

**ORDINANCE NO. 24-02**

**AN ORDINANCE OF THE BOARD OF DIRECTORS OF  
THE SAN JUAN WATER DISTRICT AMENDING ORDINANCE NOS.  
9000, 10000, 11000, 13000, 14000, 17000 and 18000**

The Board of Directors of the San Juan Water District ordains as follows:

**Section 1. Purpose and Authority.** The purpose of this ordinance is to amend various sections of Ordinances 9000, 10000, 11000, 13000, 14000, 17000 and 18000. This ordinance is adopted pursuant to Government Code section 61060, and other applicable law.

**Section 2. Amendments.** Ordinance No. 9000 (District Water Systems), Ordinance No. 10000 (Non-Responsibility of District), 11000 (Prohibited Practices and Enforcement Measures), 13000 (Procedure for Water Service for Single Connections and/or Meter Installation), 14000 (Connection Fees for Water Service), 17000 (Metered Services), and Ordinance 18000 (Issuance and Payment of Water Bills) of the District Code of Ordinances are hereby amended as depicted in the redline versions that are attached to this ordinance as Exhibits 1, 2, 3, 4, 5, 6, and 7, respectively, and are incorporated into this ordinance by reference.

**Section 3. Effective Date.** This ordinance shall take effect 30 days after its adoption.

**Section 4. Publication.** Within 15 days from the date of adoption of this ordinance, the Board Secretary shall publish it once in a newspaper of general circulation published and circulated within the District.

INTRODUCED by the Board of Directors on the 26<sup>th</sup> day of June 2024.

PASSED AND ADOPTED by the Board of Directors of the San Juan Water District at a regular meeting on the 17<sup>th</sup> day of July 2024 by the following vote:

AYES:  
NOES:  
ABSENT:

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MANUEL ZAMORANO  
President, Board of Directors

Attest:

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TERI GRANT  
Board Secretary

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	9000 - District Water Systems	Date Amended	June 26, 2019

The design, materials, construction and installation of all water facilities and improvements under this Code shall be in accordance with the District's standards, specifications, and requirements as the same may be amended from time to time.

### 9000.01 Control and Operation of Systems

All District water systems and appurtenances thereto shall be under the management and control of the General Manager. No Person, other than an ~~employee or agent~~ District-authorized personnel of the District, shall have any right to operate any part of a District water distribution system. Any Person who tampers or interferes with any part or component of the system, or causes or permits any act of tampering or interfering with the system, shall be liable for any injury or damage caused thereby or resulting therefrom. See Ordinances 11000 and 19000 for additional information.

### 9000.02 Installation of Water Meters and Service Connections

Installation of water meters and connection to the District water system shall be in accordance with District standards, specifications, and requirements and shall be inspected and unlocked by District personnel.

Upon payment of the applicable fees in accordance with Section 14000, the District will furnish and install a service connection of suitable capacity from its main to the curb line, or, at the election of the District, to the property line of any Premises for which a connection to the District water system is requested, provided such Premises abuts upon a public street, existing water main right-of-way, or a private service easement on which a water main of the District water system is located.

### 9000.03 Turn-On or Turn-Off of Water Service

~~Except as otherwise specifically authorized by the District, only District employees shall be permitted to turn water on or off at any service connection, valve, hydrant of the District water system or to operate any device that will regulate the flow of water within the system.~~ See Section 17000 – Metered Services for additional information

### ~~10000.01~~9000.04 Interruptions of Water Service

The District does not guarantee continuous delivery of water on demand. From time to time, it may be necessary for the District to shut off the flow of water in any part of its water systems. Except in emergencies, such water outages will not be made without prior notice to the Customers affected. The District shall not assume any responsibility for loss or damages that may occur due to interruption of water service.

**Commented [TB1]:** Move to 17000 or combine with other sections within 17000

Keep this section and only include a reference to 17000 for details.

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#### 9000.045 Inspection of Customer Premises

By applying for or receiving water service from the District, each Customer irrevocably licenses and permits the District and its authorized employees, contractors and agents to enter upon the Customer's Ppremises at all reasonable times or as needed for emergency response for authorized purposes authorized by this Code and applicable laws.

~~District-authorized personnel~~ Authorized District personnel shall have unrestricted access at reasonable hours or as needed for emergency response to all Ppremises to which the District is furnishing water in order to inspect the supply system, meters or measuring devices, and backflow prevention assemblies, and to determine whether the Customer is complying with the rules, regulations and Codes of the District and applicable law concerning taking, using or wasting water.

#### 9000.05 Admittance of District's Employees to Customers' Premises

After giving reasonable notice, except in situations involving risk to life or property, authorized inspectors, agents and employees of the District shall have the right of entry and access at all reasonable times in, to and upon Customers' buildings (other than the interior of residential buildings), grounds and Ppremises for the purpose of:

- A. Testing, changing or reading water meters installed, maintained and operated by the District. Notice is not required for the activities described in this Section 9000.05.A. To ensure the safety of employees and protect water system infrastructure, the Ccustomer shall maintain unrestricted and visible access to any water equipment and related appurtenances (e.g. water meters, fire hydrants, air release valves, etc.) at all times. This includes, at a minimum, seven feet of clearance above the equipment and one foot around where only decorative ground cover is permissible (gravel, bark, mulch, grass, etc.) to allow a person to walk around the equipment and stand upright on or near without obstruction. No trees, shrubs, or other obstacles with expansive/invasive root systems shall be planted within two feet from the edge of the equipment. The General Manager, or his/her designee, may determine if the clearance meets the intent of the ordinance. If access is deemed to be out of compliance with this ordinance, the Ccustomer is required to remove or modify the obstruction and/or reimburse the District for any costs incurred to clear the equipment on the eCustomer's behalf. Service may be discontinued if permanent safe accessibility is not provided.
- B. Testing and inspecting backflow prevention assemblies installed, maintained, and operated by the Customer.
- C. Inspecting any and all such buildings, ground and pPremises (including any and all plumbing, water piping, fixtures and connections therein or thereon) to determine the manner and quantity of water use or, the existence of any condition causing, or likely to cause, the waste of water, or affecting, or likely to affect, the furnishing or receipt of water service.
- D. Determining the existence, operation, maintenance and/or use in, on or about the buildings, ground or pPremises of any plumbing, water piping, water fixtures or connections that may now or hereafter cause, create or permit back-flow, back-siphoning or any other condition affecting, or likely to affect, the purity and/or potability of the water supply furnished by the District.

- E. Confirming access and allowing separation between ~~C~~customer facilities and District facilities, easements, and encroachments upon easements.
- F. Making repairs and performing maintenance on any District facility. District-authorized personnel also have the right to clear bushes, trees, etc. as needed to perform any repairs or maintenance related to District facilities at no cost to the District.
- G. Facilitating the enforcement by ~~said~~the District of any and all of its ordinances, resolutions, rules, regulations and policies governing water service.

Each District inspector, agent and employee shall be furnished with, and upon the request of any Customer shall display, appropriate identification.

The unreasonable denial of entry by authorized District employees or agents for the purposes set forth in this Code shall be grounds for termination of water service.

**Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	
6/26/19	Clarify meter box clearance under section 9000.05 (A)	Lisa Brown, Customer Service Manager

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	<del>10000 - Non-Responsibility of District</del> <u>Customer Owned Appurtenance</u>	Date Amended	February 26, 2020

The District will exercise reasonable care and diligence to deliver to its Customers a continuous sufficient supply of water under pressure at the District connection to the Customer's premises. The District is not, and will not, be liable, however, for any loss, injury, damage or inconvenience to any Customer or other Person by reason of shortage, insufficiency, suspension, discontinuance, increase or decrease of water supply, water pressure, or by a water quality problem. The District also reserves the right to discontinue water service for maintenance or repair purposes. Customers shall be required to accept such conditions of water service and pressure as are provided by the distribution system at the location of the particular service connection, and to hold the District harmless from any loss, injury, damage or inconvenience arising out of low pressure or high pressure water service conditions, water quality, or from any interruptions in service. Customers dependent upon a continuous water supply should provide for their own emergency storage.

The Customer, at its own risk and expense, shall furnish, install, operate, maintain and keep in good and safe condition all equipment and facilities that may be required for receiving, controlling, applying and utilizing water on the premises of the Customer. The District shall not be responsible for any loss, damage or injury caused by the improper installation of such equipment, or the negligence or wrongful act of the Customer or of any of its tenants, agents, employees, contractors, licensees, permittees, guests or invitees in installing, maintaining or operating such equipment and facilities. The Customer is responsible for all water facilities from the Customer's side of the meter box up to, and including, the water facilities within any structure or irrigation system receiving District water service on the Customer's property.

The Customer shall be liable for any damage to District-owned water service facilities when such damage is caused by an act of the Customer or its tenant, agent, employee, contractor, licensee, permittee, guest or invitee, or when such damage is from a cause originating on the Customer's premises by an act of the Customer or its tenant, agent, employee, contractor, licensee, permittee, guest or invitee. The District shall be reimbursed by the Customer for any such damage promptly on presentation of a bill.

The full responsibility and risk for the carriage, handling, storage, disposal and use of District water shall transfer from the District to the Customer at the Customer side of the District service box, discharge nozzle of a District fire hydrant, backflow prevention assembly, or check valve assembly.

~~10000.01 — Interruptions of Water Service~~

~~The District does not guarantee continuous delivery of water on demand. From time to time it may be necessary for the District to shut off the flow of water in any part of its water systems. Except in emergencies, such water outages will not be made without prior notice to the Customers affected. The District shall not assume any responsibility for loss or damages that may occur due to interruption of water service.~~

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### **10000.012 Privately-Owned Water Lines**

The District assumes no responsibility for the delivery of water through privately-owned pipelines or systems, nor shall the District assume any responsibility for damages resulting from the operation of any such system even though water may be received from a District water distribution system. In cases where a District water meter is installed at some point on a privately-owned water line, the District is liable only for the water meter, meter box, and the fittings required to attach and operate the meter. The fact that a water meter is installed on a privately-owned water line does not create an express or implied dedication to public use of a private water line or impose any obligation or liability on the District to operate maintain, repair, remove, or replace any portion of that water line. In the cases where the meter is located on a private water line, other than the appurtenances listed above, District responsibility ends on the Customer's side of the isolation valve at the main to the premises.

If meters are located on a private line, the District may, at its discretion, relocate the meter adjacent to the property line within the public right of way with the appropriate backflow and isolation facilities. The District will be required to reconnect the piping at the location of the old meter and will guarantee the work for one (1) year upon completion. The District will not take responsibility for the condition or workmanship of the private line on either side of old meter installation or the work completed. If the existing private line is not in a condition to accept the repair connections, the Customer will be required to upgrade the private line in as directed by the District.

### **10000.023 Water Pressure Regulation**

#### **10000.023.1 Customer Responsibility**

The District shall assume no responsibility for water pressure regulation within a Customer's service area. The Customer shall be responsible for providing adequate safeguard measures for the Customer's water system wherever pressure regulation is necessary. The Customer shall be required to install an appropriate pressure regulation device for such service where static pressure exceeds 80 psi at the service connection (UPC Code 1007 and California State Plumbing Code).

District employees will not make adjustments to Customer-owned pressure regulators.

#### **10000.023.2 Requirement for Installation in New Construction**

Customers making application for water service for new construction for residential, commercial or industrial use shall be required to install an approved meter and appropriate pressure regulation device for such service where static pressure exceeds 80 psi at the service connection (UPC Code 1007 and California State Plumbing Code).

#### **10000.023.3 Pressure Regulators within District Owned Meter Box**

When existing pressure regulators are discovered within the District's meter box, the District, at its convenience, will relocate the pressure regulator out of the meter box and reinstall it on the Customer's side of the service into a new box. The ~~replacement~~District will warranty the workmanship for one (1) year from the installation. After the warranty period, the Customer shall assume all liability for maintaining the regulator.

#### **10000.034 Cross-Connections and Backflow Prevention Assemblies**

The following cross-connection control program shall apply and be enforced in the District:

##### **10000.034.1 Definitions**

For purposes of this Section, the definitions in ~~California Code of Regulations, Title 17, Section 7583~~the latest version of the State Water Resources Control Boards Cross-Connection Control Policy Handbook (CCCPH) shall apply.

##### **10000.034.2 Responsible Officer**

The General Manager, or personnel authorized by the General Manager, shall be responsible to protect the District's public water supply from contamination by cross-connections and to carry out and implement this policy. Authorized Personnel must be certified in the State of California by a District-approved entity.

##### **10000.034.3 General Regulations and Prohibitions**

Each Customer and water user shall comply with this Section and all applicable federal and state laws and regulations concerning the separation of dual water systems, protection against cross-connections with auxiliary water supplies, and protection from contamination due to backpressure and backflow from the ~~C~~customer's premises. There shall be no physical interconnection between an auxiliary water supply and the District's water supply without a District approved backflow prevention assembly on any property served by the District. Any water user with an auxiliary water supply on the water user's ~~P~~premises shall (1) install and maintain at the water user's sole cost and expense a reduced pressure principle backflow prevention assembly on the ~~P~~premises, or (2) demonstrate to the satisfaction of the District that the auxiliary water supply is not connected and cannot readily be connected to the District water system. However, any water user with a private well shall install an approved backflow prevention assembly on the service lateral at the point of service near the property line.

##### **10000.034.4 Backflow Prevention Assemblies Protection**

The District recommends that a thermal blanket for freeze protection be installed on all backflow prevention assemblies exposed to the elements.

#### 10000.034.5 Backflow Prevention Assembly Standards

The type, location, and size of the backflow prevention assembly required by this Section shall be approved by the District Engineer or ~~authorized~~ District-~~authorized~~ personnel prior to installation. In approving such assemblies, the District shall follow the standards established by the latest version of the State Water Resources Control Boards Cross-Connection Control Policy Handbook, California Code of Regulations, Title 17, ~~Sections 7583 to 7605~~, and applicable AWWA standards.

~~In accordance with the CCCPH, Effective July 1, 2024, Article 2, Sub-Section 3.2.2(e) the District's distribution system shall be protected with no less than a double check (DC) protection device for a user premises with a fire protection system within five years of adoption of the CCCPH. Locations that do not meet this minimum standard shall be upgraded prior to the defined deadline. All costs associated with upgrading the backflow device shall be borne by the Customer.~~

Effective July 1, 2024, CCCPH, Article 2, Sub-Section 3.2.2(e) requires that the District's distribution system be protected with no less than a double check (DC) protection device for premises with a fire protection system. Locations that do not meet this minimum standard shall be upgraded by July 1, 2029. District may discontinue service for any premises that do not meet this requirement until the upgrade is completed. All costs associated with upgrading the backflow device shall be borne by the Customer.

Backflow devices that are inaccessible and/or untestable shall be upgraded to current District standards upon transfer of ownership. Locations identified by the District that have this issue may have a lien placed upon the property. Water service will not be established until the backflow device is upgraded and approved by the District. All costs associated with upgrading the backflow device shall be borne by the Customer.

#### 10000.034.6 Installation of Backflow Prevention Assemblies

Upon completion of installation of a backflow prevention assembly, the backflow prevention assembly shall be inspected by ~~authorized~~ District-~~authorized~~ personnel. If the inspection determines that the assembly is not installed properly, the Customer, at his or her sole cost and expense, shall correct the installation and call for a re-inspection within the timeframe specified by the District at the time of failure.

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#### 10000.034.7 Surveys

Authorized personnel shall, from time to time, conduct surveys of water users in the District to identify water user Ppremises where auxiliary water supplies and/or cross-connections without approved backflow prevention assemblies are likely to occur. If, as a result of such survey or by other means, the authorized personnel learns of an auxiliary water supply or cross-connection without a backflow prevention assembly in the District, then he or she shall give written notice to the Customer on whose Ppremises such auxiliary water supply or cross-connection is found informing such user that he or she must install an appropriate backflow prevention assembly. The Customer shall, within the timeframe specified by the District at the time of failure, and at his or her sole cost and expense, either install an approved backflow prevention assembly or remove the auxiliary water supply to the satisfaction of the District.

#### 10000.034.8 Testing

After the installation of any backflow prevention assembly required under this Section, the District or authorized representative shall test and inspect the assembly on an annual basis, or more frequently if determined necessary. A fee shall be charged to the Customer for the test per the current Schedule of Rates, Charges, Fees and Deposits. If the testing and inspection reveals that the backflow prevention assembly is not working properly, then the Customer, at his or her sole cost and expense, shall ~~cause such assembly to be repaired~~ or replaced ~~the assembly~~ within the timeframe specified by the District at the time of failure. The Customer shall have the device retested by a certified backflow assembly tester and return the District provided test form along with the gauge calibration certification to the District. If the District is required to test the device, a retesting fee (as set forth in the District's current Schedule of Rates, Charges, Fees, and Deposits) shall be paid to the District by the owner of record.

#### 10000.034.9 District Inspections

Authorized personnel and/or designated representatives shall inspect on an annual basis all Ppremises known to have an auxiliary water supply to confirm that the auxiliary water supply is not interconnected with the District's approved water supply. Such an on-site inspection of the Ppremises shall also be made by authorized personnel upon any change of ownership of a Ppremises known to have an auxiliary water supply.

#### 10000.034.10 Recordkeeping

The District shall keep and maintain written records of locations of auxiliary water supplies and backflow prevention assemblies, backflow prevention assembly installation and repair records, written statements

concerning auxiliary water supplies, and survey, testing and inspection reports.

#### **10000.034.11 District Access to Premises**

See Ordinance 9000.05 Admittance of District's Employees to Customers' Premises. ~~Authorized personnel and designated representatives, shall have reasonable access to a Customer's Premises for purposes of making inspections and surveys for cross connection control, inspections of installed backflow prevention assemblies, and as otherwise necessary to protect the public water supply against cross-connections. If any Customer refuses entry, or hinders or prevents inspection by authorized personnel or designated representatives, then the District may discontinue water service to the Premises until entry is allowed or device is in a location where District Staff has access.~~

#### **10000.034.12 Enforcement**

In addition to any other remedy provided by this Code or by law, if a Customer fails to comply with any provision of this Section within the timeframe specified by the District at the time of notification, then the District may discontinue water service, in accordance with Section 11000.02, to Customer's Premises until the Customer fully complies with this Section to the satisfaction of the District.

#### **Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	
2/26/20	Amended to reflect the District's policy regarding the charging for services related to backflow prevention assembly testing	Adam Larsen, Interim Field Services Manager

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	11000 - Prohibited Practices and Enforcement Measures	Date Amended	June 25, 2008

The District may refuse to furnish water and may discontinue water service to any premises where apparatus, appliances or equipment using water is found by the District to be dangerous, unmaintained, inaccessible, or unsafe, where the use of water on such premises is found to be detrimental or injurious to the facilities or water service furnished by the District to other Customers, where negligent or wasteful use of water exists that affects the District's water service, where a Customer violates any District ordinance, rule or regulation or breaches any agreement made with the District, or to protect the District from fraud or abuse.

No one except an authorized District authorized employee, agent, contractor or permittee shall at any time operate, interfere with or tamper with the District water service mains, pipes, meters, valves, connections, or any other parts or facilities of the water system.

No ground wire or electric circuit shall be attached or grounded to any District pipe, plumbing or other facilities. Any Person who makes, or permits to be made, such a connection will be liable to the District for any damage, loss or injury resulting from the connection.

### 11000.01 Leaks or Wasteful Use of Water

Water shall be used only for beneficial uses. All unnecessary and wasteful uses of water are prohibited. No Customer shall knowingly permit leaks or other wasteful use of water.

#### 11000.01.1 Wasteful Use of Water Defined

Wasteful use of water shall be defined as including but not limited to, permitting water to escape onto roads or flow above or below ground to neighboring property, onto land previously irrigated and over-saturated or by flooding property to an unreasonable depth or in an unreasonable amount for any reason.

#### 11000.01.2 Water Service Discontinued

Water service may be discontinued to Customers found to be wasting water until the conditions causing such waste have been remedied to the satisfaction of the District.

## **11000.02 Enforcement Measures**

In the event of violation of any terms of this Code of Ordinances, other than failure of a Customer to pay their bill, the General Manager may discontinue water service and disconnect the P<sub>o</sub>remises from the District water service system by the following procedures.

### **11000.02.1 Written Notice to Customers**

At least ten days before the proposed discontinuance, the District shall provide written notice to the Customer and the property owner, if other than the Customer, of the District's intent to discontinue service and the grounds upon which the action is taken. Notice shall be mailed to the address of record and hand delivered to the service address.

### **11000.02.2 Customer Right of Review**

Before discontinuance of service, the Customer or property owner shall have the opportunity to discuss the reason for the proposed discontinuance with the General Manager, or his or her designee, who shall be empowered to review all letters and statements, rectify any errors, and settle controversies pertaining to the discontinuance of service (including a decision to rescind or suspend the proposed discontinuance of service).

### **11000.02.3 Dates for Discontinuance of Service**

No service shall be discontinued on any Saturday, Sunday, legal holiday, or any time during which the District's business offices are not open to the public, except for an emergency condition that requires the service to be terminated to avoid property damage or health or safety concerns.

### **11000.02.4 Penalty for Unauthorized Service Connection**

A penalty plus costs incurred may be assessed for each unauthorized service found to be connected to a private or District pipeline. See District's Schedule of Rates, Fees, Charges, and Deposits for the current unauthorized connection fee.

## **11000.03 Non-Service Areas**

**11000.03.1** Except as provided in Section 12000 of this Code, no Customer may use or permit use of water for any P<sub>o</sub>remises other than that described in the application for service or for any P<sub>o</sub>remises outside the boundaries of the District.

**11000.03.2** Water service shall not be supplied to more than one parcel of land through one meter or service connection. A "parcel" shall be deemed to mean land or property identified as a parcel by the County Tax Assessor.

**11000.04 Resale of Water**

Customer may not resell, transfer or assign any portion of the water furnished by the District except upon prior written approval from the District in accordance with Section 13000.05.

**11000.05 Fire Hydrants or Other District Facilities**

No Person may withdraw water from any fire hydrant, blow-off valve, or other connection to the facilities of the District without a permit. Such permit shall provide that all withdrawals shall be made through a meter. Additional permit requirements are set forth in Section 12000.03.2, Classes E and F. The provisions of this paragraph shall not apply to withdrawals of water made from fire hydrants or other facilities for fire department purposes or to withdrawals made by other governmental agencies with prior District approval.

**11000.06 Unauthorized Connection**

Any property found to be connected to District water mains contrary to or in violation of any of the provisions of this Code of Ordinances shall be subject to immediate disconnection without notice. If a service is so disconnected, before service is restored, an unauthorized connection fee (as set forth in the District’s current Schedule of Rates, Fees, Charges, and Deposits), plus the actual cost of the appropriate service installation and repair of any damage to District property, mains or other facilities and all other applicable capital facilities fees or other required fees, shall be paid to the District by the property owner of record.

**11000.06 Meter Locations**

No meter shall be located for District service other than as follows:

Except as stated in Paragraphs 13000.04 and 13000.05, unless otherwise approved by authorized district personnel, meters must front the property that they serve and are installed in the general desired location adjacent to the property line or edge of an easement subject to District approval.

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**11000.067 Remote Meters**

Remote meters shall not be permitted unless the District determines that a remote meter is necessary due to extraordinary circumstances.

**11000.08 Encroachments**

Encroachments into District or public easements shall not be allowed without an executed encroachment agreement as defined in Ordinance 20000.

**Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	13000 - Procedure for Water Service for Single Connections and/or Meter Installation	Date Amended	June 25, 2008

### 13000.01 Requirements of Application for Single-Service Connections

Applying for regular water service from existing District water mains is a two-part process ("Application"). An Application shall be made by the owner of the property, or his or her designee, to be served using the following forms provided by the District:

- A. An "Application for Single Service - Initial Review" shall be completed by the Applicant to enable the District to determine appropriate meter size.
- B. An "Application for Single-Service - Connection" shall be completed by the Applicant to enable the District to establish a water account and document fees paid.

By signing the Application, it shall signify the Applicant's willingness and agreement to comply with this Code and other codes, rules and regulations relating to regular water service and to make payment for water service as required. Water service shall not be provided until after the District has approved the Application. Water meters shall be required on all new service connections.

In order for an Application to be approved for service, the Applicant and proposed service must comply with the following:

- A. The Applicant's real property must be within the District. If applicable, annexation proceedings must be complete and annexation fees paid before the Application will be approved.
- B. An Application shall not be approved unless payment in full has been made for any service previously rendered to the Applicant by the District on any active, closed or discontinued account in the Applicant's name within the District Service Area, as well as payment of all current applicable deposits, fees and charges. If after one year from the date of application the Applicant has not connected to the District water system, the Application shall become void and all fees paid by the Applicant will be refunded to the Applicant.
- C. The Applicant's real property or easement for receiving District water fronts or abuts an existing water main with adequate capacity and pressure to provide safe and reliable water service, as determined by the District.
- D. The District possesses an adequate treated water supply, as determined by the District and evidenced by a Will-Serve Letter for a Single Service Connection.
- E. All applicable provisions of this Code and other District rules, regulations and policies, and federal and state law.

In determining the adequacy of the existing facilities and supplies, the District will consider all factors such as the water requirements of the proposed new service, anticipated future land uses, flows and pressures required for regular service and fire protection, cross connection, desirability of looping water mains to

increase reliability and adequacy of service, the District's long-range plans for capital improvements to the system, and whether the proposed new service may significantly impair service to existing Customers.

If the District determines that the existing District facilities are inadequate to serve the new connection, then new service or services shall not be allowed to connect into the system until the Applicant makes arrangements with the District for a main line extension or for water facilities improvements in accordance with Section 13000.01.4.

#### **13000.01.1 Two or More Parties on One Application**

Two or more parties who join in one Application shall be jointly and severally liable for payment of bills, and shall be billed by means of one periodic bill per connection.

#### **13000.01.2 Notification of Changes in Water Use**

An Applicant making a material change in the size, character or extent of operations or equipment used on the premises, for which the District has accepted an Application must notify the District of the extent and nature of the change in advance so that a determination can be made on whether the requested service size remains adequate. If inadequate, additional capital facilities fees at the rate applicable at the time of the requested change shall be due before the District will accept any facilities and commence water service.

#### **13000.01.3 Failure to File an Application for Water Service**

Failure by any Person requesting or receiving water service to file an Application shall constitute a violation of this Code. Connection fees at the rate applicable at the time of discovery will become due and payable by the current owner of the property upon which water service has been connected without authorization.

#### **13000.01.4 Applications Requiring Conveyance Agreement**

This Section applies to an Application for a single-service connection that requires a District main line extension or water facilities improvement. This Section does not apply, however, to subdivisions and parcel map developments addressed in Section 26000. All costs and expenses for a main line extension or water facilities improvement shall be paid by the Applicant, including design, plan checking, materials, construction and inspection costs, and reimbursement of District administrative, inspection, testing, legal and engineering services relating to the main line extension or water facilities improvements.

Unless otherwise determined by the District, the main extension and related work shall be constructed and installed by a state-licensed contractor acceptable to the District. The main line extension or water facilities improvement must provide a main at least eight inches in



diameter and of adequate capacity, as determined by the District. The main line extension or water facilities improvement and related work shall be designed and constructed in accordance with the District's standards, specifications, and requirements, as the same may be amended from time to time.

The Applicant required to construct the main line extension or water facilities improvement shall enter into a Conveyance Agreement with the District setting forth the obligations regarding extension of water facilities and service to serve the project, including the following agreement provisions: design, financing and construction of the necessary water system improvements; preparation of plans and specifications and District plan checking; payment or reimbursement for District services and consultants; dedication and transfer of completed work, land and rights-of-way to the District; performance and maintenance guarantees; District inspection, testing and acceptance of improvements; and other terms and conditions as the District finds necessary or appropriate in the public interest. The Conveyance Agreement shall be in a form acceptable to the District and executed by the Applicant before the District's acceptance of the water facilities and commencement of water service. In the event construction is not complete, and a time extension has not been approved, the Conveyance Agreement shall expire after one year. The then-prevailing amount of capital facilities fees and other charges must be paid at the time of future connection to the District facilities,

#### **13000.01.5 Penalty for Unauthorized Connection**

~~Any property found to be connected to District water mains contrary to or in violation of any of the provisions of this Code of Ordinances shall be subject to immediate disconnection without notice. If a service is so disconnected, before service is restored, an unauthorized connection fee (as set forth in the District's current Schedule of Rates, Fees, Charges, and Deposits), plus the actual cost of the appropriate service installation and repair of any damage to District property, mains or other facilities and all other applicable capital facilities fees or other required fees, shall be paid to the District by the property owner of record.~~

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### **13000.02 Type and Size of Water Service Connection and Meter**

The minimum size of the service connection and meter required for water service shall be one-inch as provided in this Section. The District shall render the final decision on service size and quantity for any connection(s) and the Applicant's acceptance of the District's final decision will be a condition of receiving District water service.

#### **13000.02.1 Service for Residential Units**

- A. Single residential dwelling units: A minimum one-inch water meter is required for all single-family residential dwelling units for domestic

use; a larger service size, or multiple services, may be required to accommodate larger homes, fire suppression systems, and/or for irrigation of large parcels.

- B. Multiple residential dwelling units: The minimum size of water meter required for this service shall typically be as follows:

<u>No. of Dwelling Units</u>	<u>Minimum Service Meter Size</u>
1 – 6	1"
7 – 12	1-1/2"
13 – 25	2"
26 – 40	3"
41 or more	To be determined by District Engineer

Separate irrigation meters are required for all multiple residential units with more than 6 units. [Water meter sizes for all multiple residential dwelling units shall be reviewed by the District Engineer.](#)

#### **13000.02.2 Service for Commercial or Industrial Purposes**

- A. A minimum one-inch water meter is required for all commercial or industrial purposes. The size of water meter required for commercial or industrial purposes shall be determined by the Project Engineer and approved by the District Engineer.
- B. If an Applicant makes a request for a meter less than the size determined by the Project Engineer, the Applicant shall provide information satisfactory to the District that the commercial or industrial service can be adequately furnished with a smaller meter. In no case shall the District approve a meter smaller than one inch.

As a condition for use of a smaller meter, the Applicant shall make the request in writing, which shall be a part of the Applicant's permanent application for service. In such application the Applicant shall acknowledge that the smaller size meter is authorized for the service requested. If, after authorization for use of a smaller meter, it is determined by the District that the size is insufficient due to higher water use than submitted by the Applicant or for any other reason, the Applicant shall pay the current cost of the new meter plus any other applicable fees for improvements required for the new service. An Applicant who has been authorized to use a smaller meter pursuant to this paragraph shall be obligated to notify any purchaser of the property, or subsequent water user, of the above conditions imposed for use of the smaller meter.

[C. A separate meter may be required for landscape service.](#)

### 13000.02.3 All Other Types of Service

The size of meter required for all services other than those listed above shall be determined by the District Engineer.

### 13000.03 Limited Charges for Subsequent Customers

After a meter has been installed for an Applicant, and Applicant-constructed facilities have been conveyed to the District, and all fees and charges have been paid pursuant to Sections 14000 and 15000, the Applicant will be deemed a Customer of the District and will be entitled to receive water service. The District may furnish water service through an established connection to a subsequent Customer through the meter installed without payment of further connection charges, except for payment of delinquent charges for service, additional capital facilities fees, and annexation fees (if applicable) that may be due as a result of increased water use on a parcel subject to an Acreage Agreement under Section 14000.04, additional capital facilities fees due if a larger service is required or requested and approved, or other fees or charges that may be required by this Code.

### 13000.04 Water Meters for Condominium Units

For condominium units, or for apartment buildings being converted to individually owned condominium units, the owner must independently meter each condominium unit. ~~or Customer may determine whether the water service for such condominium units will be furnished through a master meter or through individual meters; provided the individual service lines are connected to district main lines.~~

### 13000.05 Resale or Distribution of Water

Customers shall not resell or distribute water served by the District outside of the boundaries of their existing parcel without prior written approval from the General Manager.

### 13000.06 Water Service for Lot Splits

In the event that a subdivision of land occurs, the existing service connection may be considered by the District as being the service connection for the lot on which it fronts. For the remaining parcels in a new subdivision subject to this section, new service connections must be arranged and paid for in accordance with the applicable portions of this Code.

### 13000.07 Separate Service Connections for Individual Premises

Except as otherwise permitted in this Code, each ~~P~~premise must have an individual service connection in accordance with this Code. No service connection to a ~~P~~premise shall be used to provide water service to another ~~P~~premise.

### 13000.08 Separate Premises Under Single Control or Management

Adjoining lots, pieces or parcels of land, under a single control or management shall each be furnished water through individual service connections, each billed as a single service.

**13000.09 Service Connections for Detached Buildings on a Single Premises**

Detached buildings on a single premises under a single ownership may receive water service from a single existing metered service or from a separate metered service upon the Customer's Application for a separate service and payment of all applicable fees and charges. In either case, the metered connection shall be adequately sized as approved by the District in accordance with section 13000.02 of this Code.

**13000.10 Requirement for Meter Installations on New Connections**

All new connections to the retail service area distribution pipeline system shall be required to install a water meter to District specifications.

**13000.11 Metering Mandate**

Public Law 101- Section 3404 of Title 34 of the CVPIA, enacted on October 30, 1992 requires metering of all water service connections as a condition of the District's receiving a water supply under the Central Valley Project water service contract between the United States and the District.

**Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	14000 - Connection Fees for Water Service	Date Amended	June 25, 2008

## 14000.01 Determination of Connection Fees

Basis for determination: A connection fee shall be paid by the Applicant at the time of connection to the District's water system to a specified parcel of land or address. The connection fee shall, at a minimum, consist of a capital facilities fee, annexation fees (if applicable), a meter installation inspection fee and a deposit for installing a service tap (as applicable). The amount of fees and charges, shall be determined according to rates set by the Board of Directors and set forth in the District's current Schedule of Rates, Fees, Charges, and Deposits. All fees paid are applicable to the parcel, and remain with the parcel upon sale of the parcel.

Prior to August 1, 2008, the District may have accepted connection fees without requiring the Applicant to connect to the District's water system. In these situations, if the full connection fee amount was paid by a Developer or Applicant and a meter was installed at the service connection, then no additional connection fee ~~shall was considered to~~ be due. If a connection fee was paid by a Developer or Applicant and they did not install a meter and connect to the District's water system, the Applicant desiring to connect to the District's water system ~~shall was required to~~ pay the current connection fees and previously-paid fees, with the appropriate documentation, ~~shall be were~~ credited against the amount due.

Presently, prior to any service activation or re-activation, all differential amounts, or outstanding fees and charges must be made current. Connection fees shall be paid in accordance with the following:

- A. For a new service, the connection fee is derived from the then-current Schedule of Rates, Fees, Charges, and Deposits.
- B. For a service where prior connection fees were paid but the service was not activated, was abandoned, or there were no billings or billings were not paid, the differential between the prior amount(s) documented as paid and the current amount due for a new connection shall be paid, irrespective as to whether or not a meter is installed.
- A.C. For a service that had been activated and at least one billing occurred and was paid, was subsequently inactivated or abandoned, and there is a request for re-activation where the service has been inactive for more than one (1) year, the connection fee amount shall be calculated as the difference between the then-current connection fees per the Schedule of Rates, Fees, Charges, and Deposits, and the connection fees at the time the Customer inactivated or abandoned the service. If the inactive period is less than a year, re-activation shall be in accordance with Ordinance Numbers 17000, 18000 and other applicable Ordinances which may also apply.

Payment of Capital Facilities Fees shall be as outlined in Ordinance 14000.04. Other conditions as outlined in Ordinance Numbers 12000, 13000, 17000 and other applicable section Ordinances may also apply.

#### 14000.02 Request for a Will Serve Letter for New Service Connections

Upon receiving a written request for a Will Serve Letter [\(or Letter of Water Availability\)](#), the District shall issue a letter giving the current status of availability of treated water supply and facilities to serve a proposed development project on a particular parcel or parcels of land. A Will Serve Letter shall be only a statement of supply and capacity conditions as of the date of the letter. A Will Serve Letter shall not be deemed a contract or a binding commitment to provide water connections or service to any particular development project or property. A Will Serve Letter shall be valid for a [maximum](#) period of ~~three~~one years.

#### 14000.03 Application for a Will Serve Letter for a Development Project

Any Developer or Applicant desiring a Will-Serve Letter [\(or Letter of Water Availability\)](#) for any development project shall submit an application to the District in a form and content as determined by the District. Upon receipt of a full and complete Will-Serve Letter application and payment of all applicable fees, the District shall issue a brief Will-Serve Letter stating (1) whether, as of the date of the letter, treated water supply and facilities are available to serve the development project, and (2) that water connections and service shall be subject to applicable District Codes, resolutions, policies, fees and charges. The Will-Serve Letter shall be in a form and content approved by the General Manager or the Board of Directors. A Will-Serve Letter shall not be issued for property located outside of the District boundaries. A Will Serve Letter shall be only a statement of supply and capacity conditions as of the date of the letter. A Will Serve Letter shall not be deemed a contract or a binding commitment to provide water connections or service to any particular development project or property. A Will Serve Letter shall be valid for a [maximum](#) period of ~~three~~one years.

#### 14000.04 Capital Facilities Fees

Capital facilities fees are classified as the “backbone” of the system and are included in the District’s master plan. Their purpose is to provide revenues to treat, distribute, and store water for individual properties within the District. Bond sales, assessments, general District funds, and other financing vehicles also are used to fund capital facilities. Capital facilities fees [for single connections](#) shall be paid [no later than](#) at the time of connection [or reconnection](#) to [the](#) District water system, at the then-applicable rate. [Capital Facilities Fees for parcel splits or sub-divisions shall be paid in accordance with the terms and conditions of a Conveyance Agreement, and under all circumstances must be fully paid prior to the District issuing written notice of Project Acceptance.](#) Capital Facilities Fees are based on the amount of system capacity that could be used by a specific parcel, which is based on meter size. The fees are included in the District’s current Schedule of Rates, Fees, Charges, and Deposits.

Prior to August 1, 2006 capital facilities fees were based on estimated water usage, and acreage agreements were entered into between eCustomers and the District to allow eCustomers who agreed to restricted water use to pay a reduced portion of capital facilities fees. These acreage agreements are not applicable with the revised capital facilities fees based on meter size, and new agreements will not be entered into by the District. However, while acreage agreements are still in force, the following paragraphs apply.

When the General Manager approved a capital facilities fee reduction for a project involving use of water on a portion of a parcel, the Applicant signed an Acreage Agreement in a form

provided by the District in which the Applicant agreed to use no more than the annual amount of water budgeted to the parcel by the District in accordance with the reduced capital facilities fees actually paid. Once water service is commenced, the Customer must then confine his or her water use to no more than the maximum amount permitted in the annual water budget established in the Acreage Agreement. If the Customer exceeds the budgeted amount, he or she will become liable to pay an additional portion of the waived capital facilities fees to increase the annual water budget to cover the amount actually being used on the parcel. In cases where a Customer exceeds his or her annual water budget on a year-over-year basis, the General Manager may calculate any additional capital facilities fees owing to the District based on the amount of increased water use and as a condition of continued service require the Customer to pay such additional fees and to execute an addendum to the Acreage Agreement establishing the increased water budget and recording the additional fees paid. A Customer subject to an Acreage Agreement that desires to terminate the agreement and to increase his or her water budget to the entire amount allocated to the parcel must pay all remaining capital facilities fees at the then-applicable rate and all remaining annexation fees (if applicable) to the District and immediately upon such payment, the District shall provide the Customer unrestricted water service and record a notice terminating the Acreage Agreement in the Placer or Sacramento County Official Records according to the County in which the parcel is located.

**14000.05 Waiver of Connection Fees for Public Facilities**

Connection fees for non-enterprise parks, libraries, school districts, and fire departments shall be waived.

**Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	17000 - Metered Services	Date Amended	June 25, 2008

## 17000.01 District Standards, Specifications, and Requirements

Metered services connected to the District water distribution system shall conform to District standards, specifications, and requirements.

## 17000.02 Ownership of Meters

The District shall retain title to all meters installed within the District. Payment by a Customer of connection fees, including installation fees, capital facilities fees, meter charges, tapping charges or any other fees or charges shall not transfer ownership of a meter from the District to the Customer.

## 17000.03 Service to Subsequent Customers

After connection and all other fees have been paid to establish water service to a Premise, the same class of service will be made available to subsequent Customers occupying that land without payment of further fees, except for additional fees for increased water use as provided in Section 14000.04 and/or deposits required for service and service charges, as provided elsewhere in this Code.

## 17000.04 Meter Locations

Unless otherwise approved by authorized District personnel or otherwise stated in this section, meters must front the property that they serve and are to be installed adjacent to the property line or edge of an easement subject to District approval and as defined in the District's Standard Specifications.

## 17000.045 Relocation of Service

Prior to inspection approval, all services must be at the specified grade, and located outside proposed driveways. Should a service require a change in grade or relocation outside a proposed driveway, a Change of Service fee or Service Relocation [charge](#) must be paid prior to final inspection approval. See District's Schedule of Rates, Fees, Charges, and Deposits for current fees.

With prior District approval, water meters may be moved at the request of the owner from one location to another location on the same parcel owned by the Customer upon payment of a deposit based on an estimate of time and material costs in an amount determined by the District.



## **17000.06 Service/Meter Enhancements**

Any Customer desiring to make any improvements or changes requiring cutting, refitting, raising, lowering or relocating service connections shall make an application to the District. Upon approval of the application by the District, a deposit will be required prior to the work commencing. District personnel or approved contractors shall perform all work. Should the deposit be in excess of the actual cost, the difference shall be refunded. Should the cost exceed the deposit, the additional amount due will be payable in full to the District upon presentation of the bill.

## **17000.057 Service Turn-Off Requested by Customer Turn-On or Turn-Off of Water Service**

In non-emergency situations, upon receipt of two days' notice by the owner, either in writing, or in Person, water service will be turned off and locked by the District without charge. All water charges up to and including the date of discontinuance must be paid before service will be turned off and locked. Except as otherwise specifically authorized by the District, only District employees shall be permitted to turn water on or off at any service connection, valve, hydrant of the District water system or to operate any device that will regulate the flow of water within the system.

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### **17000.075.1 Service Turn-Off Requested by Customer**

In non-emergency situations, upon receipt of two days' notice by the owner, either in writing, by phone, or in Person, water service will be turned off and locked by the District without charge. All water charges up to and including the date of discontinuance must be paid before service will be turned off and locked. Voluntary disconnection and subsequent reconnection or re-activation of a service may be subject to then-current fees and charges. See District's current Schedule of Rates, Fees, Charges, and Deposits, as well as Ordinance 14000 for additional pertinent information..

### **17000.075.21 Request for Turn-Off Without Notice**

Where notice is not given, the Owner will be required to pay for water service until two days after the District has actual knowledge that the Customer has vacated the Premises or otherwise discontinued water service.

### **17000.05.2 Reconnect Fee**

~~Before service is restored, a reconnect fee will be required. See District's current Schedule of Rates, Fees, Charges, and Deposits.~~

### **17000.075.3 Request for Turn-Off by Landlord**

A Landlord may not request a service turn-off on any occupied leased or rented dwelling unit where water charges are paid current, except for emergency turn-offs related to public health or safety or to prevent loss of life or property damage.

#### **17000.05.4 Extended Discontinuance or Inactive Service**

A service that has been turned-off, discontinued, disconnected, terminated, or otherwise inactivated for an extended period can be considered to be abandoned or inactive and subject to fees and charges for re-activation including connection fees in accordance with Section 14000.01 and other applicable sections that may also apply.

#### **17000.068 Reading of Meters**

Meters shall be read every other calendar month or at a frequency established by the District to permit the computation, preparation and mailing of bills as soon thereafter as practicable.

Meters also are read when ownership of a property transfers from one Customer to another, when water service is discontinued and then restored, when maintenance is required at the meter, or when the Customer has requested assistance with irrigation problems or locating leaks. When the District does not receive advance notice of a change of ownership and the meter is not read when ownership transfers, the District shall estimate water use based on the Customer's historical consumption.

#### **17000.079 Adjustment for Meter Inaccuracies**

##### **17000.079.1 Failure of Meter to Register During Service**

Should any meter in service fail to register during a billing period, a bill will be issued by the District for the estimated amount of water used during the period of the meter failure based on prior use under that account.

##### **17000.079.2 Meter Testing**

Initial Test: Prior to installation, each meter may be tested by the manufacturer or by the District.

Customer Request: A Customer may, giving not less than one week's notice, request the District to test the meter serving the Customer's Premises. The District will require the Customer to deposit the current fee to cover the cost of the test. See District's current Schedule of Rates, Fees, Charges, and Deposits.

The deposit will be returned if the meter is found to register more than three percent error. The Customer will be notified not less than two days in advance of the time and place of the test. The Customer shall have the right to be present or to be represented by a designated representative. A written report, giving the results of the test, will be given to the Customer within 14 days after completion of the test. When, upon testing, a meter is found to be registering more than three percent higher than actual usage under conditions of normal operation, the District will repair or replace the meter and refund to the Customer the full amount of the overcharge based on estimation of corrected meter readings for

the period not exceeding six months that the meter was in use by the Customer.

When, upon testing, a meter is found to be registering more than three percent lower than actual usage under conditions of normal operation, the District will repair or replace the meter. The Customer's deposit for testing will not be refunded. The District may issue a bill for the estimated amount of water used during the period of the meter failure based on prior use under that account.

~~17000.07.3 Upon written request from the Customer, the District will consider a one-time credit during a single billing period for excessive consumption due to leaks in a Customer's service line. The Customer's written request shall describe the leak situation, include date(s) of leak, and must affirm that the leak has been repaired. Credits are based on the Customer's historical consumption and shall be determined by the District on a case-by-case basis.~~

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## **17000.108 Meter or Service Connection Downsizing or Upsizing**

### **17000.108.1 Voluntary:**

Customers may request the downsizing, but in no case smaller than one inch, or upsizing of their meter or service size. If the District approves a Customer's upsizing or downsizing request, the Customer shall pay for all costs of the conversion on a time and material basis. In addition, if a larger meter is desired, the Customer shall pay the difference between the current connection fee for the larger meter and the current connection fee for the existing meter size. The District will provide the Customer with a cost estimate. The Customer must pay the difference in connection fee and provide the District a deposit in the amount of the cost estimate for time and materials prior to the District starting work. If the change in water service requested would require a meter or service connection of a smaller size, no refund shall be due or payable for fees previously paid, including capital facilities fees.

### **17000.108.2 Involuntary:**

Pursuant to Section 13000.02, if the size or water demand of the parcel(s) receiving water service does not qualify for the current size of meter or service connection, the District reserves the right to involuntarily decrease or increase the size of meter or service connection and backflow prevention assembly. The District will make every attempt to notify the Customer in advance and schedule the work at the Customer's convenience. However, if after thirty days following notice from the District the Customer has not responded or taken action to correct the problem, the District will schedule and complete the work as stated in the notice and charge all costs and fees owing for the work to the Customer.

**17000.1109 Recommended Flows for District Meters**

Customers are cautioned to control rates of flow of water through District meters. Customer-caused damage to a water meter is subject to a District charge to repair or replace a damaged meter. The District may terminate water service if a Customer fails to pay any charges for meter repair or replacement or to correct a continuing flow problem. Operation of a meter that flows in excess of the manufacturer’s recommendation can cause severe damage to operating parts. Rated capacities for meters used in the District are as follows:

**Standard Meters**

Maximum Rate per Meter Size (size in inches)	Maximum rate per meter* Gallons per Minute
1	50
1 1/2	100
2	160
3	350
4	1000

Meter Size (in inches)	Maximum Continuous Flowrate (in Gallons per Minute) *	Maximum Intermittent Flowrate (in Gallons per Minute) *
1	25	50
1-1/2	50	100
2	80	160
3	175	350
4	300	600
6	675	1,350

**Compound Meters**

2	160
3	320
4	500
6	1000

Meter Size (in inches)	Maximum Continuous Flowrate (in Gallons per Minute) *	Maximum Intermittent Flowrate (in Gallons per Minute) *
2	80	160
3	160	320
4	250	500
6	500	1,000
8	800	1,600

\* Maximum flowrates listed are for intermittent, short-term flow conditions only. Maximum continuous flow rates are typically 50% of maximum intermittent flow rate but are specific by meter type and size. Allowable maximum continuous and intermittent flowrates for a specific service and meter type will be determined by the District.

**17000.120 Damaging or Tampering with Meters**

Whenever the District has determined that a water meter has been willfully damaged or tampered with in such a manner that the meter does not properly register the consumption of water, the meter shall be locked or removed and the water service terminated. The meter shall not be opened or reinstalled for service until all of the following charges have been paid:

- A. Outstanding water bills for the Premises being served by that meter;
- B. An unauthorized connection fee as set forth in the District's current Schedule of Rates, Fees, Charges, and Deposits, if applicable;
- C. A charge for servicing, repairing, or replacing the meter equal to the District expense for time and materials;
- D. A meter installation fee in accordance with Section 12000.03; and
- E. A charge for estimated quantity of water consumed but not paid for since the last regular correct reading, which shall be determined on the basis of prior use under the Customer's account for the damaged or tampered meter.

#### **17000.131 Angle Stop**

Every service connection is equipped with an angle stop valve on the inlet side of the meter. The District's responsibility for maintenance terminates at the Customer's side of the water service meter box. The angle stops are for the exclusive use of the District in controlling use of the water through the service connection and/or meter. If the angle stop should be damaged or worn out through use by a Customer to an extent requiring replacement or repair, the District shall charge the Customer for such replacement and/or repair.

#### **17000.142 Customer Responsibility**

The District assumes no responsibility for maintenance and operation of the Customer's water system beyond the service connection. The Customer assumes all liability and responsibility of every kind to the end that the District shall be kept whole and harmless at all times of any claim resulting from matters involving quantities, quality, time or occasion of delivery, or any other phase of the maintenance, operation and service of the Customer's water system.

The District recommends for convenience and safety that the water system on the Customer's Premises be equipped with a wheel shutoff valve for the customer's use to isolate their water system and turn off their water supply. The wheel shutoff valve shall be placed at some known accessible location between the meter and the building.

#### ~~**17000.13 Service/Meter Enhancements**~~

~~Any Customer desiring to make any improvements or changes requiring cutting, refitting, raising, lowering or relocating service connections shall make an application to the District. Upon approval of the application by the District, a deposit will be required prior to the work commencing. District personnel or approved contractors shall perform all work. Should the deposit be in excess of the actual cost, the difference shall be refunded. Should the cost exceed the deposit, the additional amount due will be payable in full to the District upon presentation of the bill.~~

**17000.154 Minimum Pressure**

The District ordinarily will provide a minimum of 20-psi residual pressure at the meter/service connection. When a Customer's Premises would be serviced at an expected minimum pressure of less than 20-psi, the District agrees to pay for, construct and maintain a booster pump facility and a reduced pressure principle backflow prevention device, per Section 10000.04 prior to or at the District's service of water to the Premises. Only District employees shall be permitted to operate booster pumping equipment and any unauthorized use of such equipment may be grounds for termination of water service.

**17000.165 Maximum Pressure**

Whenever the District provides pressure greater than 80-psi, the customer will install, adjust, and maintain a pressure regulator controlling the pressure on their premises per the California State Plumbing Code.

**Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	18000 - Bills for Water Service	Date Amended	February 1, 2020

## 18000.01 Bills For Water Service

### 18000.01.1 Issuance of Bills

Bills for water service or other charges will be mailed or presented in the month following the water meter reading and/or the applicable charges have been determined. Issuance shall be every other month. Final bills for sale of property are exempt from this billing cycle.

### 18000.01.2 Fixed Base Charge

Billing for water service includes a fixed base charge that primarily funds fixed costs. This typically includes facilities, infrastructure maintenance, debt service, customer service, and other similar needs that have to be paid for regardless of how much water is delivered to customers. The fixed base charge is due regardless of whether any water is actually used. Customers whose service has been discontinued in accordance with section 18000.03 or has requested that their service be discontinued in accordance with District ordinance section 17000.05 will not be assessed the fixed base charge for months subsequent to discontinuance.

### 18000.01.3 Consumption Charge

Billing for water service includes a consumption charge that primarily funds the expenses to the District necessary for the purchase and distribution of water to customers. The consumption charge, as set forth in the District's most current rate study, is assessed for each one-hundred cubic feet (CCF) of water actually consumed.

### 18000.01.4 Billing Periods

Bills for general water service generally will be rendered bi-monthly by the District. Bills for special water services (temporary water service, construction water, fire hydrant use) may be rendered more frequently. Special meter readings will be made for opening or closing billing purposes.

### 18000.01.5 Billing on Non-Owner-Occupied Residences

California Government Code section 54347 authorizes public agencies to collect charges from property owners for services to tenants on those properties. Therefore, with the property owner's authorization, evidenced by a signed Landlord/Tenant Agreement from the legal owner of the property, and a deposit that meets the requirements of District ordinance section 15000.01, the District shall provide a bill copy to the service address for water service. However, the property owner shall be responsible to pay any charges not paid by the tenant. The District shall not share any account information with the tenant, other than the outstanding balance, in the absence of a completed Landlord/Tenant Agreement application which imposes primary responsibility to pay the water bill on the tenant.

### 18000.01.6 Back Billing

If a eCustomer uses water for which no bills have been issued for more than one billing cycle, and a beginning meter reading is not available, the eCustomer will be billed the fixed base charge for the period plus a consumption charge calculated from the average water usage over the most recent six billing cycles. This amount, which shall not be less than the base charge if no billing history is available, will be billed to the eCustomer based on the number of billing cycles the eCustomer has been occupying or in possession of the premises without paying bills.

### 18000.01.7 Refunds

If a eCustomer is erroneously overcharged for service, the District may refund any overage paid by the eCustomer up to two years.

### 18000.01.8 Disputed Charges

When a eCustomer disputes the amount of a bill for any reason, the eCustomer should contact the District office. If the bill is disputed, to avoid discontinuance of water service, the eCustomer must deposit at the District office, before the disconnect date, the full amount of the disputed bill or proof of previous payment of the disputed bill with a letter setting forth the basis for the dispute and requesting a review by the Finance Director or General Manager. The Finance Director or General Manager's findings and decisions will be final and binding. If the eCustomer's complaint concerns the meter, he or she may request that his or her meter be tested pursuant to Section 17000.07.2 Meter Testing of the District's most current water ordinance. Nothing in this section is intended to affect a eCustomer's rights under Health & Safety Code section 116900 and following and the District's Policy on Discontinuance of Residential Water Service for Nonpayment ("Policy") implementing those rights.



### **18000.01.9 Bill Adjustment for Leaks**

Upon a Customer's submission of a consumption credit form, the District will consider a one-time credit for water consumption resulting from a leak in a Customer's internal water system or when there is significant unexplained usage. Credits are determined by comparing the Customer's water use during the period in which the leak occurred to their historical water use for that same period and splitting the difference (resulting in a credit of 50% of the above average usage at the current volumetric rate). The Customer has the right to accept the credit or save the one-time credit allowance for future use. All Customer requests for a credit will be considered on a case by case basis and the District reserves the right to approve or deny any request.

### **18000.01.109 Due Date**

Each statement issued by the District for such charges shall be due and payable on the date of issuance or other presentation to the Customer.

### **18000.01.110 Final Payment Date**

Bills become delinquent and subject to discontinuation of service if not paid within 60 days from the bill issuance date.

## **18000.02 Payment of Charges**

- A. **Payment Responsibility:** The District is required to continue providing water service to each **P**remises or **P**parcel connected to the District water system as long as each such **P**remises or **P**parcel pays its fair share of the costs of receiving the service and such fair share of costs are chargeable to and run with each **P**remises or **P**parcel receiving District water service. Therefore, payment of all water service rates, fees and charges shall be the responsibility of the owner of record of the subject **P**remises or **P**parcel and payment of all charges is an obligation of ownership of a **P**remises or **P**parcel. As such, any subsequent owner of a **P**remises or **P**parcel is responsible for paying any unpaid or delinquent fees, rates and charges due on a **P**remises or **P**parcel that are in any way connected to District water service as a condition of service being continued to the **P**remises or **P**parcel. A change in ownership does not terminate any outstanding rates, fees and charges due for previous water service to said parcel, whether or not those rates, fees and charges were incurred by the present **P**remises or **P**parcel owner or a previous owner or tenant.
- B. **Crediting of Payment:** Payments shall be credited to a Customer's account when cash, an electronic funds transfer, a check drawn on an account with sufficient funds a money order or a Visa or MasterCard payment has been received by the District at the District business office during regular office hours. Deposit of payment in the mail shall be credited to a Customer's account when received at the District's business office.

- C. Dishonored Payment Charge: A returned item charge as set forth in the District’s current Schedule of Rates, Fees, Charges, and Deposits shall be added to a Customer’s account in each instance where payment has been made to the District that has been returned to the District by the bank upon which it is drawn.
- D. The District offers an average monthly or equalized payment plan to balance water bills that can fluctuate seasonally. The equalized amount is based on the eCustomer’s average consumption during the current 12-month period. Average monthly or equalized payment plans are reconciled annually and adjusted as needed.
- E. The District offers online bill presentment and payment to Customers who wish to view their bill and/or pay by check or Visa or MasterCard via the internet.
- F. Customers may make payment arrangements with the District. Defaulting on a payment arrangement may lead to disconnection of service.

### **18000.03 Delinquent Accounts**

#### **18000.03.1 For Non-Payment of Charges**

Except as otherwise prohibited by law, a delinquent account from a Ppremises within the District will be applied to a new account opened by the same Customer for a different Ppremises, and the District may require payment of the delinquent amount (plus penalties and interest) as a condition of opening the new account, or the District may pursue any other remedy for collection of delinquent accounts provided for in this Code or other District rule, regulation or policy, or applicable state and federal law.

#### **18000.03.2 Late-Payment Charge**

A late-payment charge shall be added to each delinquent account upon preparation of an Intent to Disconnect Notice. When a late-payment charge is imposed, such charge shall be added to the account as of the date the notice is prepared, and such charge shall become part of the amount due at that time. The current late-payment fee amount is set forth in the District’s Schedule of Rates, Fees, Charges, and Deposits. The District may, at its discretion, apply a late-payment charge upon other reasonable notification to Customer for connections where a door hanger cannot be delivered (i.e. connections for irrigation service or for residences or commercial buildings under construction.)

#### **18000.03.3 Partial Payment on Delinquent Accounts**

A partial payment on a delinquent account may be accepted and credited to a Customer’s account. The partial payment shall not cause removal of the account from an existing delinquent status or preclude assessment of fees and charges for delinquent payment, nor shall the partial payment

preclude the meter/service from being turned off for delinquency or cause duly disconnected service to be restored.

#### **18000.03.4 Discontinuation of Service to Delinquent Accounts**

- A. Discontinuation of Service: Continuation of service to a delinquent account will be permitted only as set forth in the Policy, adopted and amended from time to time by the Board of Directors, if financial arrangements have been established in accordance with the Policy.
- B. Requirement of Deposit: If a Customer permits his or her account to become delinquent, the General Manager or his/her designee may require the Customer to make a deposit in accordance with the provisions of Section 15000 of this Code.

#### **18000.03.5 Lien for Delinquent Charges**

- 1. To the extent permitted by law, the District may file with the Placer or Sacramento County Recorder a Notice of Lien (whichever is the County in which the property is located), setting forth the legal description of the property, the amount of the obligation owed, specifying that the same is owed to the District, and that all delinquent service charges, together with late fees, penalties and interest, are a lien against the premises to which the service was provided in accordance with Government Code Section 54354.
- 2. All outstanding account balances, interest and lien release charges (if applicable) must be paid in full prior to re-establishing service in the owner's name at the same, or different property within the boundaries of the District.
- 3. Current accounts that have incurred a large amount of fines, or the owner that maintains the account has refused to pay any balance owed and the District may be placed in a position of incurring bad debt may have a lien placed against the property being served by the District until the balance associated with those charges is paid in full.

#### **18000.03.6 Reinstatement of Water Service Under Delinquent Accounts**

Water service accounts terminated for non-payment shall be reinstated as provided in the Policy.

#### **18000.04 Termination of Master Meter Accounts**

This Section applies to termination of water service through a master meter, or through individually-metered service in a multi-unit residential structure or mobile home park, where the owner or manager, is listed by the District as the Customer of record of the service. Termination and reinstatement of such accounts will be in accordance with the Policy. A Person subject to a master metered account that was not directly billed by the District, who opens an individual service accounts after the termination of a

master metered account, shall be subject to all applicable provisions of this Code and all other applicable District rules, regulations, and policies.

**Revision History:**

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	
12/11/19	Ord. 19-01 revisions to comply with SB 998	Lisa Brown, Customer Service Manager