DISTRICT RESPONSIBILITY	40

ARTICLE 15A. RESIDENTIAL FIRE SPRINKLER SYSTEM

1501A. RESIDENTIAL FIRE SPRINKLER SYSTEM	41
1502A. CONNECTION REQUIREMENTS	41
1503A. NO LIABILITY OF DISTRICT	41

ARTICLE 16. TEMPORARY SERVICE AND CHARGES

1601. APPLICABILITY AND DURATION OF SERVICE	44
1602. DEPOSITS	44
1603. INSTALLATION AND OPERATION	44
1604. RESPONSIBILITY AND INSTALLATION	44
1605. SUPPLY FROM FIRE HYDRANT	44
1606. RATE	45

ARTICLE 17. AGRICULTURAL, IRRIGATION AND GOLF COURSE WATER SERVICE

1701. AGRICULTURAL OR IRRIGATION WATER	46
1702. TERMINOLOGY	46
1703. GOLF COURSE WATER	46

ARTICLE 18. GENERAL PROVISIONS

1801. TANKS	47
1802. RESPONSIBILITY FOR EQUIPMENT	47
1803. BOOSTER DEVICE	47

ARTICLE 19. COMPLAINTS AND DISPUTED BILLS

1901. GENERAL	48
1902. COMPLAINTS	48
1903. CLAIMS	48

ARTICLE 20. SCHEDULE OF RATES – MONTHLY CHARGES DEPOSITS, FEES AND NON-RECURRING RATES

SEE EXHIBIT C – <u>DEPOSITS, FEES, AND NON-RECURRING RATES</u>	49
--	----

ARTICLE 21. SCHEDULE OF RATES – RATES, FEES AND DEPOSITS MONTHLY SERVICE AND CONSUMPTION CHARGES

SEE EXHIBIT D – <u>MONTHLY SERVICE AND CONSUMPTION CHARGES</u>	50
--	----

ARTICLE 22. ANNEXATION FOR AREAS OUTSIDE OF DISTRICT TERRITORY

2201. THIS ARTICLE IS NOT EXCLUSIVE	51
2202. REGULATIONS PERTAINING TO APPLICATIONS FOR WATER SERVICE FOR PROPERTIES OUTSIDE OF DISTRICT TERRITORY AND IMPROVEMENT DISTRICT NO. 1	51

ARTICLE 23. SEWERS

2301. APPLICATION	52
2302. LARGE LOTS OR PARCELS	52
2303. DRY SEWERS	52

ARTICLE 24. WATER CONSERVATION

2401. GOALS	53
2402. OBJECTIVES	54
2403. POLICIES	55
2404. STAGE I – NORMAL CONDITION	56
2405. STAGE II – WATER ALERT	58
2406. STAGE III – WATER WARNING	59
2407. STAGE IV – WATER EMERGENCY	60
2408. DETERMINATION AND DECLARATION OF WATER CONDITIONS	60
2409. DURATION OF DECLARATION	61
2410. AUTHORITY – MISDEMEANOR	61
2411. ENFORCEMENT	61
2412. APPEALS	63
2413. IMPLEMENTATION BY GENERAL MANAGER	63
2414. CEQA EXEMPTION	63

2415. DURATION OF ORDINANCE	64
2416. SEVERABILITY	64
2417. EFFECTIVE DATE, PUBLISHING AND POSTING	64

ARTICLE 25. DUE PROCESS HEARING

2501. REQUEST FOR HEARING	65
2502. NOTICE OF HEARING	65
2503. HEARING	65
2504. STATEMENT OF DECISION	65
2505. REQUEST FOR APPEAL	65
2506. NOTICE OF APPEAL HEARING	65
2507. ORDER ON APPEAL	66

~~**ARTICLE 26. INSURANCE REQUIREMENTS PROFESSIONAL SERVICES**~~

2601. MINIMUM INSURANCE REQUIREMENTS	67
2602. COVERAGE	67
2603. OTHER REQUIRED PROVISIONS	68
2604. NOTICE OF CANCELLATION	68
2605. ACCEPTABILITY OF INSURERS	68
2606. VERIFICATION OF COVERAGE	68

APPENDIX

- EXHIBIT A – HOURLY LABOR RATE
- EXHIBIT B – HOURLY VEHICLE EQUIPMENT RATE
- EXHIBIT C - DEPOSITS, FEES, AND NON-RECURRING RATES
- EXHIBIT D - MONTHLY SERVICE AND CONSUMPTION CHARGES

ARTICLE 1. GENERAL PROVISIONS

101. SHORT TITLE. This ~~Resolution document~~ shall be known and may be cited as WEST VALLEY WATER DISTRICT, WATER SERVICE REGULATIONS."

102. WORDS AND PHRASES. For the purpose of ~~this Resolution~~ these regulations, all words used herein in the present tense shall include the future; all words in the plural number shall include the singular number; and all words in the singular number shall include the plural number. All words making reference to gender shall include both he and she.

103. WATER SYSTEM. The District will furnish a system, plant, works, and undertaking used for and useful in obtaining, conserving, and disposing of water for District customer uses, including all parts thereof, all appurtenances to it, and lands, easements, right in land, water rights, contract rights, franchises, and other water supply, storage and distribution facilities and equipment.

104. SEPARABILITY. If any section, subsection, sentence, clause, or phrase of ~~this Resolution~~ these regulations is for any reason held to be unenforceable, such decision shall not affect the validity of the remaining portions of ~~this Resolution~~ these regulations.

105. PRESSURE CONDITIONS. All applicants for water service connections or water service shall be required to accept such conditions of pressure and service as are provided by the distribution system at the location of the proposed service connection, and shall hold the District harmless for any damages arising out of low pressure or high pressure conditions or interruptions in service.

106. MAINTENANCE OF WATER PRESSURE AND SHUTTING DOWN FOR EMERGENCY REPAIRS. The District shall not accept any responsibility for ~~the maintenance of pressure~~ maintaining water pressure and it reserves the right to discontinue service while making its own emergency repairs, etc. Customers dependent upon a continuous supply should provide emergency storage supply.

107. TAMPERING WITH DISTRICT PROPERTY. No one except an employee or representative of the District shall at any time in any manner operate the curb stops or valves of the District's system; or interfere with meters or their connections, street mains or other parts of the water system without first obtaining written permission or authorization from the District. Tampering with District property includes a cut lock and/or self-turn on.

108. PENALTY FOR VIOLATION. For the failure of the customer to comply with all or any part of ~~this Resolution~~ these regulations, or any other Resolution, Ordinance, or order fixing rates and charges of this District, a penalty for which has not hereafter been specifically fixed, the customer's water service shall be discontinued and water service shall not be reinstated to such customer until he/she shall have complied with all of the rules and regulations, rates and/or charges which he/she has violated, and until he/she shall have satisfied the District that in the future he/she will comply with all the rules, regulations, rates and charges established by the District, as contained herein.

109. **DECISIONS FINAL.** All decisions of the Board shall be final.

110. **MANUAL CHARGES.** A fee for reproduction of these Water Service Regulations shall be established and paid.

111. **ADMINISTRATIVE DECISIONS.** The General Manager is hereby authorized to make such administrative decisions as are necessary to implement ~~this Resolution~~these regulations, which are not inconsistent therewith.

112. **EFFECTIVE DATE.** ~~This resolution~~These regulations shall take effect on the (date) day of (month) 2018.

113. REFERENCE MANUALS. All new or existing projects that require water services shall adhere to the District's "Standards for Domestic Water Facilities" and "Standard Drawings".

ARTICLE 2. DEFINITIONS

201. APPLICANT. A ~~person~~potential customer applying for water service.

202. BACKFLOW AND BACKFLOW PREVENTION ASSEMBLY. As defined in compliance with Title 17, Administrative Code of the State of California.

203. BILLING LETTER. A letter compiled with all applicable fees for the installation of the water facilities to provide water service.

204. BILL OF SALE. A document that acknowledges the transfer of ownership of the water facilities to the District.

~~203-205.~~ BOARD. ~~Means the Board of Directors of the District.~~The West Valley Water District Board of Directors.

~~204-206.~~ BUILDING. Standing structure.

~~205-207.~~ CAPACITY CHARGE. A specific charge or other charge deemed appropriate by the District for construction of facilities. A capacity charge shall be applied as ~~shown specified~~ in Article 5, Section 510, and Exhibit C, Section 2005, to all new or improved services connected to the District's water system. Funds collected from said capacity charges shall be used for the development of water supplies and construction of production, treatment, transmission, storage and other related facilities to meet the additional demands on the water system. In cases of large development, additional fees may be applied to cover the cost of additional facilities required to meet master plan requirements.

~~206-208.~~ COST. The recorded costs of labor, material, equipment, transportation, supervision, engineering, and all other recorded costs plus overhead.

~~207-209.~~ CROSS-CONNECTION. An unprotected actual or potential connection between a potable water system used to supply water for drinking purposes and any source or system containing unapproved water or substance that is not or cannot be approved as safe, wholesome, and potable. By-pass arrangements, jumper connections, removable sections, swivel or changeover devices, or other devices through which backflow could occur, shall be considered cross-connections.

~~208-210.~~ CUSTOMER. Any individual, firm, association, partnership, corporation, trust, joint-venture, or other legal entity who receives water service from the District.

~~209-211.~~ CUSTOMER'S SERVICE VALVE. A valve independent of the District's facilities located in the customer's piping as close to the meter as practicable, the operation of which will control the customer's water supply from the meter.

~~210-212.~~ DEVELOPER. Any individual, firm, association, partnership, corporation, trust, joint-venture, or other legal entity who desires water service which requires the installation of new, improved, or expanded water service facilities.

211.213. DISTRICT. Means West Valley Water District ~~and the Board of Directors performing functions related to District water service, together with the General Manager, Assistant General Manager, Chief Financial Officer (CFO), Operations Manager, and other authorized representatives.~~

214. DISTRICT PRE-APPROVED CONTRACTOR. A contractor, vetted through the District's approval process that is qualified to do work in a specific discipline.

212-215. DISTRICT SERVICE AREA. Any and all areas where water service is provided by West Valley Water District within its service area boundary as defined by Local Agency Formation Commission.

213-216. DOMESTIC WATER SERVICE. Delivery of potable water through an authorized service connection designated primarily for potable ~~and~~, sanitation ~~uses~~, and other associated uses.

217. EASEMENT. A right that an entity or person has to use a portion of a property for a specific purpose.

218. EQUIVALENT DWELLING UNIT ("EDU"). A unit of measure that standardizes all land use categories to the level of demand created by one single family dwelling units.

214-219. EXISTING SERVICES. If a new domestic, irrigation and/or fire service is installed, a capacity charge shall be made, plus a meter and service charge. If the domestic service is already installed, a meter charge and capacity charge will be made at the current rate (if no record of a meter ever being installed). If the existing domestic service and meter is of insufficient capacity, needs to be relocated, or does not meet current District standards, a new service lateral shall be installed at the customers' expense. If it is determined that an existing water service is no longer needed, the existing service shall be fully abandoned per the District's current standard at the customer's expense. If the existing service/meter will be utilized, the customer shall sign up for service and maintain an active account.

220. FIRE FLOW TEST. A fire flow test is a service provided by the District to determine available flow rates out of specified District fire hydrants. All fire flow tests are completed on the 2-1/2 hydrant nozzle by District staff unless previously approved accommodations have been made with the District.

215-221. FRONTAGE CHARGE. A water main construction charge applied for the street frontage for which the water service has been requested.

~~**216. GOLF COURSE SERVICE.** The supplying of irrigation water for use on a golf course.~~

~~**217. GRAVITY FLOW.** Water not under a pressure head measured in miner's inches and not necessarily potable.~~

218-222. INGRESS AND EGRESS. Representatives from the District shall have the right of ingress and egress at customer's premises at reasonable hours for any purposes reasonably connected with the furnishing of water service, for example, reading meters, or repairing public water system.

219-223. INTERRUPTIONS IN SERVICE. The District shall not be liable for damage,

which may result from an interruption in service. Customers dependent upon a continuous supply should provide emergency storage supply.

220-224. MAIN. Pipelines located in streets, highways, alleys, easements, or in a right-of-ways, which are used for water distribution and/or transmission.

221-225. MONTHLY SERVICE CHARGE. The service charge is a ready-to-serve charge applicable to all metered services A monthly service charge will be billed to each metered service regardless of water use.

222-226. OVERHEAD CHARGE. An administrative fee, which shall be applied to all labor, materials, contracts, transportation, supervision, engineering, and all other necessary recorded costs.

223-227. OWNER. The person or legal entity owning in fee title, or the person or legal entity in whose name the legal title

to the property appears by deed duly recorded in the County Recorder's office, or the person or legal entity in possession of the property or building under claim of, or exercising acts of ownership over same for himself/herself, or as executor, administrator, guardian or trustee, or the owner.

224-228. PREMISES. A lot or parcel of real property under one ownership, except where there are well-defined boundaries or partitions such as fences, hedges, or other restrictions preventing the common use of the property by several tenants, in which case each portion shall be deemed separate premises. Apartment houses and office buildings may be classified as single premises.

225-229. PRIVATE FIRE PROTECTION SERVICE. Water service and facilities for building sprinkler system, hydrants, hose reels and other facilities installed on private property for fire protection and the water available therefore. ~~An~~ A District approved backflow prevention assembly shall be installed on all private fire protection services.

226-230. PUBLIC FIRE PROTECTION SERVICE. Water service and facilities of the entire water supply, storage and distribution system of the District, including the fire hydrants affixed thereto, and the water available for fire protection, excepting house service connections and appurtenances.

227-231. RELIEF VALVE/PRESSURE REGULATOR. A device installed to protect the customer's plumbing due to high pressures.

228-232. SERVICE OR SERVICE INSTALLATION. The pipeline and appurtenant facilities such as the curb stop, meter and meter box, all used to extend water service from a main to premises, the laying thereof and the tapping of the main. ~~Where services are divided at the curb or property line to serve several customers, each such branch service shall be deemed a separate service.~~

229-233. TEMPORARY WATER SERVICE. Water service and facilities rendered for construction work and other uses of limited duration and the water available therefore.

230-234. UNAUTHORIZED CONSUMPTION. Water used without appropriate authorization from the District.

235. WATER SYSTEM INFRASTRUCTURE INSTALLATION AND CONVEYANCE AGREEMENT. A developer-installed water system infrastructure installation and conveyance agreement between the Developer and the District is required of all private development projects installing distribution, transmission mains and appurtenances as part of the development. The agreement contains project specific information in reference to District inspection requirements, bonding amounts, project plans and other developer requirements which must be completed as part of the development process with the District.

236. WILL SERVE LETTER. A will serve letter is an acknowledgement that a specific project is within the District's service area, and the District has the capability of providing water service to the project.

ARTICLE 3. NOTICES

301. NOTICES TO CUSTOMERS. Notice from the District to a customer will typically be given in writing and ~~either~~ delivered or mailed to the last known address or sent via email or text message. Where conditions warrant and in emergencies, the District may resort to notification either by telephone or District personnel.

302. NOTICES FROM CUSTOMERS. Notices from the customer to the District may be given by the customer or his/her authorized representative at the District's Headquarters. Notices from the customer to the District shall be in writing.

ARTICLE 4. WATER DISTRICT

401. CREATION. A Water District has been created under Division 12 of the Water Code of the State of California; ~~administered by the General Manager, the Assistant General Manager, the Chief Financial Officer and the Operations Manager.~~

402. GENERAL MANAGER. The General Manager shall have full charge and control of the maintenance, operation, and construction of the water system. ~~He/she~~The General Manager or his/her designees shall perform such other duties as are imposed from time to time by the Board, and shall report to the Board in accordance with the rules and regulations adopted by the Board.

~~**403. ASSISTANT GENERAL MANAGER.** The Assistant General Manager shall assist the General Manager in the control of maintenance, operation, and construction of the water system. He/She shall perform such other duties as are imposed from time to time by the General Manager, and shall report to the General Manager in accordance with the rules and regulations adopted by the Board. In the absence of the General Manager, the Assistant General Manager shall assume the duties of the General Manager.~~

~~**404. CHIEF FINANCIAL OFFICER (CFO).** The CFO shall have charge of the District's Accounting, Billing, Customer Service, Purchasing and Meter Departments. He/She shall perform such other duties as shall be determined by the General Manager.~~

~~**405. OPERATIONS MANAGER.** The Operations Manager shall have charge of the Production, Treatment, Maintenance and Water Quality Departments and District Facilities. He/she shall regularly inspect all physical facilities related to the District water system, to see that they are in good repair and proper working order, and to note violations of any water regulations.~~

~~a. He/She shall promptly report any violation or disrepair to the General Manager or Assistant General Manager. If the work required is in the nature of an emergency, he/she shall take whatever steps are necessary to maintain service to consumers pending action by the General Manager or Assistant General Manager.~~

~~b. He/She shall supervise all repair or construction work authorized by the General Manager or the Assistant General Manager, and perform any other duties prescribed elsewhere in this Ordinance or which shall be hereafter prescribed by the Board, General Manager, or Assistant General Manager.~~

~~**406.403. PERFORMANCE OF DUTIES.** The foregoing duties of Operations Manager and CFO may be performed by the General Manager, Assistant General Manager, or by an additional employee or employees as determined by the General Manager.~~

ARTICLE 9. DOMESTIC WATER SERVICE DEPOSIT

901. DOMESTIC WATER SERVICE. Except as ~~provided~~ specified in Section 902(b), a monetary deposit shall be required of all applicants requesting water service before water service is rendered to the applicant. This is a non-transferable deposit. A Customer Deposit is a guarantee of payment of bills and does not earn interest.

902. REFUND OF ACCOUNT DEPOSIT. Each water user shall make application for water service in writing to the District. With the application, the customer shall be required to guarantee payment for water service by the following methods:

- a. A deposit, which will be refunded after twelve (12) consecutive months of service with the District, with no delinquent bills during that twelve-month period, or when the account is terminated.
- b. In lieu of deposit for water service, the customer can provide their most recent, not more than two (2) years old, twelve-month payment history from their last water purveyor and one other utility, i.e., gas/electric, with no delinquent bills during that twelve-month period. (If tenant is signing the application they must also provide the owner's signature of approval).
- c. If applicant provides the District with a recent payment history, as indicated in (b) above (for tenants the owner's signature), after deposit has been made, arrangements will be made to refund deposit.
- d. Any refund due to the customer after all debts have been paid will be refunded to the customer.

903. RETURNED PAYMENTS. There will be a charge for all returned payments. All monies for returned payments are payable in cash or money order. Accounts with multiple returned payments will be placed on a cash only status for six (6) months of good payment history.

ARTICLE 10. METERS

1001. INSTALLATIONS. All services, except as ~~shown~~ specified in Article 7, Section 715.1, temporary or permanent shall have a meter. Approved backflow prevention assemblies shall also be required ~~for commercial, industrial, institutional and irrigation services pursuant to Article 8.~~ Meters shall be installed behind the curb/sidewalks, and shall be installed and owned by the District pursuant to Article 5, Sections 504 and 510. If installation costs exceed the deposit amount, customer will then be billed the difference.

1002. CHANGE IN LOCATION. Meters moved for the convenience of the customer shall be relocated at the customer's expense. Meters moved to protect the District's property will be moved at the District's expense. Meters shall not be moved laterally without making a new connection to the water main ~~line~~ and installing a new service line ~~lateral~~ and disconnection of the old service ~~line~~ lateral, unless approved by the General Manager.

1003. CHANGE IN SIZE. Any change in meter size after installation desired by the customer shall be charged at cost-plus-twenty-percent (20%) with credit given on a fair cost basis for any salvageable material from previous service. Any applicable capacity charges shall be applied.

1004. NON-REGISTERING METERS. If a meter is found to be not registering, the charges for service shall be either at the minimum monthly rate or estimated based on the average consumption of the past three (3) years, whichever is greater. Such estimate shall be made from previous consumption for a comparable period, or by such other method as is determined by the District; and its decision shall be final.

1005. TESTING. If a customer desires to have the meter servicing his/her premises tested, he/she shall first make a deposit (~~See as specified in Exhibit C), and shall have the right to require the District to conduct the test in his/her presence, or in the presence of his/her representative when the meter is tested in the meter shop of the District.~~ Should the meter register more than two percent (2%) fast, the deposit shall be refunded, but should the meter register less than two percent (2%) fast, the deposit shall be retained by the District.

1006. ADJUSTMENT FOR ERRORS - FAST METERS. If a meter tested at the request of a customer is found to be more than two percent (2%) fast, the excess charge for the time of service rendered the customer requesting the test, or for a period of six (6) months, whichever shall be the lesser, shall be refunded to the customer.

1007. ADJUSTMENT FOR ERRORS - SLOW METERS. If a meter tested at the request of a customer is found to be more than twenty-five percent (25%) slow, the District may bill the customer for the amount of the undercharge based upon corrected meter readings for

the period, not exceeding four (4) months that the meter was in use.

1008. DAMAGE TO METERS. The District reserves the right to set and maintain a meter on any service connection. The ~~water~~-customer shall be ~~held~~-liable, ~~however~~, for any damage to the meter due to his/her negligence or carelessness and in particular for damage caused by hot water or steam from the premises. (~~See~~-As specified in Article 8, Section 804)

1009. DAMAGES THROUGH LEAKING PIPES AND FIXTURES. ~~When turning on the water supply, as requested, the~~The District's jurisdiction and responsibility ends at the meter and the District shall in no case be liable for damages by water running from open or faulty fixtures, or from broken or damaged pipes inside the property line.

1010. METER OBSTRUCTION CHARGE. Any meters deemed obstructed by customer, intentionally or unintentionally, shall be charged a meter obstruction charge. (~~See as specified in~~ Exhibit C)p.

1011. ABANDONMENT OF EXISTING SERVICES. If it is determined that an existing water service will no longer be utilized, the existing service shall be fully abandoned per the District's current standard at the customers' expense. The customer shall be responsible for replacement of any sidewalk, parkway or pavement removed as a result of abandonment.