



Rules and Regulations Water System Facilities and Service

Chapter History

Effective May 17, 1991
Amended February 14, 1992
Amended June 13, 2002
Amended July 14, 2005
Amended April 19, 2006
Amended June 11, 2009
Amended February 11, 2010
Amended November 10, 2010
Amended March 8, 2012
Amended May 17, 2012
Amended July 9, 2015
Amended December 14, 2017
Amended February 8, 2018
Amended February 13, 2020
Amended May 14, 2021

The current Rules and Regulations governing water system facilities and service for the Rancho California Water District are enclosed.

Table of Contents

1	WATER SYSTEM FACILITIES AND SERVICE	1
1.1	Rules and Regulations for Water Service.....	1
1.1.1	General.....	1
1.1.2	Definitions.....	1
1.1.3	Severability.....	3
1.1.4	Promulgation and Enforcement of Water Service Requirements.....	3
1.1.5	Discontinuance of Service for Violation of Rules and Regulations.....	4
1.2	District Water Systems.....	4
1.2.1	Control and Operation of Systems.....	4
1.2.2	Installation or Removal of Meters	4
1.2.3	Shutting Off Water Supply for Emergency Repairs or for Changes, Etc., in or Affecting the Distribution System	5
1.2.4	Inspection of Customer Premises	5
1.2.5	Protection of Health.....	5
1.3	Non-Responsibility of District	6
1.3.1	Interruption of Water Service	6
1.3.2	Privately-Owned Waterlines.....	6
1.3.3	Water Pressure Regulation	6
1.3.4	Cross-Connection and Backflow Devices	7
1.3.5	Water Service for Steam Boilers	7
1.3.6	Electrical Ground Connections	7
1.4	Prohibited Practices	8
1.4.1	Unauthorized Service.....	8
1.4.2	Leaks or Waste of Water.....	8
1.4.3	Resale of Water.....	9
1.4.4	Fire Hydrants or Other District Facilities.....	9
1.4.5	Prohibition of Multiple Services for One Meter	9
1.4.6	Drilling of Private Well	9
1.5	Types of Water Service	10
1.5.1	Service Area	10
1.5.2	Water Rates, Charges, and Fees	10
1.5.2.1	Waiving of Fees for Service	10
1.5.3	Types of Water Service	11
1.5.4	Discontinued and Inactive Water Service.....	14
1.5.5	Private Well Agreement.....	15

1.6	Meter Reading, Billing, and Collection	16
1.6.1	General.....	16
1.6.2	Reading of Meters.....	17
1.6.2.1	Tender of Payment for Services	17
1.6.2.2	Delinquent Accounts	18
1.6.2.3	Filing of Liens for Unpaid Charges	21
1.6.3	Partial Billing	22
1.6.3.1	Offsets.....	22
1.6.4	Disputed Bills.....	22
1.6.5	Non-Registering Meter	22
1.6.6	Service to Subsequent Customers	23
1.6.7	Inaccessible Meter	23
1.7	Water Service Application.....	23
1.7.1	Requirement of Application for Service	23
1.7.2	Applicant’s Responsibility for Information Furnished	24
1.7.3	Restoration of Inactive Service	24
1.7.4	Consent	24
1.7.5	Angle Stop.....	24
1.7.6	Customer Responsibility	25
1.7.7	Meter Enhancements	25
1.7.8	Minimum Pressure.....	25
1.7.9	Transfer of Property Ownership or Billing.....	25
1.7.10	Type and Size of Water Meter	26
1.7.11	Limited Charges for Subsequent Customers	28
1.7.12	Requirement of Individual Meters.....	28
1.7.13	Use of Submeters for Resale or Distribution of Water.....	28
1.7.14	Meter Service for Lot Splits.....	28
1.7.15	Meter Locations	29
1.7.16	Remote Meters	29
1.7.17	Temporary Remote Meters	29
1.7.18	Meter Testing, Repair, and Replacement	30
1.7.19	Meter Downsizing.....	32
1.7.20	Exchange of Meters	32
1.7.21	Relocation of Meters	32
1.7.22	Removal of Meters.....	33
1.7.23	Sanitary Sewer Service.....	33

1.8	Capacity Fees for Water Service	33
1.8.1	Schedule of Capacity Fees.....	33
1.8.2	Credit for Fees Previously Paid	34
1.8.3	Removal of Meter at Request of Customer	34
1.8.4	Removal of Meter for Delinquent Payment and Subsequent Reinstallation	34
1.9	Installation of Laterals, Meters, and Flow Control Devices.....	35
1.9.1	Installation Types	35
1.9.2	Pressure Regulation	35
1.9.3	Installation Charge	35
1.10	Unmetered Water Service	36
1.10.1	Definition of Unmetered Service	36
1.10.2	Procedure.....	36
1.10.3	Rates for Unmetered Service.....	37
1.11	Water Theft Regulations and Enforcement.....	37
1.11.1	General.....	37
1.11.2	Prohibition of Water Theft; Administrative Penalties	37
1.11.3	Other Remedies	39
1.11.4	Payment and Appeal Procedures.....	40

1 WATER SYSTEM FACILITIES AND SERVICE

1.1 Rules and Regulations for Water Service

1.1.1 General

Water service shall be furnished to customers only in accordance with these Rules and Regulations set forth herein, or as otherwise authorized by the Board of Directors.

1.1.2 Definitions

Agency Agreement. "Agency Agreement" is a recorded document that assigns the water management of the property groundwater resource to the Rancho California Water District for the benefit of all District customers.

Applicant. "Applicant" means any person, firm, or corporation who applies for water service.

Board. "Board" means the Board of Directors of Rancho California Water District.

Capacity Fee. "Capacity Fee" means the fee charged by the District, as determined by the Board from time to time, to pay the applicant's share of the total cost of existing and future water facilities, which are necessary to serve the applicant's property.

Customer. "Customer" means any person, firm, corporation, association, or agency who uses or is entitled to use water from the District's system.

Customer Service Valve. "Customer Service Valve" means the turn on/turn off valve located on the discharge side of the meter.

District. "District" means the Rancho California Water District and/or the staff thereof.

District Engineer. "District Engineer" is the Chief Engineer for the Rancho California Water District.

District Water System. "District Water System" means all facilities owned and operated by the District for the purpose of providing water service to Customers.

Drop In Meter. "Drop In Meter" means the meter to be installed where the service connection lateral is in place and angle stop locked.

EDU. "EDU" means equivalent dwelling unit and represents the average water demand placed on the system by a family of four (4) people (approximately 600 gallons per day, per dwelling unit).

General Manager. "General Manager" means the General Manager of the Rancho California Water District or his agent, representative, or inspector.

HCF. "HCF" means 100 cubic feet or 748 gallons of water.

May. "May" is permissive.

MWD. "MWD" means Metropolitan Water District of Southern California.

Non-Potable Water. "Non-potable Water" means water furnished the customer that has not been treated for human consumption in conformance with State of California, Department of Public Health, Division of Drinking Water and Environmental Management Drinking Water Standards.

Person. "Person" means an individual, firm, partnership, corporation, governmental agency, its or their heirs, executors, administrator, assigns, officers, or agents.

Potable Water. "Potable Water" means water furnished the customer that is pure, wholesome, and does not endanger the lives or health of human beings and which conforms to Sections 3, 4, 5, and 6 of the United States Public Health Service Drinking Water Standards, Latest Edition.

PR. "PR" means pressure regulator; the pressure regulator valve automatically reduces a higher inlet pressure to a steady lower downstream pressure regardless of changing flow rate and/or varying inlet pressure.

Property Owner. "Property Owner" means the holder of legal title to real property.

RP. "RP" means reduced pressure principle. This is a District-approved backflow preventer device that protects the potable water distribution system against the hazards of contamination due to a cross-connection.

Remote Meter. "Remote Meter" or "remotely" means that the permanent location of the meter is not at the property line of or on the parcel that is being served.

Service Connection. "Service Connection" means all valving, piping, and appurtenances, including an appropriate meter (unless otherwise specifically specified), required to extend water service from a District waterline to and through the customer service valve located downstream (on the applicant's side) of the meter and backflow device, if applicable.

Shall. "Shall" is mandatory.

Temporary/Remote Meter. "Temporary/Remote" means that the eventual permanent location of the meter will be at the property line or on the parcel to be served, but is temporarily installed on a remote basis.

Unit of Water. "Unit of water" means 100 cubic feet or 748 gallons of water.

Water Agency. "Water Agency" means and includes public agencies, public utilities, and mutual water companies.

1.1.3 Severability

If any section, subsection, sentence, clause, or phrase of these Rules and Regulations is for any reason held to be invalid or unconstitutional, such decision shall not affect the remaining portions of the Rules and Regulations.

The Board of Directors of the District hereby declares that it would have passed said Rules and Regulations by section, subsection, sentence, clause, or phrase thereof irrespective of the fact that any one or more sections, subsections, sentences, clauses, or phrases be declared invalid or unconstitutional.

1.1.4 Promulgation and Enforcement of Water Service Requirements

The District shall promulgate, prescribe, and enforce such water service requirements as may be necessary or convenient for the protection, control and/or water service connection sold, supplied, delivered, distributed, and/or maintained pursuant to the said Rules and Regulations.

Each and every condition and requirement with respect to the use, connection, disconnection, reconnection, and/or discontinuance of water, water service, and/or water service connections provided for by, and set forth in, the Rules and Regulations shall apply with equal force and effect to any failure or refusal of any person or corporation, public or private, to comply with any such water service requirements.

There shall be no deviation from these Rules and Regulations except upon express authorization by the General Manager or his designated representative.

1.1.5 Discontinuance of Service for Violation of Rules and Regulations

Any violation of these Rules and Regulations shall be cause for the Board to apply such penalties as may be provided for by law or to take any other action that the Board deems appropriate, including the discontinuance of water service.

A customer shall be entitled to a reasonable notice of the intent of said District to discontinue service for noncompliance with, or violation or infraction of, any such Rule and Regulation and to a reasonable opportunity to comply therewith or to cease the violation or infraction thereof.

Provided however, that no such notice or opportunity to comply with, or cease a violation or infraction of, any Rule and Regulation need be given in those instances in which the noncompliance, violation, or infraction by the customer has created, is creating, or is likely to create on the customer's premises and/or in the water supply system of said District, conditions dangerous and detrimental to property (including crops), public health, safety, and welfare.

Customers who cause the District to disconnect the water supply through their noncompliance with these Rules and Regulations shall be held liable for all costs incurred. Said charges shall be estimated and paid prior to the resumption of service. This deposit is subject to additional billing or refund to reflect the actual completed cost.

1.2 District Water Systems

1.2.1 Control and Operation of Systems

The District Water System shall be under the management and control of the General Manager. No person, other than an employee or agent 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 said 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 and subject to appropriate criminal penalties.

1.2.2 Installation or Removal of Meters

Water meters are part of the District Water System. Installation, relocation, or removal of water meters, and connection to and disconnection from the District Water System, shall be made only by District employees or its agents.

1.2.3 Shutting Off Water Supply for Emergency Repairs or for Changes, Etc., in or Affecting the Distribution System

The District reserves the right, at any and all times, to shut off the water for the repairing, extending, or altering, etc., of water mains, the repairing and placing of the appurtenances, the repairing and renewing of water service connections, or the changing and testing of water meters or backflow prevention devices, etc.

When the water supply is to be shut off for any of the above reasons, the District will make a reasonable effort to deliver a notice of the shut-off to the customer or to some responsible interested person on the premises, but it does not assume any liability for the failure of the customer to receive or to understand such notice. The District will not be responsible for the maintenance of pressure, nor for the continuity of water supply, and customers dependent upon a continuous water supply should provide adequate storage for emergencies.

Customers having water heaters or any other devices requiring a continuous water supply should take all necessary steps to prevent damage to or the causing of injury by such devices as a result of an interruption of the water supply.

1.2.4 Inspection of Customer Premises

In accordance with California Water Code Section 35404, authorized District personnel may enter for the purposes of the District upon any land. Authorized District personnel will use its best efforts to notify the property owner prior to entry and to access the property at reasonable hours to inspect the District Water System or to determine whether the customer is complying with the rules, regulations, and ordinances of the District concerning taking, using, or wasting water.

1.2.5 Protection of Health

The District reserves the right to treat any and all water served through the District Water System with such chemicals and processes, at such time and in such amounts as it deems proper to safeguard public health.

1.3 Non-Responsibility of District

1.3.1 Interruption of Water Service

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 portion of the District Water System. Except in emergencies, such interruptions will not be made without attempt to provide prior notice to the customers involved. District shall not assume any responsibility for loss or damages that may occur due to interruption of water service.

1.3.2 Privately-Owned Waterlines

- A. The customer's water system begins at the discharge side of the customer service valve. The District installs and maintains the water line, valves, and meter up to and including the customer service valve. All labor and material for connection to the customer service valve is the sole responsibility of the customer.
- B. The District assumes no responsibility for the delivery of water through privately-owned pipelines or systems, nor shall it 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.

1.3.3 Water Pressure Regulation

- A. 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.
- B. 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 the appropriate pressure regulation device required to conform to local building codes.

1.3.4 Cross-Connection and Backflow Devices

- A. State Regulations for Cross-Connection. Pursuant to the California Department of Public Health Regulations Relating to Cross-Connection (Calif. Adm. Code, Title 17 - Public Health), the District has adopted Ordinance No. 2009-10-1 for the purpose of safeguarding drinking water supplies by preventing backflow into public water systems. The term "cross-connection" means any unprotected connection between any part of the District Water System and any other source or system containing water or substance that is not or cannot be approved as safe, wholesome, and potable for human consumption.

- B. Customer Responsibility to Prevent Cross-Connection. Customers are prohibited from making or allowing any cross-connection that could permit a backflow of water or other substance into the District Water System. Water service shall not be furnished unless the customer has installed, at the customer's expense, a District-approved protective device. Those customers making application for water service and whose service situation is identified in Ordinance No. 2009-10-1 to require the installation of a suitable backflow prevention device must install said device before service will be furnished. The protective device and its installation must be approved by the District. After installation, the District will initially inspect and test the protective device for proper operation and maintenance; however, thereafter the testing, operation, maintenance, annual certification, and repair shall be the customer's responsibility.

- C. Siphon-Breaker Device for Sprinkling Systems. Each customer, using water from the District Water System for lawn or garden sprinkling systems, is required to install a siphon-breaker device on such lawn or garden sprinkling systems to prevent a backflow of water into the District Water System.

1.3.5 Water Service for Steam Boilers

Customers using District water to supply steam boilers are required to provide adequate storage of water for boiler use for a minimum period of twelve (12) hours.

1.3.6 Electrical Ground Connections

The connection of electrical ground wire to water pipes is prohibited. The District shall assume no responsibility for any loss or damage resulting from such a connection.

1.4 Prohibited Practices

1.4.1 Unauthorized Service

- A. No customer may use or permit the use of water:
 - 1. For any property other than that described in the application for service.
 - 2. For any property outside of the boundaries of an improvement district.
 - 3. For property outside the boundaries of the District.

- B. Water service shall not be supplied to more than one (1) parcel of land through one (1) meter except where contiguous parcels, as identified by the County Tax Assessor, are owned by the same person or entity. The District has discretion to require each parcel to have an individual meter pursuant to these rules and regulations, even where contiguous parcels are owned by the same person or entity.

1.4.2 Leaks or Waste of Water

In accordance with District Ordinance Nos. 91-2-1 and 2015-6-1, no customer shall knowingly permit leaks or other wastes of water.

In the event of a leak where a customer is unaware of such activity, the District shall make allowance for an adjustment to the water bill. The customer will be responsible to pay for water that is registered on the meter resulting from the leak; however, the customer will be eligible for a credit of Tier penalties due to leak activities. A maximum of three (3) billing cycles will be approved for adjustment. The District shall review the account to determine the probable time that the leak occurred in order to decide whether one, two, or three billing cycles qualify for the adjustment. A water leak adjustment will be considered if the customer has not received a previous water leak adjustment within the last 48 months.

Before an adjustment is granted, it is the responsibility of the customer to provide the District with documentation regarding the repair(s) of such water leak or water waste being submitted for adjustment. The documentation must include photographs and any invoices associated with the repair.

A water leak billing adjustment will be approved only for a leak that is outside the customer's direct control and will not be approved for private plumbing corrective measures that should be employed as a routine matter of sound water conservation practice. A burst underground pipeline would be an example of a situation that would typically be eligible for a leak adjustment credit. Examples of situations not eligible include leaking toilets, dripping faucets, burst hoses, unattended nozzles, or repetitive leaks within the customer's water system indicative of a need for comprehensive plumbing repair.

1.4.3 Resale of Water

No customer may resell any portion of the water furnished by the District except as may be permitted under Section 1.4.5 of this Code.

1.4.4 Fire Hydrants or Other District Facilities

- A. No person may withdraw water from any fire hydrant, blow-off valve, or other connection to the facilities of this District, unless an agreement has been entered into with the District for such withdrawal. Such agreement shall provide that all withdrawals shall be made through a meter, as required per Section 1.5.3.D.
- B. The provisions of Paragraph A 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.

1.4.5 Prohibition of Multiple Services for One Meter

No service connection shall be used to provide water service to the property of another owner or to supply the property of the same owner located across a public street from the property being legally served in accordance with these rules and regulations.

1.4.6 Drilling of Private Well

The District manages the groundwater resources within its boundaries for the benefit of all lands within the District with an executed Agency Agreement and in accordance with the terms of any applicable agreement, i.e., Annexation Agreements, etc. The drilling of wells is prohibited unless the property owner enters into a private well agreement (see Section 1.5.5).

1.5 Types of Water Service

1.5.1 Service Area

Water service shall be furnished by the District only to property located within the District. Water service to property located outside the District may be furnished only upon prior approval of the Board of Directors, and in conformance with the District's Expanded Service Area Policy. Water service provided by the District may be restricted per the requirements of the District's Water Shortage Contingency Plan.

1.5.2 Water Rates, Charges, and Fees

Water service furnished by the District shall be under the classes of service and at the rates, charges, and fees as described in the District's Customer Guide to Rates & Charges. The Board reserves the right to change the schedule of water rates and other charges periodically or at any time.

1.5.2.1 *Waiving of Fees for Service*

In order to ensure that the costs for special services (which are provided to and/or benefit specific customers) are not charged to all water customers, the District has established a Fee for Service Policy. Under the Fee for Service Policy, the costs of providing the service or services are charged to the customer benefiting from or receiving the specific service or services on a fee or deposit basis.

All fees including, but not limited to, Account Set-up Fees, Turn-on Fees, Delinquent Turn-on Fees, Door Hanger Fees, Returned Check Fees, and Cut Lock Fees, etc. cannot be waived per the District's Fee for Service Policy and California Constitution article XIII C, section 1(e) requirements. All such fees shall not exceed the estimated reasonable cost of providing the service for which the fee is imposed.

A customer may request to have a fee removed from his or her account once every two (2) years.

1.5.3 Types of Water Service

- A. Municipal and Industrial. This type of service generally serves domestic, business, and recreational facilities. Service is provided to property owners. In the event a property is leased to a tenant, the tenant may be designated as the customer on the account, in accordance with the requirements of this Code. The property owner shall be jointly and severally liable for payment of all water charges and any fees, penalties, and interest incurred on the account that are not timely paid by the tenant/customer of record.
- B. Agricultural. To qualify for this type of service, the customer must use the water for "Agricultural Purposes," which is defined as the growing or raising of agricultural products in conformity with recognized practices of husbandry, for the purpose of commerce, trade, industry, or for feeding of fowl or livestock. Such products to be grown or raised on a parcel of land having an area of not less than one (1) acre utilized exclusively therefore. In addition, the applicant must also satisfy the following two (2) conditions:

1. Applicant is the owner, or agent thereof, of the premises upon which the District is requested to furnish service.
2. Applicant must complete an Agricultural Certification Form demonstrating compliance with the District and the District's current Agricultural program requirements.

In the event a property is leased to a tenant, the tenant may be designated as the customer on the account, in accordance with the requirements of this Code. The property owner shall be jointly and severally liable for payment of all water service charges and any fees, penalties, and interest incurred on the account that are not timely paid by the tenant/customer of record.

- C. Fire Protection Systems. This type of service is available to residential and commercial/industrial properties that require on-site fire suppression systems within their buildings or on the premises. Fire Protection Systems service will include the additional following conditions:
1. The automatic fire sprinkler service control valve shall be left closed and sealed until a written order to turn on the water is received from the owner/customer (after the water is turned on, the District shall not be liable for damages of any kind whatsoever that may occur on or to the premises served by reason of the installation, maintenance, or use of such service connection, or because of fluctuation of pressure, or interruption of water supply).
 2. Dedicated fire protection system(s) shall be a closed system with no other outlets other than the on-site fire protection devices (sprinklers, fire hydrants, etc.).
 3. Fire protection systems service to one- and two-family residential properties shall incorporate a (single) fully-metered water service lateral to each residential unit to supply both the fire protection system (i.e. automatic fire sprinkler) and domestic water system (combined).
 4. At the sole discretion of the District, fire protection systems service to multiple-family residential and commercial/industrial properties shall incorporate partially-metered water service lateral(s) to supply the fire protection system only (with separate fully-metered water service laterals for the domestic water system), or fully-metered water service lateral(s) to supply both the fire protection system and domestic water system (combined).
 5. An approved backflow prevention device shall be installed and maintained by the owner/customer, in accordance with the District's latest Cross-Connection Control Program Ordinance (backflow prevention devices for fire protection systems shall be UL, FM, and USC approved).

6. For partially-metered fire protection system service lateral(s), the backflow prevention device shall be of the 'detector assembly' type (i.e., with factory-installed detector meter), and all applicable rates and charges shall be applied to such detector meter service accounts.
 7. If water is used through a partially-metered fire protection systems service lateral for any purpose other than to extinguish a fire, or other related purpose, the District reserves the right to: 1) modify the water service to be fully-metered, at the owner's/customer's expense, 2) charge all appropriate penalties, rates, and charges, and/or 3) discontinue service.
- D. Temporary Service (from Fire Hydrants). Water may, upon application, be procured from fire hydrants for purposes other than the extinguishing of fires in the manner prescribed herein. The District reserves the right to require the use of non-potable water for non-potable purposes.
1. Stationary. Water will be provided through a water meter set and locked to the fire hydrant by the District. Applicant will provide location and meter shall remain at said location until applicant, or his agent, requests a relocation and pays appropriate fees. Unauthorized relocation of meter by applicant or agent will result in additional penalties, as listed in the Customer Guide to Rates & Charges.
 2. Construction water accounts will be subject to conditions herein described. When water is to be so procured from a fire hydrant, the applicant shall sign an application for a fire hydrant meter wherein the applicant accepts full responsibility for custody and care of the metering equipment. In addition, a deposit must be paid, which will be refunded upon return of the meter in the same condition as issued or applied to final billing. Upon such payment by the applicant, the District will prepare a Fire Hydrant Water Use Application and Permit, which shall, among other things, provide for the following:
 - i. The standard terms and conditions under which such water service shall be available;
 - ii. The special terms and conditions under which such water service shall be available;
 - iii. Specify a rental charge based upon the size of the meter;

- iv. Specify the rate to be charged for water consumption through such temporary fire hydrant connection;
 - v. Provide that the applicant shall assume responsibility and pay for all charges for water consumption through said temporary service connection, and further provide for establishment of credit satisfactory to the District;
 - vi. Provide that the applicant shall assume responsibility and pay for any and all damage to District facilities that may occur due to the applicant's use of said temporary connection;
 - vii. Provide that applicant shall assume financial responsibility and legal liability for personal and real property damage resulting from the applicant's use of said temporary connection; and
 - viii. Provide that applicant shall comply with all applicable District, city, county, state, and federal regulations relating to the installation of approved backflow prevention, air vacuum devices, approved double check valve devices, or other cross-connection controls.
3. Hydrant meters may be authorized for emergency use or temporary periods not to exceed sixty (60) days for purposes other than construction. Water service provided by the District from hydrant meters may be restricted per the requirements of the District's Water Shortage Contingency Plan. All water delivered will be charged the construction water rate in effect at the time and the customer shall comply with all other provisions of Section 1.5.3.D above.

1.5.4 Discontinued and Inactive Water Service

The monthly billing for water service will continue whether or not water is consumed on the property. If the customer decides to either temporarily or permanently interrupt service, an application must be made for one of the following service types:

- A. Inactive Service (Vacant Account): This is a temporary interruption of service for residential customers (usually for a minimal amount of time, up to thirty (30) calendar days) as the property changes ownership.

- B. Seasonal Shut-Off Service: This service is provided to those customers who do not require water for a period of time in excess of thirty (30) calendar days. Upon request for this service, the angle stop is locked off by the District. The customer must maintain a current account balance during the period of time that the service is in this category and must pay the turn-on fee when active service is requested. The monthly capacity charge is billed at 50 percent of the regular charge.

- C. Vacant Long Term Service: This service is available to those customers who do not need water at this time but will utilize the water meter in the future. To accommodate this situation, the property owner completes an application and the meter is then removed at no charge. The service lateral is locked off but left installed to the property. The monthly capacity charge ceases. At such time in the future when water is required, an application for the reinstallation of the water meter may be submitted, along with the appropriate drop-in meter fee. No additional capacity charge will be levied.

- D. Discontinued Service: This service is available to those customers no longer requiring water service. This is considered a permanent discontinuance of service. Upon application for this type of service, District personnel physically remove the meter and service lateral. The owner requesting the removal must complete and sign the Application for Discontinuance and is required to deposit an amount in effect at the time to cover the cost of the removal. This amount is a deposit only; should the actual costs exceed the deposit, the customer will be billed the difference. Likewise, should the actual costs be less than the deposit, the customer will be refunded the difference.

1.5.5 Private Well Agreement

- A. Background. District policy prohibits the construction of, or water production from, privately-developed and -owned water wells. Private wells may interfere with the District's groundwater management and conjunctive use program. Private wells may also jeopardize the continued viability of the subterranean water resources underlying the District; however, the District also recognizes that certain conditions may develop or exist that would precipitate a deviation from said policies. Therefore, the following private well classes are available:

B. Class 1 Private Well.

1. After application by owner for permission to drill a private well, the District may approve such application, conditioned as follows:
 - a) Permanent water supply and service is not available at the time an application for water service is made.
 - b) Owner agrees to all conditions outlined in the private well agreement for Class 1 wells.
 - c) Owner abandons well when permanent water supply and service is available from District.
 - d) Owner is responsible for all costs associated with the agreement.

C. Class 2 Private Well.

1. After application by owner for permission to drill a private well, the District may approve such application, conditioned as follows:
 - a) Permanent water supply and service is available at the time an application for water service is made and property is covered by an Agency Agreement. Approval of Class 2 agreements is generally only granted for properties that overlie perched water basins that the District does not actively manage.
 - b) The term of the private well agreement is for ten (10) years and renewal is subject to approval by the District, which shall not be unreasonably withheld.
 - c) Owner agrees to all conditions outlined in the private well agreement for Class 2 wells.

1.6 Meter Reading, Billing, and Collection

1.6.1 General

Each customer receiving service under application therefore assumes all responsibility and liability for charges incurred under the Rules and Regulations of the District until said customer notifies the District to discontinue such service. District is not responsible for errors unless such notification is in writing.

1.6.2 Reading of Meters

Meters shall be read periodically at a date established by the General Manager to permit the computation, preparation, and mailing of bills as soon thereafter as practicable.

Meters are read each time a meter is "turned-on" or "turned-off" and when an application is made for water service under a new account.

All charges for other services shall be paid on presentation of a statement for such service. Charges for connection or reconnection of service shall be paid before service will be connected or reconnected.

Bills for different classes of water service shall be based upon meter readings at intervals, which may be changed from time to time. All service accounts are due and payable upon receipt and shall be delinquent if not paid within thirty (30) days after the date of the statement. For the convenience of customers, bills may be paid at the District office during regular business hours (8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays). Accounts not paid within the thirty (30) days will be mailed a delinquent and turn-off notice, and a one-time penalty of \$10 or 10 percent, whichever is greater, will be added. Also, a 1½ percent per month interest charge will apply thirty (30) days after initial billing. If still unpaid forty (40) days after the initial billing, water service may be discontinued. When water service has been discontinued, collection procedures may be started. Fifty-five (55) days after the initial billing, a complaint may be filed in the applicable court.

The 1½ percent per month charge will be effective thirty (30) days after the initial billing but will not be assessed unless the bill remains unpaid after sixty (60) days. If the customer pays within the sixty (60) day period, the only charge will be the \$10 or 10 percent penalty, whichever is greater, on those charges that are past due thirty (30) days. Charges that remain unpaid after sixty (60) days from initial billing will have the 10 percent penalty assessed and the interest accrued on the balance forward. Once an account becomes delinquent and water service has been discontinued, full payment, including a turn-on charge, must be made to restore service.

1.6.2.1 *Tender of Payment for Services*

The District accepts cash, checks, money orders, electronic payments, credit card, or debit card payments in satisfaction of obligations for services. Second party checks are not accepted.

- Customers paying with debit cards or checks will not be permitted to receive cash back.
- Only cash, money order, cashier's check, credit card, or debit card payments will be accepted to restore an account that has been interrupted for non-payment.

- If a bill has been paid by a check, EasyPay, credit card, or debit card and the payment is returned by the bank or credit card company as unpaid, a “Returned Item” fee, to be established from time to time by the Board of Directors, will be applied to the account. The bill must immediately be paid by cash, money order, cashier’s check, credit card, or debit card or service will be interrupted for nonpayment. A deposit may also be required. Any such deposit shall be paid in the form of cash, money order, cashier’s check, credit card, or debit card.

1.6.2.2 Delinquent Accounts

Additional Deposit

Delinquent accounts that have had water service discontinued twice within a 12-month period are required to place a deposit equal to one (1) month’s billing, based on the yearly average for that parcel or dwelling, to restore service. This will be termed a reestablishment of credit deposit. This deposit will be refunded after one (1) year of satisfactory payment history.

Collections

Any water and/or sewer account that has been voluntarily or involuntarily closed and has a balance remaining past the due date of the closing bill will be sent to an authorized collection agency for the purpose of collecting the outstanding balance.

- **Eligible Accounts:** All debt owed to the District is eligible for placement with an authorized collections agency without prior notice from the District to the party responsible for the debt.
- **Suit:** All unpaid fees and charges, interest and penalties herein provided may be collected by means of a civil suit. If judgment is rendered in the District’s favor, the District shall be entitled to the payment of its attorney’s fees and court costs incurred in the lawsuit.
- **Interest:** The District may recover a reasonable rate of interest for any outstanding balances, from the due date of the balance until paid in full. The District shall be entitled to collection charges for any outstanding balance.

Transfer of Delinquent Balances to Active Accounts

When a District customer has a closed account with a delinquent balance still owed, the District shall transfer the delinquent balance to the customer's active account. The transferred balance will be subject to the District's standard Billing and Collections policies.

Accounts Requiring Property Owner Maintenance

In accordance with California Water Code Section 35482, the District may require the property owner to maintain an account in his/her name if a tenant of the property owner who has received services from the District at the property owner's parcel of property has two (2) or more bad debt issues within the past five (5) years. Bad debt issues include, but are not limited to, unpaid accounts, late fees, returned checks, and other outstanding charges relating to services provided to the parcel of property.

- A. Property Transfer: If such a parcel of property is sold or otherwise transferred or conveyed, the current property owner is required to maintain the account in his or her name even if the bad debt issue(s) occurred while the property was owned by another person or entity.
- B. Satisfaction of Previous Bad Debt: The required amount of time the property owner must maintain the account can be eliminated if the property owner satisfies all outstanding bad debt issues relating to his or her parcel property for the past five (5) years, including any appropriate interest, collection fees, and/or penalties. Payments must be made by cash, money order, cashier's check, credit card, or debit card. No checks, other than a cashier's check, will be accepted.
- C. Accounts Recently Closed or Interrupted Due to Non-Payment of Service: A Property owner shall be required to maintain the account in his or her name in cases where at least one bad debt issue has occurred and the most recent account has been closed due to non-payment, or in the case of a new tenant establishing service, if the account is currently interrupted due to non-payment. The property owner must maintain the account until the most recent account balance has been paid in full.
 - The property owner may choose to pay the balance of the most recent account in order to eliminate this requirement.

- The property owner must pay the balance using cash, money order, cashier's check, credit card, or debt card. No checks, other than a cashier's check, will be accepted.

D. Transferring from Owner to Tenant Responsibility: A property owner must contact the District to verify and request the eligibility of transferring the account in the name of a tenant once all requirements of this policy have been satisfied.

Additional services for existing accounts and additional accounts for new premises will not be activated for any customer that currently has an account in any stage of delinquency. All delinquencies must be brought current, including interest and penalties, before additional services will be added to a premise or before a customer is allowed to begin service at an additional premise or transfer their existing service to another premise.

Tenant and Property Owner Responsibility

A tenant residing at a service address may be the customer of record on the account and may be asked to provide a copy of the lease agreement (or similar document acceptable to the District) within seven (7) days of establishing the account. Failure to file the required documentation may result in discontinuation of service and/or additional fees. The tenant/customer shall have primary responsibility for the payment of all bills for water service and shall pay a deposit as required by the Code.

Each property owner shall be jointly and severally liable to the District for any delinquent unpaid charge of the District, including any fees, interest, and/or penalties thereon, incurred by a tenant, licensee, or agent of such property owner in connection with any service furnished by the District to or for use on the property owner's parcel of property, or for any facility to provide such service to the property owner's parcel of property. In accordance with the provisions of Water Code Sections 36729, 37212, and 37213, the amount of such charge, and any interest and/or penalty, may become a lien upon all real property in Riverside County owned by the property owner or afterwards, and before the lien expires, acquired by him or her.

As a courtesy to the property owner, the District may, upon occasional special requests (such as after notice of intent to lien), agree to send copies of bills and/or past-due notices to the property owner. It is the property owner's responsibility to make the request and notify the District of where to send the information. Notwithstanding, failure to receive bills or notices does not relieve the property owner of responsibility under this Code.

Bankruptcies

Upon receipt of Notice of Bankruptcy, the prior balance owing on an account, including any and all usage up to the date the bankruptcy is filed, will be considered uncollectible. The District will require a deposit equal to one (1) month's billing based upon the yearly average for that parcel or dwelling to continue service. Said deposit is to be paid within sixty (60) days of receipt of the Notice of Bankruptcy. This deposit will remain with the District until the account is closed.

1.6.2.3 Filing of Liens for Unpaid Charges

For those accounts showing unpaid charges totaling \$500 or more which remain unpaid for sixty (60) days, or closed/inactive account showing unpaid charges totaling \$250 or more, the amount of the unpaid charges, plus interest and penalties, will be secured by the District by filing one or both of the following types of liens for the unpaid charges:

Judgement Lien

The District may record in the office of the county recorder of any county, a lien specifying the amount of such charges and the name and address of the person(s) liable therefore. (Water Code §§ 37212, 36729.) Customers shall be notified in writing prior to the filing of the certificate by the District, in accordance with legal requirements. The lien shall continue for ten (10) years from the date of the filing of the certificate unless sooner released or otherwise discharged. The lien may be extended within the ten-year period by filing a new certificate with the county recorder, which extension shall continue for another ten (10) years unless sooner released or otherwise discharged.

Tax Assessment Lien

If authorized by the Board of Directors by resolution, the District may add to the assessment of a parcel of land any unpaid charges for water and other services (Water Code § 36726.) The unpaid charges will be collected and constitute a lien as a part of the assessment levied on the parcel for which charges are unpaid.

When either type of lien is filed or amended by the District under this section, a "Lien Processing Fee," to be established from time to time by the Board of Directors, will be applied to the amount of the lien at the time it is recorded or amended.

1.6.3 Partial Billing

Partial billing resulting from a change in billing dates or change of customer may be adjusted by prorating the charge for water and demand charge under the appropriate rate schedule based on the number of days in the applicable billing period.

1.6.3.1 *Offsets*

The District may offset any charge, fee, or other indebtedness due or owing by a customer to the District against any deposit, payment, credit, or other advance made by the customer.

1.6.4 Disputed Bills

Whenever the accuracy of any bill for water service is questioned, the District will cause an investigation to be made, including, if requested, a meter test, in accordance with Section 1.7.18 of these Rules and Regulations. Bills found to be in error shall be adjusted.

1.6.5 Non-Registering Meter

When a meter is found not to be registering, the charge for water will be based on historical usage for the same period.

- A. Adjustment for Meter Errors – Fast Meters. If a meter tested at the request of a customer is found to be fast, the excess of charges for the time service was rendered to the customer requesting the test, or for a period of six (6) months, whichever is less, shall be refunded to the customer.
- B. Adjustment for Meter Errors – Slow Meters. If a meter tested at the request of a customer is found to be slow, the District may bill the customer for the period, not exceeding six (6) months that the meter was in use.
- C. Non-Registering or Misread Meters – If a meter is found not to be registering water use, the customer will be charged an estimated amount based upon the customer's historical water use, meter use, or other comparable means of estimation, taking into consideration (but not limited to) the weather, landscape factors, etc., with the overriding intent to be fair and equitable for the period not exceeding six (6) months that the meter was in use.

1.6.6 Service to Subsequent Customers

After capacity fees and meter installation fees have been paid to establish water service to a certain parcel of land, the same class of service will be made available to subsequent customers occupying that land without payment of further capacity fees or meter installation fees. Additional fees may be charged for account set-up or deposits required for service or change in use of property, as provided elsewhere in this Code.

1.6.7 Inaccessible Meter

Accessibility to the meter is the responsibility of the customer. When a meter is covered or otherwise inaccessible, the District will notify the customer in writing of the corrective action required. If the customer does not correct the inaccessibility within the specified time, the District will make the corrections at customer expense.

During the period of inaccessibility, the District may estimate water consumption and render an estimated bill. Adjustment to the consumption will occur at the next regular meter reading cycle.

1.7 Water Service Application

1.7.1 Requirement of Application for Service

Applications for service are made by completing the appropriate portions, as determined by the District, of the District's standard "Application for Service," the District's standard "Agency Agreement," and payment of appropriate fees as described in the Customer Guide to Rates & Charges. The application shall specify the size of the service connection desired, the property to be served, and the purpose for which the water is to be used. The applicant shall be given a meter location stake and it shall be the applicant's responsibility for the placement of said stake to identify the desired location of the meter, or the meter location(s) will be identified on the District-approved plans. All service connections will be on permanent District facilities and installed at a location pursuant to Section 1.7.15 and Section 1.7.16, as applicable. All (off-site) water facilities required to provide service to the new service connection shall be required to be constructed, accepted by the District, and a Notice of Completion filed, prior to acceptance by the District of the water service application. When the proper application for water service has been filed, a service connection is installed, the meter set, and water turned on, the charge for water service shall then begin. When water service is not immediately required after installation of the meter, the customer may desire to apply for an Inactive Service, per Section 1.5.4. If a new water service moratorium is enacted per the District's Water Shortage Contingency Plan, no new water services will be provided by the District unless the applicant has a signed, paid, and completed application for service prior to the effective date of the new water service moratorium and the installation of the new water service shall be completed within sixty (60) calendar days of the signed application for service.

1.7.2 Applicant's Responsibility for Information Furnished

Each applicant shall be fully responsible for all information furnished in completing said "Application for Service," and, in the event of any error, omission, or misrepresentation, applicant would be responsible for additional service connection installation expense. The involved applicant shall be required to pay for such additional costs as a prerequisite for receiving water service through the subject service connection.

1.7.3 Restoration of Inactive Service

Any customer taking possession of premises where the water supply has been shut off must make a proper application to the District to have the water supply turned on. In the event water is delivered through the installation without the customer first having made such an application, he/she will be held liable for all charges for the water service rendered, the amount thereof to be determined either by the meter reading or on the basis of the estimated consumption for the length of time, and/or estimated length of time service was received by the customer without proper application.

1.7.4 Consent

A water service agreement must be signed and returned to the District. If agreement is not signed, applicant is subject to discontinuance of service. All applicants for service connection or for water service shall be required to accept and consent to such conditions of pressure and service as may from time to time exist, under the current operating practice prevailing on the distribution system of the District, at the location of the service connection and to hold the District harmless from, or on account of, any damage caused by pressure or interruptions.

1.7.5 Angle Stop

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

1.7.6 Customer Responsibility

The District assumes no responsibility for maintenance and operation of customer's water system beyond the customer service valve. 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 that for convenience and safety, the water system on the customer's premises should be equipped with a valve placed at some known accessible location between the meter and the building.

1.7.7 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 by the District, a deposit will be required prior to the work, which shall be accomplished by District personnel. 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 becomes payable in full within thirty (30) days of the billing.

1.7.8 Minimum Pressure

The District will provide a minimum of 20 psi residual pressure at the meter. When a customer's property is situated above the hydraulic grade line at the meter, the customer, by signing the application for service agrees to construct and maintain booster pump facilities if he or she desires to serve subject property. The design of booster facilities will be the responsibility of the customer and will be approved by the District Engineer and must include components that preclude exceeding the meter capacity or damaging the booster pump.

1.7.9 Transfer of Property Ownership or Billing

It shall be the existing customer's responsibility to inform the District when title to property is changed, tenancy has changed, or a change in billing name or address has occurred. A fee for setting up the new account will appear on the first month's billing.

1.7.10 Type and Size of Water Meter

The type and size of the meter required for water service shall be as provided in this section and the District's Water System Facility Requirements and Design Guidelines. No service connection shall be used to provide water service to property of another owner or to supply the property of the same owner located across a public street from the property being legally served, in accordance with these Rules and Regulations.

A. Service for Residential Units.

1. One- or Two-Family Residential Dwelling Units

- a) The minimum water meter size for a one- and two-family residential unit shall be a full port 3/4" meter. Residential units having combined fire protection and domestic systems, pursuant to Section 1.5.3.C, may require a larger water meter, in accordance with applicable state and local codes and regulations.
- b) Each one- or two-family residential unit, or other building development occupying a legal lot or parcel of land, shall utilize an individual water service lateral/connection to provide water service to each residential unit or lot/parcel of land.

2. Multiple-Family Residential Dwelling Units

- a) The size of water meter required for service to multiple dwelling units shall be as approved by the District Engineer. Multiple units shall be served by a master meter, unless otherwise specified by the District.

Meter sizing is as follows:

Area/Acreage	Maximum Size
-Up to 5.6 acres	1"
5.7 - 8.3 acres	1-½"
8.4 - 17.8 acres	2"

Meter sizing by acreage is necessary so the District may design its distribution system to meet the expected demands based on historical water usage for the zoned area.

Should a customer or his agent feel that the maximum size meter is not adequate for the residence requirements, said customer or agent will submit a copy of the county-approved plumbing plans, floor plans, or other specific flow requirements, for District staff review.

B. Service for Commercial or Industrial Purposes.

In the event that the authorized use of the larger meter is no longer justified by the specific use of the parcel, customer will be required to downsize, in accordance with Section 1.7.19.B.

1. The size of water meter required for commercial or industrial purposes shall be as determined by the District Engineer. Unless otherwise authorized under paragraph B.2, the maximum size of meter required for commercial or industrial service shall be 2".
2. If a customer makes a request for a meter greater than the maximum 2" required under B.1, the customer shall provide information, satisfactory to the District, that the commercial or industrial service requires a larger meter. As a condition for use of a larger meter, the customer shall make the request in writing on a District form, which shall be a part of the customer's permanent application for service.

C. Service for Ag-Domestic. Application for Ag-Domestic Service connections shall be limited to a maximum size of 2".

D. All Other Types of Service. The size of meter required for all services other than paragraphs A and B above shall be as determined by the District Engineer.

E. Construction Water (Fire Hydrant Meter).

1. Hydrant meters are available as indicated in the Customer Guide to Rates & Charges.
2. The requirements of Section 1.7.21 apply to placement and relocation of this type of meter service.

1.7.11 Limited Charges for Subsequent Customers

After a meter has been installed for a customer and all fees and charges have been paid pursuant to Section 1.7.1, water service may be furnished to a subsequent customer through the meter installed without payment of further charges, except for the set-up fee for transferred accounts, payment of delinquent charges for service, or other deposits that may be required by this Code.

1.7.12 Requirement of Individual Meters

In accordance with California Water Code Section 535, 537, or when, in the opinion of the District Engineer, it would be in the best interest of the District to require individual meters to accurately measure water use or to quantify water usage by type of application, rather than a single or master meter, for water service to a customer, the District Engineer shall be authorized to require individual meters for such service. In accordance with California Water Code Section 537, multi-unit residential structures or mixed-use residential and commercial structures shall utilize submeters, per Section 1.7.13, for the measurement of the quantity of water supplied to each individual residential dwelling unit.

Individual meters for accessory dwelling units may be required, in accordance with California Government Code Section 65852.2

1.7.13 Use of Submeters for Resale or Distribution of Water

Upon written approval of the General Manager, owners or operators of mobile home parks, apartments, condominium complexes, industrial complexes, and land used for agricultural purposes may resell water furnished by the District under the conditions contained herein. Prior to any such resale, the owner or operator shall file a written application with the District requesting authority to make the resale, and the application shall certify: (i) that individual submeters shall be installed for each person to whom the water is to be resold; (ii) that charges for the water resold will not exceed the charges made by the District for water furnished through the master meter serving the property; and (iii) that no extra charge will be made for individual submeters, installation, maintenance, billing, or administrative costs.

1.7.14 Meter Service for Lot Splits

In the event that a subdivision of land occurs, the existing service connection shall be considered by the District as being the service connection for the lot on which the meter physically resides. For the remaining parcels, new service connections must be arranged for in accordance with these Rules and Regulations. Multiple service connections that do not meet the size and full criteria must be either downsized or an application filed for new meter service.

1.7.15 Meter Locations

Except as stated in Sections 1.7.16 and 1.7.17, meters must front the property for which they serve and are installed as close to the 'staked' location, or as designed/depicted on District-approved plans, adjacent to the property line and/or within a dedicated easement or public right-of-way, subject to District approval.

1.7.16 Remote Meters

Remote meters shall be granted only when the District determines that: (i) a line extension for fire flow or looping is not required, and (ii) all parcels are subdivided to their smallest size, as determined by District Engineer (by Riverside County Zoning Standards). Under no circumstances shall more than three (3) parcels receive remote meter service within an area requiring a future line extension or as determined by District Engineer. Remote water meters will be installed in as close to the 'staked' location, or as designed/depicted on District-approved plans within a dedicated easement or public right-of-way, subject to District approval. Acquisition of easement(s) that encompass the private service line between the water meter and the applicant's property, as well as the installation of the private service line from the meter to the applicant's parcel are the responsibility of the applicant/property owner. Applicant must also provide to the District a copy of a recorded Easement Grant Deed that is dedicated to the applicant/owner of the property being served.

Remote water meters are documented by recordation with the County of Riverside giving notice of the remote water meter condition and holding the District harmless for the private service line between the meter and the applicant's parcel.

1.7.17 Temporary Remote Meters

Temporary remote meter installations are no longer allowed. Existing temporary remote meter services must meet the following conditions:

- Customer deposits the appropriate fee/deposit to complete a secondary facility waterline extension cost estimate.
- Field verification confirms less than three (3) temporary remote meters at the location.
- Payment of meter installation deposit, capacity fee, meter relocation fee, and property's proportionate share of future waterline, as indicated in the cost estimate.

Temporary remote water meters are located within a dedicated easement or public right-of-way, subject to District approval. Acquisition of easement(s) that encompass the private service line between the water meter and the applicant's property, as well as the installation of the private service line from the meter to the applicant's parcel are the responsibility of the applicant/property owner. Applicant must also provide to the District a copy of a recorded Easement Grant Deed that is dedicated to the applicant/owner of the property being served. Any customer piping or appurtenances that result from relocation of a temporary meter are at customer's expense.

Temporary remote water meters are documented by recordation with the County of Riverside giving notice of the temporary or remote condition and holding the District harmless as to the service line from the meter to the applicant's parcel.

1.7.18 Meter Testing, Repair, and Replacement

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

B. Small Meter Testing and Repair.

Testing - Meters 2" and Smaller: Meters will only be tested at the discretion of the District if the meter is suspected of being inaccurate.

Repair: During the testing process, all meters will be thoroughly inspected for excessive wear; if excessive wear is found, the meter will be replaced. In addition, all inaccurate meters will be replaced.

C. Large Meter Testing and Repair.

Testing - 3" to 4" Meters: Meters with usage over 10,000 HCF per year will be tested by the District annually; meters with usage of less than 10,000 HCF and greater than 5,000 HCF per year will be tested by the District biennially; and meters with usage of less than 5,000 HCF per year will be tested by the District every five (5) years. In addition, if any meter register is suspected of being inaccurate, the meter will be tested by the District.

Testing - Meters Larger Than 4": All active meters larger than 4" will be tested by the District on an annual basis. In addition, if any meter register is suspected of being inaccurate, the meter will be tested by the District.

Repair: During the testing process, all meters will be thoroughly inspected for excessive wear; if excessive wear is found, the meter will be rebuilt or replaced, at the discretion of the District. For meters sized 3" and above, inaccurate meters will be rebuilt or replaced, at the discretion of the District.

- D. Meter Testing At Customer's Request. A customer may, by giving not less than one (1) 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 cost of the test, as indicated in the Customer Guide to Rates & Charges.

The deposit will be returned if the meter is found to register more than a 3 percent error in favor of the District. The customer will be notified not less than two (2) days in advance of the time and place of the test. A customer shall have the right to be present or to be represented by a designated person. A written report, giving the results of the test will be given to the customer within fourteen (14) days after completion of the test. When, upon testing, a meter is found to be registering more than 3 percent fast under manufacturer's design-rated capacity, the District will refund to the customer the full amount of the overcharge based on corrected meter readings for the period not exceeding six (6) months that the meter was in use by the customer.

- E. Meter Replacement Criteria.

¾" through 2" Meters: All meters will be replaced every fifteen (15) years, or when consumption exceeds 100,000 HCF, or when not testing within District specifications.

3" Meters and Larger: All meters will be evaluated during the testing process and repaired or replaced, at the discretion of the District.

1.7.19 Meter Downsizing

- A. Voluntary. Customers may request the downsizing of their meters by making an application on the District's standard form. The cost for this service is on an actual cost basis. Customers will normally place a deposit before work starts. Capacity fees are not required on downsizing, nor are capacity fees refundable. Customer will be required to reconnect his own waterline. When a parcel of land is subdivided, and the meter size exceeds the allowable size for any of the resulting parcels, the capacity fee is not refunded but credited equally to only the parcels requesting service at that time. If the remaining parcels apply for service later on, the full amount of capacity fee will be paid.

- B. Involuntary. If the size of the parcel(s) receiving water service does not qualify for the current size of meter, the District reserves the right to involuntarily decrease the size of meter. The District will make every attempt to notify the customer in advance and schedule the work. However, if after thirty (30) days, no action has been taken by the customer, the work will be scheduled and completed as stated. The customer will be required to reconnect his own waterline.

1.7.20 Exchange of Meters

If, after payment of a capacity fee, a customer desires to make a change in water service that would require a water meter of a larger size than that previously paid for, or if the District determines that the customer's parcel size or type of future use warrants a meter of a larger size, the customer shall be required to pay the difference between the amount of the capacity fee then in effect for the larger size meter and the amount of capacity fee paid for the previous service. If the change in water service requested would require a meter of a smaller size, no refund shall be due or payable for connection or meter fees previously paid. The customer will be required to reconnect his own waterline.

1.7.21 Relocation of Meters

Upon application to and with prior District approval, water meters may be relocated at the request of the owner from one location to another location on the same parcel owned by the customer upon payment of an amount indicated in the Customer Guide to Rates & Charges.

1.7.22 Removal of Meters

- A. Abandonment of Service. The District may remove any water meter where the customer has abandoned water service through that meter.
- B. Permanent Removal of Meters for Agricultural or Irrigation Service. When service is no longer required, meters for agricultural and irrigation service may be removed upon the request of a lessee who paid the capacity and installation charge (or upon request of the owner if the lease has expired) or upon the request of the owner if the fees were paid by the owner.

1.7.23 Sanitary Sewer Service

- A. For those areas where sanitary sewer service is also provided, customers will be required to make application for sewer service at the same time as water service and be required to make payment of all applicable sewer charges prior to receiving water service.

1.8 Capacity Fees for Water Service

1.8.1 Schedule of Capacity Fees

- A. Basis for Determination. A capacity fee shall be paid by the customer prior to a connection to the District's water system for potable water service to a specified parcel of land or address. The capacity fee shall be in the amount set forth in the District's Customer Guide to Rates & Charges and shall be in addition to District charges for installation of water meters, pipes, and fittings necessary for the connection to the District system. The capacity fee is based on the demand that could be placed on the District water system by reason of the connection.
- B. Amount of Capacity Fee. The amount of capacity fee to be paid for water service shall be based on rated capacity of the meter and the geographical location (Rancho or Santa Rosa Division). Capacity fees for each meter size are as published in the Customer Guide to Rates & Charges.

- C. Requirement of an Approved Map. An application for purchase of connection for water service for land to be developed within the District will be accepted only if a map has been filed and approved for a subdivision or parcel map development. An approved map shall mean a recorded final map, a recorded parcel map, a tentative subdivision map, or a special use permit that has been approved by the county or by a city, where applicable.

1.8.2 Credit for Fees Previously Paid

If, after payment of a capacity fee for agricultural water service or landscape irrigation service, a customer desires to discontinue that service and to develop or use the land for purposes other than that for which the service was initially obtained, the customer shall be entitled to a credit toward the payment of water capacity fees required for the new development or use of the land. The credit shall be in the amount of the capacity fee previously paid; provided however, no refund shall be due or payable for any portion of a capacity fee previously paid.

1.8.3 Removal of Meter at Request of Customer

If, after payment of a capacity fee, a request is made by a customer for the removal of a water meter from service and if thereafter a request is made for the installation of a water meter at the same location, a capacity fee shall be due and payable in accordance with the rate then in effect for such meter, less a credit for the amount of the capacity fee previously paid; provided however, no refund shall be due or payable for any portion of a capacity fee previously paid.

1.8.4 Removal of Meter for Delinquent Payment and Subsequent Reinstallation

If, after payment of a capacity fee, a customer becomes delinquent in the payment of water charges or system charges and such delinquency continues after written notice from the District, as provided for elsewhere in this Code, the District may, at its discretion, remove the customer's water meter. If after removal of the meter, water service is subsequently requested by the same owner for the same address or location, service will be resumed only upon payment of the following:

- A. All charges that were delinquent at the time of removal of the meter.
- B. The amount of increase in capacity fees, if any, between the date of removal of the meter and the date service was resumed.
- C. The District's then current charges for meter installation of the size to be installed for the resumption of service.

1.9 Installation of Laterals, Meters, and Flow Control Devices

1.9.1 Installation Types

- A. Drop In. Installation that requires only a meter and customer shutoff; lateral, connection to main, shutoff, and meter box have already been installed.

- B. Full. All components of the service from the water main will be installed.

1.9.2 Pressure Regulation

- A. District will require the installation of a pressure regulator (ahead of the water meter) when incoming system pressure exceeds 150 psi to protect meter and service equipment. Where required, District-owned pressure regulators will be set at a maximum downstream pressure of 150 psi for all meter sizes.

1.9.3 Installation Charge

- A. Upon completion of the application for service, the District will classify the request for service into one of the following:
 - Drop-In Meter; or
 - Drop-in Meter plus PR; or
 - Drop-in Meter plus RP; or
 - Drop-in Meter plus PR & RP; or
 - Full Installation; or
 - Full Installation plus PR; or
 - Full Installation plus RP; or
 - Full Installation plus PR & RP.

- B. The charge for such classification will be in accordance with "New Service Installation" listed in the District's Customer Guide to Rates & Charges. The charge is collected on a deposit basis. If actual cost is less than the deposit amount, a refund check is issued for the difference. Otherwise, an invoice will be sent for the amount incurred over deposit.

1.10 Unmetered Water Service

1.10.1 Definition of Unmetered Service

- A. This is water service furnished to a customer pursuant to an application for such service without payment of capacity fees required under Section 1.5 of this Code for permanent water service.
- B. The District recognizes that a temporary connection for pressurizing homes is necessary by developers during construction (for example: drywall installation phase). Therefore, the service category of unmetered construction water is available (this service is available for a maximum of six [6] months only).
- C. The service is available for construction use only. The service is not to be used for landscaping or any domestic/commercial use. Unauthorized use is subject to the conditions, as established in California Penal Code Section 498, and immediate discontinuance of water service.
- D. This service may be restricted per the requirements of the District's Water Shortage Contingency Plan.
- E. Temporary service by means of a "jumper" between District lateral and customer line is strictly prohibited.

1.10.2 Procedure

- A. Prior to connection by the builder, the District will verify the following:
 - 1. In-tract water system has been successfully tested and sterilized, in accordance with the District's Water System Facility Requirements and Design Guidelines.
 - 2. Service laterals have been installed with an extra length extending a minimum of two (2) feet above ultimate grade.

3. A stake with minimum dimensions of four (4) feet (2 x 4) will be installed to mark the location of the service lateral and provide for temporary mounting of the extended service lateral, **with double check valves for the protection of the existing system.**
- B. At such time as the developer has completed all utility installations and established final grade to the satisfaction of the District, the temporary connection will be removed, the delivery of water discontinued completely, and the service will be completed in accordance with the District standard specifications.

1.10.3 Rates for Unmetered Service

- A. Payment for unmetered water service shall be in accordance with rates and charges set forth in the Customer Guide to Rates & Charges.

The Board of Directors authorizes the General Manager, or their designee, to review and approve exceptions to policies within this section for cases that demonstrate the need for special arrangements.

1.11 Water Theft Regulations and Enforcement

1.11.1 General

Because water is a vital resource, the District has determined that it is appropriate to adopt a District prohibition on water theft and impose civil administrative penalties for the theft of water. This Section 1.11 shall only be amended by an ordinance of the District.

1.11.2 Prohibition of Water Theft; Administrative Penalties

- A. For the purposes of this Section 1.11, “water theft” means and includes all of the following:
1. The use, diversion, receipt, or taking of District water by any means from any public fire hydrant, blow-off valve, water main, water service lateral, or other District facility or connection to a District facility to which a District-authorized metering device has not been installed or has been removed by the District.

2. The use, diversion, receipt, or taking of District water by any means without paying the full and lawful District charges for such water, or by tampering with District property or facilities, such as by removing a lock or plug that has been placed on a customer's service or meter or unauthorized use, or by tampering with a service connection or bypassing a meter, or by making an unauthorized connection to any District facilities or any public fire hydrant.
 3. For the purposes of this Section 1.11, "unauthorized use" includes the use of water from a stationary service connection where lawful water service has been discontinued or from a public fire hydrant to supply water outside of the District service area, regardless of whether payment is provided to the District for the water drawn from the public fire hydrant, or any use of a hydrant meter in violation of the terms and conditions of a hydrant meter permit.
- B. Water theft is prohibited. Each act of water theft constitutes a misdemeanor.
- C. The District may report any water theft to the appropriate prosecuting agency and press for prosecution of said activity pursuant to the Penal Code. In addition to pursuing criminal penalties, the District, upon discovering water theft or tampering with District property, may also pursue the following remedies or other remedies available at law or equity:
1. Require the immediate removal of any equipment, connections or tools used to accomplish the water theft that is attached to District property.
 2. Charge the customer or perpetrator an administrative penalty for any of the following occurrences of tampering:
 - a) \$125 for cutting a District lock, cutting/damaging angle meter stop, preventing a meter from accurately performing its measuring function, or straight lining across a District meter;
 - b) \$250 for a second violation of any of the above tampering provisions within five (5) years; and
 - c) \$500 for each violation thereafter within five (5) years.

3. charge the customer or perpetrator an administrative penalty for any other form of water theft (e.g. illegal hydrant use, illegal connection to water system, etc.):
 - a) \$1,000 for the first violation;
 - b) \$2,000 for a second violation within five (5) years; and
 - c) \$3,000 for each violation thereafter within five (5) years.

1.11.3 Other Remedies

In addition to any other remedies provided in this Section 1.11 or available under applicable law, the District may also seek injunctive relief in the Superior Court or take enforcement action. All remedies provided herein shall be cumulative and not exclusive. If a customer or any other person turns on water service without District authorization, tampers with any locked water meter, tampers with a service connection or District facilities, bypasses a meter, or otherwise makes an unauthorized connection to District facilities without District permission, commits water theft, the District may:

- A. Turn off the water service and install a lock;
- B. Charge the customer or perpetrator an estimated amount based upon the historical water use, meter use, or other comparable means of estimation (non-customers shall be charged based upon the highest District water rate at the time of the occurrence);
- C. Charge the customer for the damage to the District lock, meter, or other property;
- D. Remove the meter and plug the service;
- E. Terminate and remove the service from its connection to the water main;
- F. Charge a deposit of two times the amount of the average use to reestablish service; and
- G. Require the return of any temporary water meter.

1.11.4 Payment and Appeal Procedures

The District shall calculate the amount of damages and penalty(ies) to be imposed, and shall send a bill to the customer, water user or recipient, or if the offender is not a customer of record, an invoice, for payment of the damages or penalty(ies).

- A. All costs relating to the District's processing and handling of the water theft, and investigation and enforcement thereof, shall be borne by the party having responsibility for the water account at the time of the water theft. Charges related to the handling of the water theft and/or reestablishment of the service shall be borne by the party requesting service. These charges include, but are not limited to, service call charges, water charges, turnoff of service, plug and/or termination fees. Before the meter will be replaced and service reestablished, the party requesting service shall deposit twice the average monthly water bill, the cost of a new water meter and installation (if required), any increase in capacity fees between the date of removal of the meter and the date service was resumed, in addition to all service call charges, all charges that were delinquent at the time of removal, and an amount representing any damage to District property. The District may enforce payment of any unpaid amounts through any available legal means, which may include, but not be limited to, placement with an authorized collection agency, transfer of delinquent balances to other active accounts, requiring full payment before establishing future accounts with the District, termination of water service to the account, and/or filing a lien for unpaid amounts.

Where a water account is not assigned, all charges relating to the District's processing and handling of the water theft, and investigation and enforcement thereof, shall be borne by the party taking the water, including, but not limited to, the cost of any water used outside the District's service area, charges for any damage to District facilities and equipment, and costs of investigation and enforcement. The District may enforce payment of any unpaid amounts through any available legal means, which may include, but not be limited to, placement with an authorized collection agency, transfer of delinquent balances to active accounts, requiring full payment before establishing any account with the District, and/or filing a lien for unpaid amounts.

- B. Any person (an “appellant”) who wishes to appeal the imposition of an administrative penalty imposed by the District pursuant to this Section 1.11 shall comply with the following procedures:
1. The appellant shall submit a written appeal request to the District’s Customer Service Division no later than fifteen (15) calendar days from the date of the bill or invoice sent to the customer or offender.
 2. A response to the appeal request shall be provided by the District within thirty (30) calendar days from receipt of the appeal request form.
 3. If an appeal request is denied, the appellant may resubmit the appeal request form no later than fifteen (15) calendar days from the date of the denial for review by the District’s Director of Administration.
 4. If an appeal request is denied, the appellant may resubmit the appeal request form for review by the District’s General Manager, or his or her authorized designee. The request form shall be resubmitted no later than fifteen (15) calendar days from the date of the denial of the appeal by the District’s Director of Administration. The appellant may request to provide evidence in writing or in person in support of his or her appeal to the District’s General Manager, or his or her authorized designee.
 5. The decision by the District’s General Manager, or authorized designee, shall be final.
 6. Within ten (10) days after the denial of the appeal is deemed final, the appellant shall pay any disputed penalty(ies) imposed by the District.
 7. The provisions of Section 1094.6 of the Code of Civil Procedure of the State of California shall be applicable to judicial review of the decision.