

ORDINANCE NO. 1399.12

AN ORDINANCE OF THE COACHELLA VALLEY  
WATER DISTRICT APPROVING AND ADOPTING  
REGULATIONS GOVERNING DOMESTIC WATER SERVICE

BE IT ORDAINED by the Board of Directors of the Coachella Valley Water District that the following “Regulations Governing Domestic Water Service” are hereby approved and adopted.

# **COACHELLA VALLEY WATER DISTRICT**



## **REGULATIONS GOVERNING DOMESTIC WATER SERVICE**

Prepared by

Domestic Water Division  
Engineering Department  
Palm Desert, California

Revised by Ordinance No. 1399.12  
January 10, 2017

# Table of Contents

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## PART 1 – DEFINITION OF TERMS

1-1	DEFINITION OF TERMS .....	1-1
-----	---------------------------	-----

## PART 2 – AUTHORITY

2-1	GENERAL PROVISIONS .....	2-1
2-1.1	Board .....	2-1
2-1.2	General Manager .....	2-1
2-2	INSPECTORS .....	2-1
2-2.1	Entry to Premises .....	2-1
2-2.2	Credentials .....	2-1
2-3	FEES, CHARGES AND SERVICES .....	2-1
2-4	POLICY EXCEPTIONS AND EXEMPTIONS .....	2-1

## PART 3 – SERVICE CONNECTION

3-1	GENERAL PROVISIONS .....	3-1
3-1.1	Types .....	3-1
3-1.1.1	Class of Service.....	3-1
3-1.2	Installation .....	3-1
3-1.3	Responsibility .....	3-1
3-2	PERMANENT SERVICE CONNECTION .....	3-1
3-2.1	General Provisions .....	3-1
3-2.1.1	Division of Premises .....	3-1
3-2.1.2	Single Service Connection .....	3-2
3-2.1.3	Double Service Connection (Bullhead Service Connection) .....	3-2
3-2.1.4	Responsibility .....	3-2
3-2.2	Location and Size .....	3-2
3-2.2.1	Location .....	3-2
3-2.2.2	Size .....	3-3
3-2.3	Appurtenances .....	3-3
3-2.3.1	Meter Stop, Check Valve, Backflow Prevention Device and Shut-off Valve .....	3-3
3-2.3.2	Meter .....	3-3
3-2.3.3	Meter Box .....	3-4
3-2.3.4	Additional Appurtenances .....	3-4
3-2.4	Charge .....	3-4
3-2.5	Relocation or Extension .....	3-4
3-2.6	Request for Meter Removal or Reduction.....	3-4
3-2.6.1	Meter Removal .....	3-4

# Table of Contents

---

3-2.6.2	Meter Size Reduction.....	3-5
3-3	TEMPORARY SERVICE CONNECTION .....	3-4
3-3.1	General Provisions .....	3-4
3-3.1.1	Purpose .....	3-4
3-3.1.2	Duration .....	3-4
3-3.1.3	Responsibility .....	3-5
3-3.2	Location .....	3-5
3-3.2.1	From a Fire Hydrant .....	3-5
3-3.2.1.1	Application .....	3-5
3-3.2.1.2	Installation .....	3-5
3-3.2.1.3	Relocation .....	3-5
3-3.2.2	From other than Fire Hydrant .....	3-5

## PART 4 – APPLICATION FOR SERVICE

4-1	GENERAL PROVISIONS .....	4-1
4-1.1	Application for Service .....	4-1
4-1.2	Property Owner Responsibility .....	4-1
4-1.3	Description of Property .....	4-1
4-1.4	Description of Water Usage .....	4-2
4-2	SPECIAL PROVISION .....	4-2
4-3	COOLING TOWER PROVISION .....	4-2
4-4	PRIOR SERVICE .....	4-2
4-5	WATER SYSTEM BACKUP FACILITIES CHARGE (WSBFC) .....	4-2
4-5.1	General .....	4-2
4-5.1.1	Dwelling Unit/Building Unit Charge (DU/BUC) .....	4-3
4-5.1.2	Meter Surcharge .....	4-3
4-5.1.3	Supplemental Water Supply Charge (SWSC) .....	4-3
4-5.1.4	Payment .....	4-3
4-5.2	Amount .....	4-4

## PART 5 – CHARGES

5-1	MONTHLY CHARGES FOR DOMESTIC WATER SERVICE .....	5-1
5-1.1	General Provisions .....	5-1
5-1.2	Monthly Service Charge .....	5-1
5-1.2.1	General Provisions .....	5-1
5-1.2.2	Description of Water Usage .....	5-2
5-1.2.3	Temporary Service Connection Monthly Service Charge .....	5-2
5-1.3	Consumption Charge (Quantitative) .....	5-2
5-1.3.1	Determination .....	5-2

# Table of Contents

---

5-1.3.2	Permanent Service Connection Consumption Charge .....	5-2
5-1.3.3	Temporary Service Connection Consumption Charge .....	5-2
5-1.4	Minimum Closing Billing Amount .....	5-2
5-1.5	Water Budgets .....	5-2
5-1.5.1	Residential and Multi-Family Water Budget Calculations .....	5-2
5-1.5.2	Landscape Irrigation Customers Water Budget Calculations .....	5-3
5-1.5.3	Commercial Customers Water Budget Calculations .....	5-3
5-1.5.4	Aggregated Water Budgets .....	5-3
5-2	SERVICE CONNECTION INSTALLATION CHARGE .....	5-3
5-2.1	Permanent Service Connection Installation Charge .....	5-3
5-2.1.1	Special Requirements Due to Placement in Driveways .....	5-4
5-2.1.2	Existing Substandard Service Connection .....	5-4
5-2.1.3	Special Compaction and/or Paving Requirements .....	5-4
5-2.2	Temporary Service Connection Installation Charge .....	5-4
5-2.3	Meter and Appurtenance Removal Fee .....	5-4
5-2.4	Abandonment of an Existing Service Connection .....	5-4
5-3	EXISTING SERVICE CONNECTION ACTIVATION .....	5-4
5-4	WATER AVAILABILITY CHARGE .....	5-4
5-4.1	General Provisions .....	5-4
5-4.2	Applicability .....	5-5
5-4.2.1	Within Improvement Districts .....	5-5
5-4.2.2	Within Service Areas .....	5-5
5-4.3	Method of Collection .....	5-5
5-4.4	Amount .....	5-5
5-5	WATER SYSTEM BACKUP FACILITIES CHARGE .....	5-5
5-5.1	Dwelling Unit/Building Unit Charge .....	5-5
5-5.2	Meter Surcharge .....	5-5
5-5.3	Supplemental Water Supply Charge .....	5-5
5-5.4	Additional WSBFC Provision .....	5-6
5-6	WELL SITES .....	5-6
5-6.1	Fee in Lieu of Well Sites .....	5-6
5-6.2	Amount .....	5-6
5-7	RESTORATION OF SERVICE CHARGE .....	5-6
5-7.1	By the District .....	5-6
5-7.2	By Other .....	5-6
5-8	INSPECTION CHARGE .....	5-7
5-8.1	Amount .....	5-7
5-8.2	Deposit .....	5-7

# Table of Contents

---

5-8.3	Refund .....	5-7
5-9	PLAN CHECK CHARGE .....	5-7
5-10	ENGINEERING HYDRAULIC MODELING CHARGE .....	5-7
5-11	PRIVATE FIRE PROTECTION SERVICE CONNECTION CHARGES .....	5-7
5-11.1	Installation Charge .....	5-7
5-11.2	Monthly Service Charge .....	5-7
5-11.3	Fire Flow Test Charge .....	5-7
5-11.4	Payment .....	5-8
5-12	CROSS CONNECTION PROTECTION DEVICE MONTHLY CHARGE .....	5-8
5-13	MISCELLANEOUS CHARGES .....	5-8
5-13.1	Residential Smart Controller Charge .....	5-8
5-13.2	Program Rebate Inspection Charge .....	5-8
5-13.3	Conservation Review Charge .....	5-8
5-13.4	Meter Accuracy Test Charge .....	5-8
5-13.5	Returned Payment Charge .....	5-8
5-13.6	Checks Drawn on Non-U.S. Banks Charge .....	5-8

## PART 6 – CREDIT AND BILLING

6-1	CREDIT .....	6-1
6-1.1	Establishing .....	6-1
6-1.2	Amount of Deposit .....	6-1
6-1.3	Refund of Deposit .....	6-1
6-1.4	Medical Provision.....	6-2
6-2	BILLING .....	6-2
6-2.1	General Provisions .....	6-2
6-2.1.1	Rendering of Bill .....	6-2
6-2.1.2	Domestic Water Service Information on Bill .....	6-2
6-2.2	Person to be Billed .....	6-3
6-2.3	Payment .....	6-3
6-2.4	Adjustment of Bill .....	6-3
6-2.4.1	Estimated Meter Reading .....	6-3
6-2.4.2	Water Budget Appeal .....	6-3
6-2.4.3	Water Meter Accuracy .....	6-4
6-2.4.4	Adjustment of Bills for Excessive Consumption.....	6-4
	6-2.4.4.1 Verified Adjustments.....	6-4
	6-2.4.4.2 Unverified Adjustments.....	6-5
6-3	DISTRICT INITIATED BILLING ADJUSTMENT .....	6-6

# Table of Contents

---

6-4	DELINQUENT ACCOUNT .....	6-6
6-4.1	Liens and Tax Roll .....	6-7
6-4.2	Late Charges .....	6-7
6-4.3	Delinquency Charge .....	6-7

## **PART 7 – TERMINATION AND RESTORATION OF SERVICE**

7-1	TERMINATION OF DOMESTIC WATER SERVICE .....	7-1
7-1.1	District Initiated .....	7-1
7-1.2	Medical Provision.....	7-3
7-1.3	At Customer’s Request .....	7-3
7-1.4	Permanent Termination of Service.....	7-3
7-2	RESTORATION OF DOMESTIC WATER SERVICE .....	7-3
7-2.1	General Provisions .....	7-3
7-2.2	Unauthorized Restoration .....	7-3

## **PART 8 – DOMESTIC WATER SERVICE INFRASTRUCTURE**

8-1	GENERAL .....	8-1
8-1.1	Domestic Water Infrastructure .....	8-1
8-1.2	Design and Construction .....	8-1
8-2	DISTRICT OWNERSHIP .....	8-1
8-3	INFRASTRUCTURE LOCATION .....	8-1
8-4	SPECIAL PROVISION FOR DOMESTIC WATER PIPELINE EXTENSIONS .....	8-2
8-5	CONSTRUCTION OF NEW DOMESTIC WATER INFRASTRUCTURE BY DISTRICT.....	8-2

## **PART 9 – CONDITIONS OF DOMESTIC WATER SERVICE**

9-1	GENERAL PROVISIONS .....	9-1
9-1.1	Maintenance of Domestic Water Service .....	9-1
9-1.2	Suspension of Domestic Water Service .....	9-1
9-1.3	Pressure .....	9-1
9-1.4	Responsibility .....	9-2
9-1.5	Liability .....	9-2
9-1.6	Damage to Meter by Hot Water .....	9-2
9-1.7	Transfer of Meters .....	9-2
9-2	CHANGE IN WATER USAGE .....	9-3

# Table of Contents

---

9-3	COMMUNICATION .....	9-3
9-3.1	To Customer .....	9-3
9-3.2	To District .....	9-4
9-4	CONFLICT WITH DISTRICT DOMESTIC WATER INFRASTRUCTURE .....	9-4
9-5	RESALE OF WATER .....	9-4
9-6	UNAUTHORIZED USE OF DOMESTIC WATER OR THE WATER SYSTEM .....	9-4
9-7	GROUND WIRE ATTACHMENT .....	9-6
9-8	UNUSED SERVICE CONNECTION .....	9-6
9-9	QUICK CLOSING VALVE .....	9-6
9-9.1	Operating Conditions .....	9-6
9-9.2	Notice of Correction .....	9-6
9-10	RESPONSIBILITY FOR EQUIPMENT .....	9-6
9-11	DAMAGE .....	9-7

## **PART 10 – PRIVATE FIRE PROTECTION SERVICE CONNECTION (PFPS) AND RESIDENTIAL FIRE SPRINKLER SYSTEM**

10-1	GENERAL PROVISIONS .....	10-1
10-2	SPECIAL PROVISIONS .....	10-1
10-2.1	PFPS – Larger than Two-inch (2-inch) .....	10-1
10-2.2	PFPS – Two-inch (2-inch) or Less .....	10-1
10-2.2.1	Within Political Jurisdictions which have executed a Hold Harmless Agreement with the District .....	10-1
10-2.3	PFPS Charges .....	10-1
10-3	AUTHORIZED PURPOSE .....	10-2
10-4	INSPECTION AND TESTS .....	10-2
10-5	OPTION TO BILL .....	10-2
10-6	TERMINATION OF SERVICE .....	10-2
10-6.1	PFPS – Larger than Two-inch (2-inch) .....	10-2
10-6.2	PFPS – Two-inch (2-inch) or Less .....	10-2
10-6.2.1	Installed in Accordance with Section 10-2.2.1 .....	10-2
10-6.2.2	Installed in Accordance with Section 10-2.2.2 .....	10-2

# Table of Contents

---

10-7	RESIDENTIAL FIRE SPRINKLER SYSTEM .....	10-3
10-7.1	General Provisions .....	10-3
10-7.2	Special Provisions .....	10-3
10-7.3	Termination of Service .....	10-3
 <b>PART 11 – CROSS CONNECTION</b>		
11-1	GENERAL PROVISIONS .....	11-1
11-2	TYPE OF PROTECTION REQUIRED .....	11-2
11-3	INSTALLATION, TESTING AND MAINTENANCE OF PROTECTIVE DEVICES .....	11-2
11-4	TERMINATION OF SERVICE .....	11-2
 <b>PART 12 – WATER MANAGEMENT</b>		
12-1	GENERAL PROVISIONS .....	12-1
12-2	LANDSCAPE AND IRRIGATION SYSTEMS DESIGN .....	12-1
12-2.1	Residential Smart Controller .....	12-1
12-2.2	Program Rebate Inspections .....	12-1
12-3	CONSERVATION REVIEW .....	12-1
12-4	METER ACCURACY TEST (HIGH CONSUMPTION CHECKS) .....	12-1
12-4.1	Adjustment of Bill .....	12-2
12-4.1.1	Meter Registering Fast .....	12-2
12-4.1.2	Meter Registering Slow .....	12-2
12-4.1.2.1	Meter Size Two (2) inches or Less .....	12-2
12-4.1.2.2	Meter Size Greater than Two (2) inches .....	12-2
12-4.1.3	Meter Registering Accurately .....	12-2
 <b>PART 13 – ENFORCEMENT AND APPEALS</b>		
13-1	GENERAL PROVISIONS .....	13-1
13-2	CORRECTIVE ACTION .....	13-1
13-3	APPEALS .....	13-1
13-3.1	Hearing and Administrative Procedures .....	12-2
13-4	SUSPENSION OF ENFORCEMENT .....	13-2

# Table of Contents

---

## PART 14 – VALIDITY

14-1	VALIDITY .....	14-1
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### APPENDICES

APPENDIX A	CHARGES .....	A-1-1
APPENDIX A-2	PERMANENT SERVICE CONNECTION MONTHLY SERVICE CHARGE .....	A-2-1
APPENDIX A-3	TEMPORARY SERVICE CONNECTION MONTHLY SERVICE CHARGE .....	A-3-1
APPENDIX A-4	PERMANENT SERVICE CONNECTION CONSUMPTION CHARGE .....	A-4-1
APPENDIX A-5	TEMPORARY SERVICE CONNECTION CONSUMPTION CHARGE .....	A-5-1
APPENDIX A-6	NO LONGER APPLICABLE .....	A-6-1
APPENDIX A-7	CROSS CONNECTION PROTECTION DEVICE MONTHLY CHARGE .....	A-7-1
APPENDIX A-8	MINIMUM CLOSING BILL AMOUNT.....	A-8-1
APPENDIX A-9	PERMANENT SERVICE CONNECTION INSTALLATION CHARGE .....	A-9-1
APPENDIX A-10	TEMPORARY SERVICE CONNECTION INSTALLATION CHARGE .....	A-10-1
APPENDIX A-11	EXISTING SERVICE CONNECTION ACTIVATION CHARGE .....	A-11-1
APPENDIX A-12	CLASS OF SERVICE .....	A-12-1
APPENDIX A-13	WATER AVAILABILITY CHARGE .....	A-13-1
APPENDIX A-14	WATER SYSTEM BACKUP FACILITIES .....	A-14-1
APPENDIX A-15	RESTORATION OF SERVICE CHARGE .....	A-15-1
APPENDIX A-16	INSPECTION CHARGE .....	A-16-1

# Table of Contents

---

APPENDIX A-17	PLAN CHECK CHARGE .....	A-17-1
APPENDIX A-18	ENGINEERING HYDRAULIC MODELING CHARGE.....	A-18-1
APPENDIX A-19	PRIVATE FIRE SERVICE CONNECTION INSTALLATION CHARGE .....	A-19-1
APPENDIX A-20	PRIVATE FIRE SERVICE CONNECTION MONTHLY SERVICE CHARGE .....	A-20-1
APPENDIX A-21	FIRE FLOW TEST CHARGE .....	A-21-1
APPENDIX A-22	PENALTIES FOR UNAUTHORIZED USE OF THE DISTRICT'S DOMESTIC WATER SYSTEM .....	A-22-1
APPENDIX A-23	WATER MANAGEMENT CHARGES FOR SERVICE .....	A-23-1
APPENDIX A-24	DOMESTIC WATER SERVICE APPLICATION DEPOSIT .....	A-24-1
APPENDIX A-25	DOMESTIC WATER SERVICE MISCELLANEOUS CHARGES .....	A-25-1
APPENDIX A-26	EXCEPTIONS AND EXEMPTIONS TO DOMESTIC WATER REGULATIONS.....	A-26-1

## Definition of Terms

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### 1-1 District Definitions

Unless the context specifically indicates otherwise, the meaning of words or terms used in these Regulations shall be as follows:

- 1) **ACTUAL CONSTRUCTION COST (COST)** – Includes the cost of all activities necessary or incidental to the construction of a public utility facility, such as financing, planning, designing, acquisition of Property or interest in Property, construction, reconstruction, or rehabilitation.
- 2) **AGGREGATED BUDGET** – Water budgets from multiple meters combined into one budget.
- 3) **AIR-GAP SEPARATION (AG)** – A physical break between the supply line and a receiving vessel.
- 4) **ANNEXATION CHARGE** – The charge levied against Property to be included within an improvement district.
- 5) **APARTMENT** – Any building containing two or more Dwelling Units, served by one meter that are rented, not separately owned.
- 6) **APPLICANT (PROPOSED CUSTOMER)** – Any person, firm, corporation, association or agency who desires to obtain Domestic Water Service from the District.
- 7) **APPROVED WATER SUPPLY** – Any water supply whose potability is regulated by a state or local health agency.
- 8) **APPURTENANCES** – Meter stop, check valve, back flow prevention device, shut-off valve and any other devices.
- 9) **ASSESSOR’S PARCEL NUMBER** – A number assigned by tax assessor in order to identify a particular Property.
- 10) **AUXILIARY WATER SUPPLY** – Any water supply other than that received from a public water system.
- 11) **BILLING** – Monthly statement sent to account holder(s) which includes bill detail, bill summary, account information, water use history and water efficiency rating.
- 12) **BOARD** – The Board of Directors of the Coachella Valley Water District.

- 13) **BUILDING UNIT** – Any unit of nonresidential development.
  - 14) **CLASS OF SERVICE** – Based on intended usage of meter
  - 15) **CONDOMINIUM** – A condominium consists of an undivided interest in the common area of a portion of real Property coupled with a separate interest in space called a unit, the boundaries of which are described on a recorded final map, parcel map or condominium plan in sufficient detail to locate all boundaries thereof, as defined in Section 1351 of the California Civil Code.
  - 16) **CONSUMPTION CHARGE** – A monthly quantitative charge for the amount of water delivered to a Property, either metered or estimated. Consumption charge shall be billed as a price per 100 cubic feet of water delivered in accordance with the tiered rate structure.
  - 17) **CONTRACTOR** – Any individual, firm, corporation, partnership or association duly licensed by the State of California to perform the type of work to be done under a permit or agreement.
  - 18) **COOLING TOWER** – A heat rejection device that evaporates water to release waste heat from a fluid to the atmosphere.
  - 19) **CROSS CONNECTION** – Any unprotected actual or potential connection between any part of a potable water system used or intended to supply water for drinking purposes and any source or system containing water or a substance that is not or cannot be approved as safe, wholesome and potable for human consumption. Bypass arrangements, jumper connections, removable sections, swivels or changeover devices or other devices through which backflow could occur shall be considered cross connections.
  - 20) **CUSTOMER** – Any Person, Property Owner, Tenant, firm, corporation, association or agency who uses or desires to obtain Domestic Water Service from the District.
  - 21) **CUSTOMER SERVICE LINE** – The Customer’s facilities including pipe, fittings and appurtenances extending from the outlet of the shut-off valve downstream of the District’s meter, check valve or backflow prevention device.
  - 22) **DEVELOPER or SUBDIVIDER** – A person who proposes to divide, divides, or causes to be divided, real Property into a Subdivision for itself or for others, or develops real Property. Except that employees and consultants of such Person, acting in such capacity, are not Developers or Subdividers.
  - 23) **DEVELOPMENT** – The uses to which the land which is subject to the map shall be put, the buildings to be constructed on it and all alterations of the land and construction incident thereto.
  - 24) **DEVELOPMENT DESIGN MANUAL (DDM)** – The District’s Development Design Manual provides comprehensive procedural and technical requirements for the planning, design and construction of District service infrastructure required for new Development.
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- 25) DISTRICT – The Coachella Valley Water District, organized and operated pursuant to the provisions of the County Water District Act.
- 26) DOMESTIC WATER SERVICE – Domestic Water Service shall include the delivery of domestic water for any purpose to a residential Customer, nonresidential Customer, commercial or industrial Customer, governmental Customer or institutional Customer, and the delivery of domestic water for public and private fire protection service.
- 27) DOMESTIC WATER SERVICE INFRASTRUCTURE (WATER SYSTEM) – The water pipelines, booster stations, wells, treatment facilities, reservoirs, and appurtenances, constructed by or for the District, whether acquired by the District, for the purpose of providing Domestic Water Service.
- 28) DOUBLE CHECK VALVE ASSEMBLY (DC) – An assembly of at least two independently acting check valves including tightly closing shut-off valves on each side of the check valve assembly and test cocks available for testing the watertightness of each check valve.
- 29) DUPLEX – Any building containing two Dwelling Units but not including any building commonly known as a hotel, motel or condominium.
- 30) DWELLING – Any building that contains one or two dwelling units, intended or designed to be built, used, rented, leased, let, hired out to be occupied or that is occupied for living purposes.
- 31) DWELLING UNIT – A single unit requiring Domestic Water Service and intended to be a complete independent living facility for one or more persons, including permanent provisions for living, sleeping, eating, cooking and sanitation, including but not limited to, family residence, each unit of a duplex, each unit of an apartment, condominium, each recreational vehicle and each trailer park space. For purposes of calculating water demands and connection fees, each recreational vehicle or trailer park space shall constitute 0.5 Dwelling Units. The General Manager will determine the number of Equivalent Dwelling Units in other types of structures.
- 32) DWELLING UNIT/BUILDING UNIT CHARGE – A component of the Water System Backup Facilities Charge for the purpose of providing funds for the construction of off-site facilities that are necessary to provide adequate Domestic Water Service to the Customer.
- 33) EASEMENT– A nonpossessory interest held by one person in land or right-of-way of another whereby the first person is accorded partial use of such land for a specific purpose. An easement restricts but does not abridge the rights of the Owner to the use and enjoyment of the land.
- 34) EVAPOTRANSPIRATION (ET) – ET is the amount of water that is lost due to evaporation and plant transpiration

- 35) GENERAL MANAGER – The General Manager-Chief Engineer of the District or his/her appointed representative.
- 36) HOTEL OR MOTEL – Any building containing six or more guest rooms intended or designed to be used or which are used, rented, or hired out to be occupied or which are occupied for sleeping purposes by guests. For purposes of calculating water demands and connection fees, each room of a hotel or motel shall constitute 0.5 Dwelling Units.
- 37) IMPROVEMENT – Refers to any street work and utilities to be installed or agreed to be installed, by the Subdivider, public agencies, private utilities or any other entity approved by the local agency or by a combination thereof, and is necessary to ensure consistency with, or implementation of, the general plan or any applicable specific plan.
- 38) IMPROVEMENT DISTRICT – A domestic water Improvement District within a portion of the District’s service area and is formed for the purpose of constructing or improving Domestic Water Service by selling bonds to fund the needed infrastructure.
- 39) LANDSCAPE PLANS – documentation provided to the District in accordance with Ordinance 1302.2 to demonstrate compliance with landscape and irrigation design criteria.
- 40) LIEN – The process of levying property to recapture unpaid charges for water and other services.
- 41) LOT – That portion of a parcel of land which is delineated or described as a single integral unit on the Subdivision Map.
- 42) LOT LINE – A line dividing one lot from another or from a street or any public place.
- 43) MASTER ACCOUNT – A collection of accounts (subaccounts) containing multiple meters which may or may not have common class of service. It represents a billing convenience for the customer in that they receive one bill for many accounts, rather than one bill for each account. Subaccounts have individual water budgets.
- 44) MASTER LOCATION – (master account/master location) a collection of subaccounts whose meters are all of the same class of service, sharing an aggregated water budget, for which the customer receives one bill.
- 45) METER INSTALLATION CHARGE – The District’s charge for installing only the meter.
- 46) METER SURCHARGE – A component of the Water System Backup Facilities Charge for the purpose of providing funds for the construction of Off-site Facilities that are necessary to provide greater flows for meters larger than the standard 3/4-inch meter.
- 47) MONTHLY PLANT FACTOR – The crop coefficient, which describes the water needs of specific types of plants.

- 48) MONTHLY SERVICE CHARGE – The monthly charge levied to a Property for the benefit of having Domestic Water Service available to the Customer. This does not include the consumption charge for water.
- 49) OFF-SITE – That area which lies outside the peripheral boundary of a subdivided area, a developed area or an area being developed.
- 50) OFF-SITE FACILITIES – Facilities under the ultimate control of the District including but not limited to water pipelines, reservoirs, pumping stations, fire hydrants, valves, connections, supply interties, treatment facilities, and other appurtenances and Property up to the point of connection with the On-site Facilities.
- 51) ON-SITE FACILITIES – Facilities under the ultimate control of the District including but not limited to water pipelines, reservoirs, pumping stations, fire hydrants, valves, connections, supply interties, treatment facilities, and other appurtenances and Property located within a Subdivision or Tract.
- 52) PARCEL – Generally refers to a piece of land that cannot be designated by a lot number.
- 53) PERMANENT SERVICE CONNECTION – A Service Connection that is intended to provide continuous Domestic Water Service.
- 54) PERMIT – An official document or certificate issued by the authority having jurisdiction which authorizes the performance of a specified activity.
- 55) PERSON – Any individual, firm, company, corporation, association, political subdivision, city, county, district, the State of California, or the United States of America or any department or agency of any thereof. The singular in each case shall include the plural.
- 56) POTABLE WATER – Water furnished to the Customer which meets applicable local, state and federal standards for drinking water.
- 57) PRIVATE FIRE PROTECTION SERVICE CONNECTION – The District’s facilities including pipe, fittings and appurtenances, extending from the Domestic Water System to the private fire protection system.
- 58) PRIVATE FIRE PROTECTION SYSTEM – The Customer’s facilities including pipe, fittings and appurtenances extending from the outlet of the gate valve downstream of the District’s meter, check valve or backflow prevention device used exclusively for fire protection and/or suppression.
- 59) PROPERTY – Any Property, including any lot, parcel, premises, dwelling unit or building unit or portion thereof that is the subject of a request for service or to which service is being rendered.
- 60) PROPERTY OWNER or OWNER – Any person, agent, firm or corporation having legal or equitable interest in the Property.

- 61) **REDUCED PRESSURE PRINCIPLE BACKFLOW PREVENTION DEVICE (RP)** – A backflow preventer incorporating not less than two check valves, an automatically operated differential relief valve located between the two check valves, a tightly closing shut-off valve on each side of the check valve assembly and equipped with necessary test cocks for testing.
- 62) **REGULATIONS** – The current edition of, and any amendments or revisions to, the District’s Regulations Governing Domestic Water Service.
- 63) **RENDERED** – Presented for payment or consideration. A bill is considered rendered when it is delivered to the U.S. Post Office, sent electronically or by other means is presented for payment.
- 64) **RESIDENTIAL FIRE SPRINKLER SYSTEM** – A fire sprinkler system required by California Residential Code, Title 24, Part 2.5 which is incorporated as part of the Customer Service Line.
- 65) **RESTORE** – To reestablish water delivery to a Property or parcel when water has been terminated.
- 66) **RIGHT-OF-WAY** – Any strip or area of land, including surface, overhead, or underground, granted by deed or easement, for construction and maintenance according to designated use, such as for drainage and irrigation canals and ditches, electric power, telephone lines, gas, oil, water and other pipelines, highways and other roadways, sewers, surface water detention and flow, and tunnels.
- 67) **SECURITY DEPOSIT** – Monies required to be deposited with the District for the purpose of guaranteeing payment of monthly bills rendered for water service.
- 68) **SERVICE AREA** – The area within the current District Domestic Water Service Boundary as approved by the Riverside County Local Agency Formation Commission (LAFCO).
- 69) **SERVICE CONNECTION** – The District’s facilities including pipe, fittings, meter, meter box and check valve or backflow prevention device and shut-off valve, extending from the District’s domestic water main to the outlet of the shut-off valve downstream of the meter, check valve or backflow prevention device.
- 70) **SERVICE CONNECTION CHARGE** – The District’s charge for installing a complete service connection.
- 71) **STANDARD SPECIFICATIONS** – The current edition of the District’s Standard Specifications for Construction of Domestic Water Systems.
- 72) **STREET** – Any highway, road, street, avenue, alley or way, either public or private.
- 73) **SUBDIVIDER** – A Person, firm, corporation, partnership or association who proposes to divide, divides, or causes to be divided, real Property into a Subdivision for itself or

for others except that employees and consultants of such Persons or entities, acting in such capacity, are not Subdividers.

- 74) **SUBDIVISION or TRACT** – The division, by any subdivider, of any unit of units of improved or unimproved land, or any portion thereof, shown on the latest equalized county assessment roll as a unit or as contiguous units, for the purpose of sale, lease or financing, whether immediate or future. Property shall be considered as contiguous units even if it is separated by roads, streets, utility easements or railroad rights-of-way. Subdivision includes common interest developments, as defined in Section 1351(c) of the Civil Code.
- 75) **SUPPLEMENTAL WATER** – Water from sources outside of the District Boundary and/or water within the District Boundary treated for Domestic Water Service.
- 76) **SUPPLEMENTAL WATER SUPPLY CHARGE** – The charge levied to a Lot, Parcel, Property, Premises, Subdivision and/or Tract as a condition for providing Domestic Water Service. The Supplemental Water Supply Charge is levied for the purpose of funding new water sources to supplement existing groundwater supplies used for domestic water.
- 77) **TAX ROLL** – The process of levying property, through annual property taxes, to recapture unpaid charges for water and other services.
- 78) **TEMPORARY SERVICE CONNECTION** – A Service Connection that is intended to provide Domestic Water Service during construction or other use of a limited duration.
- 79) **TENANT** – A person who rents or leases a unit which he/she does not own.
- 80) **TIERED RATES** – Water budget rate structure designed to promote water conservation and discourage wasteful irrigation practices.
- 81) **TRACT** – See Subdivision.
- 82) **WATER AVAILABILITY** – Domestic Water Service is considered to be available to Property or to premises if the Water System has been constructed and is available for Service as provided for in Section 5-4 of these Regulations.
- 83) **WATER AVAILABILITY CHARGE** – The annual charge levied against lands to which Domestic Water Service is available whether the Service is used or not.
- 84) **WATER BUDGET** – Amount of water allocated to a specific property based on water use efficiency.
- 85) **WATER SYSTEM BACKUP FACILITIES CHARGE** – The charge assessed on all new development and redevelopment projects for the construction of backup “off-site” water facilities and purchase of rights for supplemental water supplies to ensure domestic water availability for new development projects. The WSBFC is comprised of three components: 1) Dwelling Unit/Building Unit Charge, 2) Meter Surcharge and 3) Supplemental Water Supply Charge.

## **2-1 General Provisions**

### **2-1.1 Board:**

The Board may change these regulations as it deems necessary.

### **2-1.2 General Manager:**

The General Manager may prescribe and enforce additional regulations not in conflict with these Regulations to implement the application, administration, interpretation and enforcement of these Regulations.

## **2-2 Inspectors**

### **2-2.1 Entry to Premises:**

The General Manager and other duly authorized employees of the District bearing proper credentials and identification shall be permitted to enter upon all Property for any purpose properly connected with the District's operation.

### **2-2.2 Credentials:**

No Person who is not an authorized officer or employee of the District shall have, wear, or exhibit any badge or credentials of the District.

## **2-3 Fees, Charges and Services**

Fees, charges and services are nonrefundable and nontransferable; however, under special circumstances, the General Manager may grant a refund of fees or charges at his/her discretion.

## **Section 2-4. Policy Exceptions and Exemptions:**

Exceptions or exemptions from these Regulations shall be approved by the Board of Directors and documented in Appendix A-26. This provision does not apply to the waiver of one-time charges or fees.

**Service Connection**

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**3-1 General Provisions**

3-1.1 Types:

The District will install two types of Service Connections, a Permanent Service Connection or a Temporary Service Connection.

3-1.1.1 Class of Service

A Class of Service will be assigned to each meter at the time of application. This Class of Service will be assigned based upon the intended usage of this meter. Change of intended usage must be reported to the District by the Customer within five (5) business days. Change in intended usage must be approved by the District and may be subject to additional fees and/or charges. A listing of Class of Service is provided in Appendix A-12.

3-1.2 Installation:

Only authorized employees or agents of the District shall install a Service Connection to active water mains. Contractors are permitted to install Service Connections to water mains that have not been progressed for Domestic Water Service as outlined in the District's Development Design Manual.

3-1.3 Responsibility:

The District owns, operates, and maintains the Service Connection. The Property Owner is responsible for the Customer Service Line.

**3-2 Permanent Service Connection**

3-2.1 General Provisions:

3-2.1.1 Division of Premises:

When Property having a Service Connection is divided into two or more Lots, the existing Service Connection shall be considered as belonging to the Lot to which it directly enters and a new Service Connection shall be installed for the remaining Lot or Lots at the Applicant's expense.

### 3-2.1.2 Single Service Connection:

All new Properties will be supplied from a single Service Connection. New mobile home developments are included in this requirement. A single Service Connection may be installed to each suite within a commercial/industrial building or a single Service Connection may be installed to each building within a commercial/industrial complex.

All restaurants require a single Service Connection, regardless of whether the restaurant is located within a commercial/industrial building already being supplied water service through a single Service Connection.

### 3-2.1.3 Double Service Connection (Bullhead Service Connection):

Only one new Property will be supplied from an existing double Service Connection. The Applicant for installation of a meter on a double Service Connection where one meter is already installed on the double Service Connection shall pay for a new Service Connection as provided for in Section 5-2.

### 3-2.1.4 Responsibility

The Customer and/or Property Owner is responsible for loss or damage to a meter and any District owned appurtenances associated with the Service Connection from the time it is installed until the time it is removed.

## 3-2.2 Location and Size:

### 3-2.2.1 Location:

Service Connections in conventional lot Subdivisions shall be installed within five (5) feet of the side Property line except when such placement conflicts with other utilities. In addition, Service Connections shall be installed perpendicular to the water main unless prior approval is obtained by the District.

New Service Connections shall not be installed in driveways without prior approval by the District. If such approval is granted, then the following conditions shall be met prior to installation:

- 1) Property Owner executes a recordable hold harmless agreement for liability and agreeing that the District is not responsible for the repair of driveways and other improvements should the repair of the Service Connection be necessary.
- 2) Installation of a larger traffic-grade meter box with a metal traffic cover.
- 3) Property Owner shall be responsible for payment of an additional charge for the installation of the larger traffic-grade meter box and metal traffic cover as provided in Section 5-2.1.1.

The above conditions are applicable to all existing service connections without meters installed.

Service connections shall be installed outside decorative paving areas whenever possible. The Property Owner will be required to execute a recordable hold harmless agreement for liability and agree that the District is not responsible for the repair of decorative paving and other improvements should the repair of the Service Connection be necessary.

Where the Property does not directly abut on a public thoroughfare, the District, at its option, may provide a Service Connection of conventional length, not exceeding 100 feet, and terminating at some practicable location in public right-of-way and the Applicant shall obtain any required easements and provide its connection thereto.

Under no circumstance shall Service Connections be installed in medians and/or islands in any public thoroughfare.

#### 3-2.2.2 Size:

The size (diameter in inches) of a Service Connection shall be based upon required flow and intended use for the Property. Service Connections to a Dwelling Unit shall be a minimum of 1 inch in diameter.

#### 3-2.3 Appurtenances:

##### 3-2.3.1 Meter Stop, Check Valve, Backflow Prevention Device and Shut-off Valve:

All Service Connections will have a meter stop on the inlet side of the meter, for exclusive use by the District, and a shut-off valve downstream of the meter, check valve or backflow prevention device. If the meter stop, check valve, backflow prevention device or shut-off valve is damaged, the Property Owner will be responsible for the costs to replace the damaged component(s).

##### 3-2.3.2 Meter:

Each Service Connection shall be metered. Customarily, the meter will be installed in public Property adjacent to the curb or Property line, but, at the option of the District, it may be installed on the Property in an appropriate meter box. No rent or other charge will be paid by the District for a meter located on the Property.

The normal maximum meter size is 2-inch. Multiple 2-inch meters may be used if the demand exceeds the allowable flow rate. Meters larger than 2 inches will be permitted in special cases with approval by the General Manager.

If a meter is damaged or tampered with, the District will charge the Property Owner for the replacement or repair of the meter.

### 3-2.3.3 Meter Box:

If the meter box is damaged by the Customer, the District may charge the Property Owner for the replacement or repair of the meter box.

The meter box shall be accessible to the District at all times. The District will not be responsible for damage to improvements (i.e. landscaping, decorative paving) installed by the Property Owner or Customer within public Property or an easement around the meter box.

### 3-2.3.4 Additional Appurtenances:

In some locations within the Service Area, additional appurtenances, including but not limited to pressure reducing valves and sand traps, may be required. The additional appurtenances are always installed on the Customer Service Line; therefore, the Property Owner is responsible for operation and maintenance of the appurtenance once installed.

### 3-2.4 Charge:

The charge for installation of a Permanent Service Connection is provided for in Section 5-2.1.

### 3-2.5 Relocation or Extension:

The charge for relocation or extension of a Permanent Service Connection is provided for in Section 5-2.1.

### 3-2.6 Request for Meter Removal or Reduction:

A request for meter removal or size reduction must be made in writing by the Customer of record in such format as defined by the District. The Customer shall be solely responsible for all costs associated with meter removal or size reduction including the abandonment of the CVWD service line, if necessary. The District may approve requests to remove or reduce meter sizes, in its reasonable discretion, and may impose conditions including, but not limited to, the following: 1) submission of minimum fire flow requirements for the subject Property and compliance with said requirements; and 2) submission of landscape plans in accordance with the District's Landscape and Irrigation System Design Criteria and compliance with said requirements.

#### 3-2.6.1. Meter Removal:

Customer must sever their connection from the water meter and appurtenances prior to the District removing the meter. The District will not perform any plumbing work on the Customer Service Line. The Customer will be required to perform any and all plumbing work necessary to prepare for the meter and appurtenance removal, including securing/capping off the Customer Service Line. There is a fee to remove a water meter and appurtenances. The fee is listed in Appendix A-9.

### 3-2.6.2. Meter Size Reduction:

There is a fee to install a new meter to achieve the meter size reduction. The fee is listed in Appendix A-9.

## **3-3 Temporary Service Connection**

### 3-3.1 General Provisions

#### 3-3.1.1 Purpose:

A Temporary Service Connection, whether from a fire hydrant or otherwise, may be installed at the discretion of the District.

#### 3-3.1.2 Duration:

A Temporary Service Connection will be disconnected and terminated within six (6) months after installation unless the Customer applies for and receives a written extension of time from the District. The District has the right to terminate a Temporary Service Connection at any time without notice to the Customer.

#### 3-3.1.3 Responsibility:

The Customer is responsible for loss or damage to a meter and any District owned appurtenances associated with the temporary Service Connection from the time it is installed until it is removed, or until 48 hours after notice in writing has been received by the District that the Customer wants the Temporary Service Connection disconnected.

### 3-3.2 Location

#### 3-3.2.1 From a Fire Hydrant:

##### 3-3.2.1.1 Application:

A Temporary Service Connection can be obtained from a fire hydrant through a fire hydrant meter. The Applicant must specify the hydrant location and make a deposit as provided for in Section 5-2.2 in addition to any guaranty deposit.

##### 3-3.2.1.2 Installation:

The District will install the fire hydrant meter.

##### 3-3.2.1.3 Relocation:

The charge for the relocation of a fire hydrant meter is provided for in Section 5-2.2.

3-3.2.2 From other than Fire Hydrant:

A Temporary Service Connection from District Domestic Water Service Infrastructure other than a fire hydrant may be obtained at the discretion of the District. The application shall be made as provided for in Part 4 and the charge for such temporary service is provided for in Section 5-2.2. The Applicant shall be responsible for all necessary appurtenances for the connection of the meter by the District. The Applicant shall be responsible for returning the Domestic Water Service Infrastructure to its original condition.

**Application for Service**

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**4-1 General Provisions**

4-1.1 Application for Service:

A request for service must be made by each Applicant for Domestic Water Service in such format as defined by the District. The District may establish reasonable means to verify Applicant's identity. Upon verification of Applicant's identity, the District may provide for written applications to be completed and accepted electronically, by mail, in person or other appropriate means of delivery. An Applicant may be required to establish credit worthiness as provided in Section 6-1.1. There is a fee to establish or transfer an account if the District approves the application for service. The fee is listed in Appendix A-25. Upon District's acceptance of application, Domestic Water Service will be established the following business day. The District may discontinue service if an application is erroneous, not complete, and the errors are not cured by the Property Owner after notice deemed adequate by the District. All Applicants will be advised of this provision when the District is contacted for service.

Each time there is a change of Customer (either Property Owner or Tenant) on any commercial or industrial Property, the new or previous Property Owner or Customer shall notify the District immediately.

4-1.2 Property Owner Responsibility:

Domestic Water Service, in all cases, shall be the responsibility of the Property Owner. The Property Owner may authorize, in writing, that service may be billed to another party such as a Tenant, but the Property Owner shall be held responsible for payment of all amounts due for Domestic Water Service. If the Property Owner has authorized a second party to receive billing for service, a completed application form shall be required from the second party.

4-1.3 Description of Property:

The Applicant shall describe the Property to be served and only the Property described will receive domestic water through such Service Connection. The description shall include street address, city, Assessor's Parcel Number and other information, including plumbing and building plans, to enable the District to determine the level of Cross Connection protection required. The District may refuse Domestic Water Service to any Property where apparatus, appliances or equipment using water are dangerous, unsafe or not in conformity with pertinent laws, ordinances, or regulations. The District will not assume responsibility for inspecting the Property.

Any alterations to existing facilities on the Property that may affect the level of Cross Connection protection required must be reported immediately to the District.

#### 4-1.4 Description of Water Usage:

The Applicant shall describe the domestic water demand for the Property to be served, including the required maximum flow (in gallons per minute) and minimum pressure (in pounds per square inch) required at the meter. For Dwelling Units required to install a Residential Fire Sprinkler System, the Applicant shall also provide the type of Residential Fire Sprinkler System (multipurpose or stand-alone), the maximum flow (in gallons per minute) and minimum pressure (in pounds per square inch) required for the Residential Fire Sprinkler System.

### **4-2 Special Provision**

Properties, other than residential, with landscaped areas will be served with a separate service for irrigation purposes.

### **4-3 Cooling Tower Provision**

Newly installed cooling towers receiving domestic water supplied by the District shall be served with a separate service.

### **4-4 Prior Service**

An Applicant for service may be subject to the provisions of Section 6-4 if a delinquency has occurred at the Property or another Property owned by the Property Owner. This provision shall apply to all Domestic Water Services including business and landscape.

The Applicant will not be held liable for any unpaid charges from a prior Customer or Property Owner except those unpaid charges which have been filed as a lien against the Property by the District under the provisions of *California Water Code Section 31701.5*. A new Property Owner assuming existing liens on Property shall be required to pay all unpaid charges that remain as liens against the Property purchased, prior to new Domestic Water Service being established.

### **4-5 Water System Backup Facilities Charge (WSBFC)**

#### 4-5.1 General:

Since 1978, with the passage of Proposition 13, capital construction costs for new Domestic Water Service Infrastructure have been borne by Developers through the WSBFC. The WSBFC is assessed on all new Development and redevelopment projects within the District's Service Area.

The WSBFC is comprised of three components:

- 1) Dwelling Unit/Building Unit Charge
- 2) Meter Surcharge
- 3) Supplemental Water Supply Charge

#### 4-5.1.1 Dwelling Unit/Building Unit Charge (DU/BUC):

The DU/BUC provides funds to construct backup facilities to maintain Domestic Water Service to new developments at peak day flow conditions.

The DUC is applicable to residential-type development including duplexes, apartments, condominiums, hotels, motels and recreational vehicle and trailer park spaces. For purposes of calculating the DUC, each recreational vehicle, each motel room and each hotel room shall constitute 0.5 Dwelling Units.

The BUC is based on the DUC calculation and is applicable to all nonresidential development projects. To calculate the BUC, the Equivalent Number of Dwelling Units (EDU) for a nonresidential development is determined, then multiplied by the DUC.

The BUC for a cooling tower is calculated as shown in Table A-4 of the Sanitation System Rules and Regulations.

#### 4-5.1.2 Meter Surcharge:

The standard Service Connection for the District consists of a 1-inch service line with a ¾-inch meter. Meters larger than ¾-inch allow greater flow rates; therefore, require more backup facilities to maintain Domestic Water Service. The Meter Surcharge is equal to a modified DUC multiplied by a factor to account for the increased flows through the larger meters.

The Meter Surcharge is applicable to all new Service Connections in which the meter is larger than ¾-inch and to existing Service Connections in which an increase in meter size is requested.

For existing Service Connections, when the meter size is increased, the Meter Surcharge will be the difference between the Meter Surcharge for the old and new meters. The size of the meter installed will be determined by the General Manager.

#### 4-5.1.3 Supplemental Water Supply Charge (SWSC):

The Supplemental Water Supply Charge is levied for the purpose of funding new water sources to supplement existing groundwater supplies used for domestic water.

#### 4-5.1.4 Payment:

The DU/BUC, Meter Surcharge and SWSC and other charges as may be required shall be paid prior to the District issuing the first meter to the Development. At the discretion of the General Manager, the DU/BUC, Meter Surcharge, and SWSC may be paid at alternative times. For existing Service Connections, the Meter Surcharge shall be paid at the time of application for an increased meter size.

The District may apply a credit for the Development's DU/BUC towards construction of off-site infrastructure not exceeding the total amount of the DU/BUC. Credits are not applicable for the Meter Surcharge and SWSC.

#### 4-5.2 Amount:

See Appendix A-14.

# Part 5

## Charges

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### 5-1 Monthly Charges for Domestic Water Service

#### 5-1.1 General Provisions:

For all metered Service Connections located within or outside the boundaries of the District, the monthly charge for service will consist of a Monthly Service Charge based on the size of the meter and customer class plus a Consumption Charge (quantitative charge). Property owners with an installed meter, whether the water service is on or off, are held responsible for and required to pay the Monthly Service Charge. In addition to these charges a Cross Connection protection charge will be applicable to all meters with such devices installed.

#### 5-1.2 Monthly Service Charge:

##### 5-1.2.1 General Provisions:

When Service is started or terminated during the month, the Monthly Service Charge will be prorated by day based on a 30-day billing period.

##### 5-1.2.2 Description of Water Usage:

See Appendix A-2.

##### 5-1.2.3 Temporary Service Connection Monthly Service Charge:

See Appendix A-3.

#### 5-1.3 Consumption Charge (Quantitative):

##### 5-1.3.1 Determination:

The charge will be determined on the basis of a meter reading or it will be estimated as described below.

When a meter is out of order or cannot be read for any reason, the charge will be based, at the option of the District, on one of the following:

- 1) The average meter reading for the three preceding months or
- 2) An estimate of water delivered based either upon the user's prior use during the same season of the previous year or upon a reasonable comparison with

the use of other users receiving the same class of service during the same period and under similar circumstances and conditions.

5-1.3.2 Permanent Service Connection Consumption Charge:

See Appendix A-4.

5-1.3.3 Temporary Service Connection Consumption Charge:

See Appendix A-5.

5-1.4 Minimum Closing Bill Amount:

The closing bill will be based upon charges applicable on the date Service is terminated. If the charges are less than the amount provided for in Appendix A-8, no bill will be rendered.

5-1.5 Water Budgets

5-1.5.1 Residential and Multi-Family Water Budget Calculations

A) Indoor Water Budget:

The indoor water budget is calculated using the following three factors:

- 1) 50 gallons of water per person per day (gpcd).
- 2) The number of people in the household (assumed to be 4).
- 3) The number of days in the billing cycle.
- 4) Billed in units of 100 cubic feet (748 gallons)

As an equation, the indoor water budget allocation is expressed as follows:

$$\text{Indoor Water Allocation} = [\text{Household Size}] \times [50 \text{ gallons}] \times [\text{Days Billed}]$$

B) Outdoor Water Budget:

The outdoor water budget is calculated based on the following three factors:

- 1) Amount of irrigated area per parcel ( 45% of the parcel size or the landscaped area as measured by the District's Geographic Information System, or landscape plans as approved by the District).
- 2) Historical daily evapotranspiration (ET) as measured at local weather stations each day in the billing cycle
- 3) A monthly Plant Factor. The District uses a Plant Factor of 0.55 to 0.65 depending on the time of year.
- 4) Billed in units of 100 cubic feet (748 gallons)

As an equation, the outdoor water budget calculation is expressed as follows:

$$\text{Outdoor Water Allocation} = [\text{Actual evapotranspiration (inches)}] \times [\text{Irrigation Area (ft)}] \times [\text{Plant Factor}]$$

The tier thresholds for Residential and Multifamily customer rates are as follows:

Tier 1 - Up to indoor water budget

Tier 2 - Up to 100% of total water budget (indoor plus outdoor water budget)

Tier 3 – 101% to 175% of total water budget.

Tier 4 – 176% to 300% of total water budget.

Tier 5 - All water usage above 300% of total water budget.

#### 5-1.5.2 Landscape Irrigation Customers Water Budget Calculation:

The tier thresholds for Landscape Irrigation customers are as follows (Tier 1 is not applicable to Landscape Irrigation customers):

Tier 1 - Not applicable

Tier 2 - Up to 100% of outdoor water budget

Tier 3 – 101% to 175% of total water budget.

Tier 4 – 176% to 300% of water budget.

Tier 5 - All water usage above 300% of total water budget.

#### 5-1.5.3 Commercial Customers Water Budget Calculation:

The water budgets for Commercial customers are based on the number of equivalent dwelling units (EDUs) when the business was established or repurposed. Consistent with the policy for residential accounts, each EDU is given 8 ccf for its water budget. The tier thresholds for Commercial Customers are as follows (Tier 1 is not applicable to Commercial customers):

Tier 1 - Not applicable

Tier 2 - 100% of water budget (based on account's assigned EDUs)

Tier 3 – 101% to 175% of total water budget.

Tier 4 – 176% to 300% of water budget.

Tier 5 - All water usage above 300% of total water budget

#### 5-1.5.3 Aggregated Water Budgets

The water budgets for multiple meters can be combined into one budget if the meters are hydraulically looped or if the customer has applied for and been approved for an aggregated water budget by the Water Management Department.

## **5-2 Service Connection Installation Charge**

### 5-2.1 Permanent Service Connection Installation Charge:

The charges for the installation and/or relocation of a Permanent Service Connection at all locations are:

- 1) Two-inch or less: See Appendix A-9.

- 2) Larger than Two-inch: An estimate will be prepared and upon payment of the cost notification amount by the Applicant, the Private Fire Protection Service Connection will be installed and the District will refund to the Applicant any balance from the prepaid amount. Should the charges exceed the amount deposited by the Applicant, the Applicant will be billed for the extra amount which becomes due and payable upon receipt. If the bill is not paid within 10 days, the District may discontinue Domestic Water Service at the Property where the work was done and will not provide Domestic Water Service thereto until the bill, together with an additional charge for restoration of Domestic Water Service is paid, as provided in Section 5-9. See Appendix A-9.

#### 5-2.1.1 Special Requirements Due to Placement in Driveways:

Existing Service Connections within driveways require a larger meter box with a traffic cover at the Applicant's expense. See Appendix A-9.

#### 5-2.1.2 Existing Substandard Service Connection:

A substandard Service Connection is defined as a service which does not meet current standards, lacks a meter box or requires an extension or parts. See Appendix A-9.

#### 5-2.1.3 Special Compaction and/or Paving Requirements:

Where local regulations require special street compaction and/or paving, the Service Connection installation charges are subject to incremental increases as provided in Appendix A-9.

#### 5-2.2 Temporary Service Connection Installation Charge:

The charges for the installation and/or relocation of Temporary Service Connection at all locations are provided in Appendix A-10.

#### 5-2.3 Meter and Appurtenance Removal Fee:

#### 5-2.4 The charge for the removal or reduction in size of a water meter is set forth in Appendix A-9. Abandonment of an Existing Service Connection Fee:

The charges for the abandonment of a service connection are set forth in Appendix A-9.

### **5-3 Existing Service Connection Activation**

There is no charge for activation of an existing Service Connection if the District has approved the application for Domestic Water Service and the activation can be made Monday through Friday after 8:00 a.m. and before 5:00 p.m., excluding holidays, on the day following the application approval. Next day activation is considered the standard.

The charges for an authorized activation made Monday through Friday after 5:00 p.m. and before 8:00 a.m., same day express activation or on weekends and holidays, are provided in Appendix A-11.

## **5-4 Water Availability Charge**

### **5-4.1 General Provisions:**

Pursuant to provisions of Section 31031.6 of the Water Code of the State of California, the District's Board of Directors may fix, on or before the first day of July in each calendar year, a Water Availability Charge. The Water Availability Charge is necessary because of the unique and special water management and financing problems of the area included within the District's Service Area.

If new, increased or extended assessments are proposed, the Board shall comply with the notice, protest and hearing procedures in Section 53753 of the Government Code.

### **5-4.2 Applicability**

#### **5-4.2.1 Within Improvement Districts:**

The charge is levied against all lands, any boundary of which is within 660 feet of an existing water main, as measured along usual land Subdivision lines.

#### **5-4.2.2 Within Service Areas:**

The charge is levied only on lands which are adjacent to an existing water main.

### **5-4.3 Method of Collection:**

This charge, after final determination and approval by the Board, is filed with the County Auditor who enters it against the respective lots or parcels of land on the current year's assessment roll and it is collected at the same time together with general county taxes. No billing for such assessment will be rendered.

Parcels of land with active Domestic Water Service during the current fiscal year (July 1 through June 30 of the following year), or any portion thereof, shall be considered as having met and satisfied the Water Availability Charges for the current fiscal year for up to the first acre of said parcel.

### **5-4.4 Amount**

See Appendix A-13.

## **5-5 Water System Backup Facilities Charge**

### **5-5.1 Dwelling Unit/Building Unit Charge:**

Refer to Section 4-5.1.1 and Appendix A-14.

#### 5-5.2 Meter Surcharge:

Refer to Section 4-5.1.2 and Appendix A-14.

#### 5-5.3 Supplemental Water Supply Charge:

Refer to Section 4-5.1.3 and Appendix A-14.

#### 5-5.4 Additional WSBFC Provision:

The District reserves the right to audit development consumption records to verify the adequacy of the Building Unit Charge and/or the Supplemental Water Supply Charge originally assessed. In the event that the development type changes, the development adds facilities and/or the development increases acreage which results in an increase in water demands, the General Manager shall determine if an additional Building Unit Charge and/or Supplemental Water Supply Charge shall be assessed. In addition, when a development does not fit within the Development Type categories as shown in Appendix A-14 for the Supplemental Water Supply Charge, the General Manager has the authority to calculate a charge that is applicable to the specific development.

### **5-6 Well Sites**

Well sites shall be provided by the Applicant at a location and of a size approved by the General Manager at no cost to the District. The number of well sites will be in accordance with the Domestic Water Design Criteria outlined in the Development Design Manual, based on gross acreage of the Subdivision or Development as follows:

- 1) Less than 90 acres – None
- 2) Equal to or greater than 90 acres – One per 90 acres or major portion thereof, major portion being 35 or more acres.

#### 5-6.1 Fee in Lieu of Well Sites:

At the discretion of the General Manager, Applicants required to provide to the District well sites as outlined above may be eligible to provide to the District a fee in lieu of a well site. The Applicant shall have previously exhausted all reasonable attempts to acquire land for a well site.

#### 5-6.2 Amount:

The fee in lieu of a well site is based on the estimated costs to improve the well site in accordance with the District's Development Design Manual and the fair-market value of land and required site improvements in the area of the Applicant's Development.

### **5-7 Restoration of Service Charge**

The charge for Restoration of Domestic Water Service as a result of District initiated discontinuance, as described in Section 7-1.1, and the additional charges applicable after an unauthorized Restoration of Domestic Water Service are provided for in Appendix A-15.

5-7.1 By the District:

The charge is provided in Appendix A-15.

5-7.2 By Other:

The additional charge for Restoration of service by the District after an unauthorized Restoration of service by others is provided in Appendix A-15.

## **5-8 Inspection Charge**

5-8.1 Amount:

The charge for inspection of Domestic Water Service Infrastructure, as provided in Section 8-1.2, is based on an hourly rate. See Appendix A-16. A deposit is required as described below.

5-8.2 Deposit:

The Applicant shall deposit the estimated cost of the inspection prior to the start of construction. When the inspection charges exceed 90 percent of the deposit, the Applicant shall make additional deposits prior to any additional inspection.

5-8.3 Refund:

The District will refund any excess funds within 30 days of acceptance of the facilities by the District. All outstanding invoices need to be paid prior to release of the deposit.

## **5-9 Plan Check Charge**

The deposit and hourly charge for reviewing and checking the Drawings for Domestic Water Service Infrastructure, described in Section 8-1.2, is provided in Appendix A-17. Hours will be computed to the nearest one half hour.

## **5-10 Engineering Hydraulic Modeling Charge**

A deposit is required to initiate engineering hydraulic modeling of a proposed Development. After the model is complete, the District will refund to the Applicant any balance from the prepaid amount. Should the charges exceed the amount deposited by the Applicant, the Applicant will be billed for the extra amount which becomes due and payable upon receipt. See Appendix A-18.

## **5-11 Private Fire Protection Service Connection Charges**

5-11.1 Installation Charge:

See Appendix A-19.

5-11.2 Monthly Service Charge:

See Appendix A-20.

5-11.3 Fire Flow Test Charge:

See Appendix A-21.

5-11.4 Payment:

Payment of the Private Fire Protection Service Connection (PFPS) is required as a condition of new or continued domestic water service, i.e., the District may terminate domestic water service for non-payment of the PFPS Installation Charge where the PFPS is added to an existing domestic water service.

**5-12 Cross Connection Protection Device Monthly Charge**

Charges for installation, maintenance and testing of cross connection protection devices are set forth in Appendix A-7.

**5-13 Miscellaneous Charges**

The charge for the District to perform and provide results for a fire flow test is provided for in Appendix A-21.

5-13.1 Residential Smart Controller Charge:

See Section 12-2.1 and Appendix A-23.

5-13.2 Program Rebate Inspection Charge:

See Section 12-2.2 and Appendix A-23.

5-13.3 Conservation Review Charge:

See Section 12-3 and Appendix A-23.

5-13.4 Meter Accuracy Test Charge:

See Section 12-4 and Appendix A-23.

5-13.5 Returned Payment Charge:

A charge will be assessed for all checks and other forms of payment, electronic or otherwise, that are returned unpaid by a financial institution. See Appendix A-25 for the current charge.

5-13.6 Checks Drawn on Non-U.S. Banks Charge:

A charge for checks drawn on non-U.S. banks is applicable as provided in Appendix A-25

# Credit and Billing

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## 6-1 Credit

### 6-1.1 Establishing:

As provided in Section 4-1.2, the payment of Domestic Water Service, including all bills, costs, loss, damage, penalties, charges, or fees regardless of user or use, in all cases shall be the responsibility of the Property Owner. Each Applicant for Domestic Water Service may be required to establish credit worthiness to the satisfaction of the District before service will be rendered. Applicant may establish credit worthiness with no deposit required if the Applicant can show that most recent prior service was not terminated for nonpayment for twelve (12) consecutive months from his/her previous Domestic Water Service provider, even if that provider was not the District. Prior service must have been in the Applicant's name in order to be used for the credit worthiness test.

### 6-1.2 Amount of Deposit:

Where credit worthiness cannot be established to the satisfaction of the District pursuant to Section 6-1.1, a deposit may be required as provided in Appendix A-24 or an amount equal to three (3) times the average monthly bill for the preceding twelve-month (12-month) period.

### 6-1.3 Refund of Deposit:

Residential deposits will be held by the District for a period of one (1) year from the date Domestic Water Service is provided to the subject Property. All other deposits will be held until the completion of the project or service is terminated. If Domestic Water Service is terminated during that one-year (1-year) period for nonpayment, the District shall retain the deposit until Domestic Water Service is ordered terminated by the Customer. If Domestic Water Service is not terminated during the first year, the District shall apply the deposit to the water billing or billings until the amount of the deposit is used in full. In the event the Customer requests termination, the District shall refund the remaining balance of any deposit, without interest, and less any accrued but unpaid water and/or sewer billing, within a reasonable time after termination of service. In the event the District discovers damage, theft and/or unauthorized use of District facilities, services will be immediately discontinued and billing of services terminated. All applicable charges and penalties will be deducted from the Customer's deposit as provided under Conditions of Domestic Water Service, Sections 9-10 and 9-11. Applicable charges and penalties are provided in Appendix A-22. Any unclaimed deposit shall be held or retained by District pursuant to *Section 50650, et seq., of the California Government Code* or any successor statutes thereto.

#### 6-1.4 Medical Provision:

When a medical condition exists where termination of service would result in a life-threatening situation, Customer may apply for a medical provision. A written request for a medical provision must be received forty-eight (48) hours prior to turnoff. Along with the written request, a doctor's note must be included. This note must have the patient's name and address (patient's address must match the service address). The doctor's note will expire six (6) months from the date written. It is the Customer's responsibility to renew the documents to extend the medical provision on this account.

Medical provision may delay standard turnoff by up to five (5) business days. Medical provision will enable Customer to establish a payment plan where an unpaid balance may be amortized over a number of months, not to exceed twelve (12) months.

## **6-2 Billing**

### 6-2.1 General Provisions:

The Property Owner is liable for payment of bills, costs, loss, damage, penalties, charges, or fees regardless of user or use for water or other services provided to the Property for all Domestic Water Service from the acquisition date of the property until such time as the property is transferred to new ownership. The Property Owner is responsible to provide the District with a notice to stop Domestic Water Service in a form and manner determined by the District in accordance with Section 7-1.3.

#### 6-2.1.1 Rendering of Bill:

The charges may be billed monthly. If the District also provides services other than Domestic Water Service, a single bill may be rendered for all District services. The bill may also include charges collected for other agencies.

#### 6-2.1.2 Domestic Water Service Information on Bill:

The bill may show one or more of the following charges: Consumption Charge, Service Charge, or Special Charge and Total Amount Due. In addition, the bill will show the Customer's account number, the date of billing, the service location, and the address to which the bill was mailed.

For Domestic Water Service accounts subject to the District's tiered rates, the following information may also be included on the bill: Customer's water budget for the period, Customer's actual water usage for the period, Customer's water efficiency rating and the Customer's water usage history.

Information shown on the Customer's bill may change at the General Manager's discretion.

#### 6-2.2 Person to be Billed:

6-2.2 Person to be Billed: Charges will be the responsibility of the Property Owner. The Property Owner may authorize, in writing, that a second party, such as a Tenant may establish service in their name as provided for in Section 4-1.2. Users, including Tenants, may also have rights under California state law to establish Water Service without the authorization of the Property Owner if the service is subject to turn off. The Property Owner shall be held responsible for payment of all amounts due for Domestic Water Service, including all bills, costs, loss, damage, penalties, charges, or fees regardless of user or use. The Property Owner may request for a copy of the bill to be sent to the Owner's mailing address as well. The Property Owner shall notify the District of any change in the ownership or occupancy of the Property at least two days prior to such change in a manner deemed acceptable by the District.

#### 6-2.3 Payment:

The bill for Domestic Water Service is due and payable fifteen (15) days after it is rendered. A bill will become delinquent if it is not paid within twenty-five (25) days from the date it is rendered.

#### 6-2.4 Adjustment of Bill:

The Customer may request, in a manner deemed acceptable by the District, an adjustment to the Domestic Water Service charges billed for one of the following reasons:

- 1) Estimated meter reading
- 2) Water budget appeal
- 3) Water meter accuracy
- 4) Adjustment of bills for excessive consumption

##### 6-2.4.1 Estimated Meter Reading:

A bill based upon an estimated meter reading, as provided in Section 5-1.3.1, may be adjusted at the Customer's request and as approved by the District. Billing adjustments related to an estimated meter reading will be limited to the period for which the meter reading was estimated.

##### 6-2.4.2 Water Budget Appeal:

An adjustment may be requested and/or granted based upon the Customer's allocation-based tiered rate water budget as set out in the District's allocation based tiered rate structure, per the General Manager's direction. Water budgets may be adjusted for the following reasons:

1. Number of extra people in household: 2 CCFs for 1 person; 4 CCFs for 2 people; 6 CCFs for 3 people; 8 CCFs for 4 people, maximum of 8 total people in the household. Documentation or proof required. Proof may be a driver's license,

children's birth certificate, school records, income tax returns, blank checks with pre-printed name and address, lease agreements, etc.

2. Residences with a casita: Residences with two separate structures on one lot will be allowed an additional 4 CCFs per month if occupied full time.

3. Residential additional landscaped area: Homeowner will draw or sketch the total lot size and the landscaped area in square feet. Hardscaped areas (driveways, patios) are not to be included in the landscaped area. Dimensions should be in feet and should show total area in square feet.

Landscaped area will not be given if the Homeowners' Association or other entity is responsible for the irrigation of that area, where that amount is less than 45% of lot or otherwise.

4. Vacant lots: A vacant lot will receive 45% of the lot size as landscaped area until the owner appeals. Then it would receive 100% of the lot irrigated area (not automatically 100% of lot size) until subject to the sewer assessment fee (e.g., Mirada). It would also receive a 1 for indoor CCFs until a home is built and it is subject to the sewer assessment.

5. Medical needs: If a medical need requires a significant increase in the amount of water being used, a determination will be made on a case-by-case basis. No documentation or proof required.

6. Large domestic animals: Animals such as horses and donkeys/mules may be allowed an increased budget. This will be on a case-by-case basis. Horses normally require 8 to 15 gallons per day, which is 450 gallons or 0.6 CCFs/month. Round up to 1 CCF per large animal per month. (.5 CCFs per goat, sheep, pig, or similar creature; 1 CCF per 100 fowl).

7. Animal shelters: Animal shelters may be allowed up to .25 CCF per dog and .125 CCF per cat.

8. Nonresidential Pools: Nonresidential pools may be given a budget of 6CCF per 500 square feet of pool surface.

9. Process Water: Commercial process water is researched on a case-by-case basis by the Water Management department.

Adjustments will be effective from the date of District approval forward, except where noted below, based on adjustment to a Customer's water budget:

- a. Household size increase: No retroactive billing adjustment
- b. Landscape increase: When District lot size calculations result in an increased water budget, Customer will be eligible for a retroactive billing adjustment of up to four (4) months or as determined by the General Manager.
- c. Change in use: If a change in use is discovered during review, the budget may be adjusted, the Customer/Owner may be required to sever the connection and/or

be required to install a new service and meter. This may also be subject to additional charges.

- d. Medical needs: No retroactive billing adjustment

#### 6-2.4.3 Water Meter Accuracy:

Water Meter Accuracy: As provided in Section 12-4 of these Regulations, a Customer may request the District to test the meter serving its Property. Billing adjustments related to the results of said meter tests are provided for in Section 12-4.1.

#### 6-2.4.4 Adjustment of Bills for Excessive Consumption

It is the Customer's responsibility to properly maintain the property's private plumbing water system, including irrigation systems and water features. A leak in the Customer's water system is the sole responsibility of the Customer and the District charges for all water that records and passes through the water meter. If a Customer requests the District to review a bill for water service due to excessive consumption, the District may grant an adjustment subject to the conditions below.

##### 6-2.4.4.1 Verified Adjustments

- A. Verified adjustments for high consumption may be granted to Customers when there is explained high consumption such as a water leak on the Customer's property. The District, after investigation, shall find all of the following:
  1. The meter must be re-read, may be field tested, and verified as accurate.
  2. The Customer made the request for billing review within 60 days of the first bill date reflecting excessive consumption.
  3. Upon notification of excessive water consumption, the Customer took prompt action to locate the leak and complete repairs within 30 days. Notification to the Customer may take the form of a billing statement, written communication to the Customer, a courtesy phone call or a notice left at the property.
  4. Proof of repair, including copies of repair bills or photographs, is required.
  5. The Customer did not have a verified adjustment in the previous 12-month period prior to the bill with excessive consumption.
- B. All consumption will be recalculated at the Tier 2 base rate.
- C. No adjustment shall be made for any period longer than 60 days or for water delivered 30 days after the District notifies the Customer of the excessive use.

- D. Consumption must have returned to historical use.
- E. No more than one verified adjustment shall be made for excessive consumption within a rolling 12-month period.

#### 6-2.4.4.2 Unverified Adjustments

- A. Unverified adjustments for high consumption may be granted to Customers when there is unexplained high consumption on the Customer's property. The District, after investigation, shall find all of the following:
  - 1. The meter must be re-read, may be field tested, and verified as accurate.
  - 2. Upon notification of excessive water consumption, the Customer took prompt action to locate the possible cause of the excessive consumption within 30 days. Notification to the Customer may take the form of a billing statement, written communication to the Customer, a courtesy phone call or a notice left at the property.
  - 3. The Customer did not have an unverified adjustment in the previous 5-year period or a verified adjustment in the previous 12 months prior to the current bill with excessive consumption.
- B. All consumption will be recalculated at the Tier 2 base rate.
- C. No adjustment shall be made for any period longer than 60 days.
- D. Consumption must have returned to historical use.
- E. No more than one unverified adjustment shall be made for excessive consumption within a rolling 5-year period.

### **6-3 District Initiated Billing Adjustment**

District Initiated Billing Adjustment: If the District discovers that a billing error has been made related to meter reading against a Customer's account, the District will immediately take all reasonable steps to correct the billing. If the Customer has been under-billed, the District reserves the right to go back twelve (12) months to recalculate the amount due and payable and the General Manager may provide for reasonable payment arrangements for the balance due to be paid. If the District has over-billed the Customer, the District shall go back no longer than twelve (12) months to recalculate the amount of over-billing refund due to the Customer.

### **6-4 Delinquent Account**

The bill for Domestic Water Service shall be delinquent if not paid within twenty-five (25) days from the date it is rendered.

Services terminated for delinquency shall not be Restored until all outstanding charges are paid in full, including a charge for restoration of service as provided for in Section 7- 2, a late charge as provided for in Section 6-4.2, and delinquency charge as provided for in Section 6-4.3. An updated application may be required.

If the manner of payment of the delinquent amount is not accepted by the paying bank for any reason, Domestic Water Service may be terminated immediately without further notice. Domestic Water Service will not be restored until all outstanding charges are paid in full, including a returned payment charge, as applicable and provided in Section 5-13.5.

A Customer having a delinquent account on one Property may not receive Domestic Water Service on another Property until the delinquent account has been paid, including penalties, if any. A Customer whose Domestic Water Service has been terminated for nonpayment of a delinquent account or whose deposit has been applied in whole or in part to the payment of any delinquent account, will be required to make a cash deposit in accordance with Section 6-1.2. Additionally, when Domestic Water Service has been terminated for nonpayment, all charges may be transferred to another account held in the sole name of the same Owner and the Owner shall be given written notice of that transfer. This account shall become delinquent if payment is not made within fifteen (15) days from the date of delinquency transfer and will be subject to turnoff without further notice. The District may file liens against the Property or any properties owned by the delinquent Customer within the state of California to enforce collection of delinquent accounts as provided in Water Code Section 31701.5.

#### 6-4.1 Liens and Tax Roll:

The District may file liens and/or initiate a tax roll against the property or any properties owned by the delinquent Customer within the state of California to enforce collection of unpaid water and other services as provided in the California Water Code Section 31701.5.

#### 6-4.2 Late Charge:

A late charge of one and one half (1½) percent per month will be charged on delinquent domestic water accounts with balances exceeding \$20.

#### 6-4.3 Delinquency Charge:

A Delinquency Fee will be charged each month as a domestic water account becomes delinquent provided that: (a) the account has a delinquent balance exceeding \$20; and (b) are not paid within 40 days from the date the bill is rendered. Customers with timely payment histories during the previous 12-month period prior to being charged a Delinquency Fee shall have the Delinquency Fee waived upon request. The amount of the Delinquency Fee is set forth in Appendix A-25, as said amount may be revised from time to time.

## Termination and Restoration of Service

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### 7-1 Termination of Domestic Water Service

#### 7-1.1 District Initiated:

The District has the right to terminate Domestic Water Service if the Customer fails to comply with these Regulations. In addition, if the Customer receives and fails to pay for other District services or fees, the District has the right to terminate Domestic Water Service. Under such circumstances, the District will make a reasonable effort to notify the Customer and Property Owner.

Termination procedures are as follows:

When delinquency occurs, the District will provide to the Customer notice of the delinquency and impending termination of Domestic Water Service at least ten (10) days prior to the proposed termination by means of a notice mailed, postage prepaid, to the Customer to whom Domestic Water Service is billed not earlier than nineteen (19) days from the date of mailing District's bill for services. The ten-day (10-day) period shall not commence until five (5) days after the mailing of the notice, as provided in *California Government Code Section 60373*.

The District shall make a reasonable, good faith effort to contact an adult Person residing at the Property of the Customer by telephone or in person at least forty-eight (48) hours prior to any termination of Domestic Water Service except that whenever telephone or personal contact cannot be accomplished, the District shall give, by mail or by posting in a conspicuous location at the Property, a notice of termination of service, at least forty-eight (48) hours prior to termination. The District shall notify the Property Owner of impending termination if Property Owner has authorized a second party to receive billing.

Notice of termination of Domestic Water Service shall include the name and address of the Customer whose account is delinquent, amount of delinquency, date by which payment or arrangements for payment is required in order to avoid termination, the procedure by which the Customer may initiate a complaint or request an investigation concerning service or charges and the telephone number of District representatives who can provide additional information or institute arrangements for payment.

The District may grant an extension of the period for payment of a bill or establish an amortization agreement, at the discretion of the General Manager, as provided in *California Government Code Section 60372*. If the Customer fails to comply with an

amortization agreement, the District shall not terminate Domestic Water Service without giving notice to the Customer at least forty-eight (48) hours prior to termination, but the notice does not entitle the Customer to further investigation by the District.

Prior to termination of Domestic Water Service, notice is not required when the illegal noncompliance (i.e., tampering), violation or infraction of these Regulations by the Customer results, or is likely to result, in dangerous or unsanitary conditions on the Property or in the water system or elsewhere. In such cases, the District may order immediate termination of Domestic Water Service.

Before terminating Domestic Water Service, subject to the exception as otherwise provided above, the District will give the Customer notice, in writing, specifying the reason or reasons why Domestic Water Service may be terminated and granting an opportunity to be heard, if requested, within five (5) days of mailing of said notice. The Domestic Water Service address, if different from the billing address, will also receive a notice with the opportunity to be heard, if requested, within five (5) days of mailing of said notice. The written notice may be mailed by standard U.S. postal mail and certified or registered mail delivery is not required. If the Customer fails or refuses to comply with the notice or fails to request an opportunity to be heard within five (5) days after the presentation of the notice, then the District may terminate Domestic Water Service to the Customer. If the Customer requests the opportunity to be heard and is heard, the District will thereafter determine if Domestic Water Service shall be continued or terminated in accordance with *California Government Code 60370 et seq.*

Before terminating Domestic Water Service to residential Customers through master meter or individually metered Domestic Water Service in a multiunit residential structure, mobile home park or farm labor camp where the owner, manager or farm labor employer is listed by the District as the Customer of record in the Domestic Water Service, District shall make every good faith effort to inform the actual users of the Domestic Water Services, when the account is in arrears, by means of notice, that Domestic Water Service will be terminated in ten (10) days, in accordance with *California Government Code 60371.*

Termination of Domestic Water Service for failure to pay delinquent fees and charges is contained in Section 6-4.

Termination of Domestic Water Service may also be initiated by the District under the following circumstances:

- a) Where conditions of use have changed materially to the point where new or additional fees or charges are due or other charges in the Domestic Water Service are required or appropriate but the Customer refuses to agree to the additional fees or charges in the Domestic Water Service, the District may terminate the Domestic Water Service.
- b) Where excessive demands by one Customer may result in inadequate Domestic Water Service to others or

- c) To protect itself against fraud or abusive conduct on the part of the Customer or
- d) As provided in this Section 7-1.1 and in Sections 9-1.6, 9-1.7 and 9-5 of these Regulations.

The District shall not terminate Domestic Water Service by reason of delinquency in payment or otherwise cause cessation of Domestic Water Services on any Saturday, Sunday, legal holiday, or at any time when District business offices are not open to the public.

#### 7-1.2 Medical Provision:

When a medical condition exists where termination of service would result in a life-threatening situation, Customer may apply for a medical provision. A written request for medical provision must be received forty-eight (48) hours prior to turnoff. Along with the written request, a doctor's note must be included. This note must have the patient's name and address (patient's address must match the service address). The doctor's note will expire six (6) months from the date written. It is the Customer's responsibility to renew the documents to extend the medical provision on this account.

Medical provision may delay standard turnoff by up to five (5) business days. Medical provision will enable Customer to establish a payment plan where an unpaid balance may be amortized over a number of months, not to exceed twelve (12) months.

#### 7-1.3 At Customer's Request:

A Customer may have Domestic Water Service terminated by notifying the District at least forty-eight (48) hours in advance of the desired date of termination and by paying the charge as provided in Section 5-1.5. The District may require the notice to be in the form of writing, either electronic or paper. The Monthly Service Charge will continue to be assessed in accordance with Section 5-1.1. Domestic Water Service will only be terminated during the District's normal working hours and working days unless approved by the District in advance.

#### 7-1.4 Permanent Termination of Service:

A Customer may have Domestic Water Service permanently terminated as provided for in Sections 3-2.6 and 3-2.6.1.

### **7-2 Restoration of Domestic Water Service**

#### 7-2.1 General Provisions:

A Customer whose Domestic Water Service has been terminated may have it Restored by making application and by paying the charge provided for in Appendix A-15.

#### 7-2.2 Unauthorized Restoration:

No Person shall turn on water at the meter, once it has been shut off by the District, or interfere with or remove a meter from any Service Connection.

If the Customer turns on the meter stop or permits or causes it to be turned on after it has been turned off by the District, the District will again turn off the Domestic Water Service Connection and remove the meter or seal the meter. An additional charge, as provided in Appendix A-15, shall be collected before Domestic Water Service is Restored.

## Domestic Water Service Infrastructure

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### 8-1 General

Domestic Water Service Infrastructure generally includes water mains, pumping stations, reservoirs, wells, treatment facilities, service connections and other facilities and/or appurtenances required to provide service to an Applicant.

Domestic Water Service Infrastructure may be designed and constructed by either the District or the Applicant.

#### 8-1.1 Domestic Water Infrastructure:

Standard Domestic Water Infrastructure includes on-site pipelines described and required by the Standard Installation Agreement; Special Domestic Water Infrastructure includes off-site pipelines, wells, well sites, reservoirs, booster stations and treatment facilities described and required by the Special Installation Agreement.

#### 8-1.2 Design and Construction:

All new Domestic Water Infrastructure shall be designed and constructed in accordance with the District's Development Design Manual, Standard Specifications and drawing(s) prepared by the Applicant; all plans, designs, and drawing(s) must be reviewed and approved by the District's Engineering Department at the Applicant's expense as required by Section 5-9. Construction inspection will be performed by the District at the Applicant's expense as required by Section 5-8.

### 8-2 District Ownership

All Domestic Water Service Infrastructure constructed will be the sole Property of the District. Upon final acceptance by the District, the developer will file a Certificate of Completion and Final Acceptance with the County of Riverside or Imperial and provide the District with the Bill of Sale conveying the facilities to the District.

### 8-3 Infrastructure Location

New Domestic Water Infrastructure will be located within public right-of-way, easements provided to the District by the Applicant, easements obtained by the District or Property deeded to the District.

#### **8-4 Special Provision for Domestic Water Pipeline Extensions**

Where the Property is located adjacent to a street exceeding seventy (70) feet in width or a freeway, waterway, or railroad right-of-way, the District may require the Applicant to install a domestic water pipeline on the same side thereof as the Property in lieu of extending a Service Connection across said street, freeway, waterway or railroad right-of-way from an existing or proposed main.

#### **8-5 Construction of New Domestic Water Infrastructure by District**

In cases where the Applicant's request for Domestic Water Service only requires an extension of an existing domestic water pipeline for a distance less than five hundred (500) feet, the District may elect to extend its Water System to the Applicant's Property at the Applicant's expense.

The Applicant shall pay the District a deposit equal to the estimated cost of the domestic water pipeline extension, as determined by the District. Said deposit shall be used to compensate the District and/or any contractors and suppliers engaged by the District in the installation of the domestic water pipeline extension. Within sixty (60) days after the cost of the domestic water pipeline extension has been determined, any difference between the cost and the deposit from the Applicant shall be adjusted by the parties.

Where two (2) or more Applicants apply for service from the same domestic water pipeline extension, the District may allocate the cost proportionately.

## Conditions of Domestic Water Service

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### 9-1 General Provisions

#### 9-1.1 Maintenance of Domestic Water Service:

The District will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of water to the Customer and to avoid any shortage or interruption of delivery of same. The District is not liable for interruption, shortage, insufficiency of supply or any loss or damage occasioned thereby, if same is caused by accident, act of God, fire, strike, riot, war or any other cause not within its control.

#### 9-1.2 Suspension of Domestic Water Service:

The District, whenever it finds it necessary for the purpose of making repairs or improvements to the Water System, may suspend Domestic Water Service temporarily. This temporary suspension of service will inactivate a fire suppression system that is provided water through the Customer's service connection. In all such cases, a reasonable notice thereof, as circumstances will permit, will be given to the Customer. The making of such repairs or improvements will be done as rapidly as practicable and, if practicable, at such times as will cause the least inconvenience to the Customers.

#### 9-1.3 Pressure:

The District operates the Domestic Water System within a static pressure range between sixty (60) to one hundred (100) pounds per square inch (psi). Applicants connecting to the Domestic Water System in an area with a static water pressure below sixty (60) psi will be required to execute a Low Pressure Agreement. If the static water pressure exceeds eighty (80) psi, an individual pressure regulating valve is required on the Customer Service Line as required by the Uniform Plumbing Code.

The District assumes no obligation to deliver water to elevations higher than its existing facilities serve. Where Properties are situated at such an elevation that the Applicant cannot be assured of a dependable supply from the Domestic Water System and/or the desired rates of flow and/or pressure required by the particular operation to be conducted on the Property cannot be assured by the District, the Applicant, in consideration of District approval of a Service Connection, accepts such Domestic Water Service as the District is able to render from its Water System. The Applicant agrees to construct, if necessary, and maintain at its sole expense on its Property a tank and/or a booster pump of sufficient capacity to furnish an auxiliary supply of water at such times as pressure in the Domestic Water System may be insufficient to supply the Property with water. The

Applicant will be required to execute a written release to the District for all claims for failure to furnish an adequate water supply.

Due to topography, and other causes, the water pressure is not uniform over the District's Service Area. The installation of new Domestic Water Infrastructure and/or modifications to the Water System operation, may result in water pressure changes to various areas within the Service Area. The District will attempt to maintain adequate pressure and/or flow at all existing Service Connections; however, Customers dependent upon a continuous water supply shall provide adequate storage for emergencies and to prevent damage, at their sole expense, if required by the District.

#### 9-1.4 Responsibility:

The District owns, operates and maintains the Service Connection. The Property Owner is responsible for the Customer Service Line.

The District is not responsible for the delivery of water through private pipelines or any damage resulting from the operation of same.

#### 9-1.5 Liability:

The Customer waives any and all claims of any nature against the District, except those related to gross negligence on the part of the District, and releases the District from any liability for damage to the Customer's system, Property and appliances from any cause whatsoever resulting from gross negligence on the part of the District. The Customer further waives any and all claims of any nature against the District and releases the District from any liability for losses or damage to the Property receiving Domestic Water Service, which may involve quantity, quality, foreign material, time or occasion of the delivery of domestic water by the District.

#### 9-1.6 Damage to Meter by Hot Water:

The Customer shall be liable for damage to the meter caused by hot water from the Property. The deformation or warp of a disc or a registered figured disc of any meter shall be held to be prima facie evidence of such damage having been caused by the action of heat. Should such damage occur, the Customer will be notified to correct the plumbing conditions causing such damage and will be charged for the cost of repairs to the meter. Should the condition not be corrected and the meter repair bill not paid within ten (10) days after notice, Domestic Water Service to the Property may be terminated and Domestic Water Service will not be Restored until the bill is paid, together with a charge for restoration of service, as provided for in Section 7-2.1.

#### 9-1.7 Transfer of Meters:

No Person shall transfer or move a meter to a new location without District authorization once it has been installed by the District at any Service Connection. Such transfer or removal will constitute an unauthorized connection or installation. The Customer is responsible for loss or damage to a meter from the time it is installed until it is removed

by the District. Any Person who is determined by District staff to have violated the provisions of this section shall be subject to a penalty as provided in Appendix A-22; Domestic Water Service may be terminated, District facilities removed or locked off and the District may also file a civil action to recover damages as authorized by Water Code Sections 31080 and 31102.

## **9-2 Change in Water Usage**

A Customer making any change to a Property that may result in a material increase of water demand originally described on the Domestic Water Service application shall immediately give the District a written notice of the nature of the change. Any such changes must then be approved by the District and/or modifications must be made at the Owner's expense and in conformance with District requirements. Failure to notify the District of such change or failure to comply with these regulations is considered an unauthorized use of domestic water and shall result in costs and penalties as provided for in Appendix A-22.

## **9-3 Communication**

### **9-3.1 To Customer:**

Nonemergency notifications from the District to a Customer will normally be given in writing and either mailed or delivered to the street address described in the application for service. In cases where the Property Owner has authorized another party, such as a Tenant, to be billed, the District will also provide a copy of the notice to the Property Owner, at its request, as provided in Section 6-2.2.

Emergency notifications for small service areas including schools, hospitals, health care centers, day care centers, convalescent homes and other critical facilities will be accomplished by door-to-door contact, email, phone calls and door hangers using available domestic water, water service and water quality personnel and the billing information available to the District from the Customer's application form. Notification in the affected service area(s) will be completed within twenty-four (24) hours of being directed by the California Department of Public Health (CDPH).

Emergency notifications for large service areas including schools, hospitals, health care centers, day care centers, convalescent homes and other critical facilities will be performed through electronic communication. District Resources personnel will conduct a press conference where a notice by CDPH will be furnished to the news media. This includes all radio and television stations broadcasting in the area and all local and general area newspapers. Notification in the affected service area(s) will be completed within twenty-four (24) hours of being directed by the CDPH.

A map of the affected service area will be on display at the press conference and distributed to the media and to special telephone answering personnel who accept calls and answer questions from consumers twenty-four (24) hours a day. In addition, the map of the affected service area will be posted on the District's website.

### 9-3.2 To District:

Nonemergency notifications from the Customer to the District may be given and accepted by any appropriate means of delivery, including but not limited to, electronically, by phone call, by mail or in person.

Customers shall contact the District's twenty-four-hour (24-hour) emergency operators at (760) 398-2651 to request immediate assistance.

## **9-4 Conflict With District Domestic Water Infrastructure**

Any Person making improvements or changes to its Property which may interfere with District easement rights, endanger Domestic Water Infrastructure or cause additional funds to be expended on operation and maintenance, shall abide by the requirements outlined in Section 3.4 of the District's Development Design Manual (District Encroachment Permit Process).

## **9-5 Resale of Water**

No Person shall enter into any contract or agreement to resell domestic water it receives from the District. No Person shall deliver or cause to be delivered domestic water acquired from the District, to any Property other than that described in the application for Domestic Water Service. Discovery of such action by the District may be cause for immediate termination of service without additional notification.

## **9-6 Unauthorized Use of Domestic Water or the Water System**

The actions listed below are prohibited by these Regulations; penalties are provided for in Appendix A-22. Unpaid penalties shall be included on the Customer's bill and will be due and payable before Domestic Water Service will be restored. The Property Owner is liable for payment of all unpaid bills, costs, loss, damage, penalties, charges, or fees regardless of user or use associated with the Unauthorized Use of Domestic Water or the Water System.

- 1) To operate or attempt to operate a public or private fire hydrant or detector check, except for the suppression of fire or except when a permit for a Temporary Service Connection is issued, as provided for in Section 3-3.
- 2) To cause or permit the waste of water from the Water System or to maintain or cause or permit to be maintained any leaky outlets, apparatus or plumbing fixtures through which water is permitted to waste including, but not limited to, detector checks.
- 3) To use water for washing sidewalks and driveways in a manner that prevents the usual and customary use of public streets and sidewalks by others.
- 4) To permit water sprinklers to spray onto sidewalks and streets or to permit water to run from the Customer's Property onto public sidewalks and streets in such a manner as to cause risk and/or damage to the public or to public and private Property.

5) To cause or permit the waste of water by operating any equipment that uses water in a “single pass” operation. Examples of this use include, but are not limited to, water cooled equipment (i.e. refrigerators, freezers, ice machines, chillers, cooling towers, air conditioners, heat exchangers, ice cream dispensers, yogurt dispensers and precoolers) and commercial vehicle washes (i.e. car and/or truck washes).

6) To change or alter the original intended use of the meter and what it serves.

In addition to assessing penalties provided for in Appendix A-22, the District may seek criminal prosecution, as authorized by Section 498 of the California Penal Code for which any Person who, with intent to obtain for himself or herself Domestic Water Service without paying the full lawful charge therefor, or with intent to enable another Person to do so, or with intent to deprive the District of any part of the full lawful charge for Domestic Water Service it provides, commits, authorizes, solicits, aids or abets any of the following:

- 1) Divert or causes to be diverted Domestic Water Service, by any means.
- 2) Prevents any Domestic Water Service meter, or other device used in determining the charge for Domestic Water Services, from accurately performing its measuring function by tampering or by any other means.
- 3) Tampers with any Property owned by or used by the District to provide Domestic Water Service.
- 4) Makes or causes to be made any connection with or reconnection with Property owned or used by the District to provide Domestic Water Service without the authorization or consent of the District.
- 5) Uses or owns the property that receives the direct benefit of all or a portion of Domestic Water Service and/or has knowledge or reason to believe that the diversion, tampering, or unauthorized connection existed at the time of that use, or that the use or receipt was otherwise without the authorization or consent of the District.

Furthermore, the District may seek criminal prosecution for the presence of any of the following objects, circumstances or conditions on Property controlled by the Customer or by the Person using or receiving the direct benefit of all or a portion of Domestic Water Service obtained in violation of Section 498 of the California Penal Code shall permit an inference that the Customer or Person intended to and did violate Section 498 of the California Penal Code:

- 1) Any instrument, apparatus or device primarily designed to be used to obtain Domestic Water Service without paying the full lawful charge therefor.
- 2) Any meter that has been altered, tampered with or bypassed so as to cause no measurement or inaccurate measurement of Domestic Water Service.

## **9-7 Ground Wire Attachment**

Any Person is liable for any damage to the Water System or District personnel which may be occasioned by the attachment of any ground wire or wires to any plumbing which is or may be connected to the Water System.

## **9-8 Unused Service Connection**

A Permanent Service Connection which has been inactive for a period of one hundred eighty (180) consecutive days may be considered unused and the meter may be removed by the District. Thereafter, any Person desiring service for the Property, or any portion thereof, formerly supplied by such inactive Service Connection shall make application for Domestic Water Service. In cases where the District has removed the meter from the Property, the Applicant will be required to pay the applicable charge for a permanent Service Connection installation as provided for in Section 5-2.1. In cases where the meter has not been removed from the Property, the Applicant will be required to pay the current charge for Restoration of service as provided for in Section 5-7.

## **9-9 Quick Closing Valve**

### **9-9.1 Operating Conditions:**

No Person shall install or use a quick closing valve or other device when such valve or device during its operation causes a water hammer or an abrupt change of pressure in the Water System. When such a condition exists, the Customer will be required to discontinue use of such valve or device immediately upon notification by the District and may be liable for costs to repair any damage caused to the District's Domestic Water Service Infrastructure.

### **9-9.2 Notice of Correction:**

If the notice of correction of such condition is not complied with, service will be discontinued until the correction is made by a proper installation to eliminate all such water hammer or abrupt change of pressure.

## **9-10 Responsibility for Equipment**

The Customer shall, at its own risk and expense, furnish, install and keep in good and safe condition all of the equipment on the Customer's side of the meter that may be required for receiving, controlling, applying and utilizing water. The District is not responsible for any loss or damage caused by improper installation of such equipment, negligence, want of proper care or wrongful act of the Customer or of any of its Tenants, agents, employees, contractors, licensees or permittee in installing or maintaining, using, operating or interfering with such equipment. The District is not responsible for damage to Property caused by spigots, faucets, valves and other equipment that are open when water is turned on at the meter.

## **9-11 Damage**

Any Person who is determined by District staff to have violated the provisions of this section shall be subject to a penalty as provided in Appendix A-22, Domestic Water Service may be terminated, District facilities removed or locked off and the District may also file a civil action to recover damages as authorized by Water Code Sections 31080 and 31102.

**Private Fire Protection Service  
Connection and Residential Fire  
Sprinkler System**

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**10-1 General Provisions**

When a Private Fire Protection Service Connection (PFPS) is installed, the control valve will be left closed and sealed until a written order to turn on the water is received from the Property Owner. The District is not liable for damage of any kind or for any reason that may occur on or to the Property served.

**10-2 Special Provisions**

10-2.1 PFPS – Larger than Two-inch (2-inch):

For PFPS larger than two-inch (2-inch) in diameter, a single detector check, double check detector assembly, or required pressure detector assembly must be installed in accordance with the District's DDM, Manual of Cross-connection Control, Ninth Edition, Section 7.2.3.14, Fire Systems, as published by the University of Southern California, and AWWA Manual M14, Chapter 6 Backflow Prevention and Fire Protection.

10-2.2 PFPS – Two-inch (2-inch) or Less:

The requirements under this part apply only to PFPSs installed prior to January 1, 2011.

10-2.2.1 Within Political Jurisdictions which have Executed a Hold Harmless Agreement with the District:

The Owner shall execute and record against the Property an agreement to hold the District and political jurisdiction harmless for failure of the private fire protection system for any reason. The District will provide its standard agreement for this purpose and instructions for recording the properly signed and notarized agreement and providing the District with the recording information. The Owner may connect the private fire protection system to the Permanent Service Connection serving the Property.

10-2.3 PFPS Charges:

The District's charges for a PFPS, as noted in Section 5-11, are set out in Appendix A-19, 20 and 21.

### **10-3 Authorized Purpose**

A PFPSC shall be used for no other purpose than for the discharge of water in case of fire. Except for PFPSC installed in accordance with Section 10-2.2.1, water for firefighting purposes will be provided without charge in amounts as required.

### **10-4 Inspection and Tests**

District employees have the right to enter the Property to make investigations and tests of the PFPSC. The Customer, or its designated representative, shall accompany the District employee(s) during such inspections and tests.

The Customer shall be responsible to conduct inspections and tests of its private fire protection system.

### **10-5 Option to Bill**

If the District determines that a PFPSC is being used for purposes other than fire extinguishing or the testing of the fire line, the District will send a warning letter to the Owner of the PFPSC. If, after thirty (30) days from the date the notice is sent, the unauthorized use continues, the Owner of the PFPSC shall be subject to a penalty as provided in Appendix A-22 and service may be terminated and District facilities removed or locked off. The District may also file a civil action to recover damages as authorized by Water Code Sections 31080 and 31102. The General Manager may waive this penalty based upon good cause arising from the circumstances involved.

### **10-6 Termination of Service**

#### **10-6.1 PFPSC – Larger Than Two-inch (2-inch):**

If water is used for purposes other than permitted herein, the District may terminate the PFPSC or may install a domestic or fire flow meter at the Customer's expense, and thereafter, the service shall be classified as a Permanent Service Connection and will be billed at the prevailing charge as provided in Section 5-1. The District is not liable for damage which may result from said termination of service.

#### **10-6.2 PFPSC – Two-inch (2-inch) or Less:**

##### **10-6.2.1 Installed in Accordance with Section 10-2.2.1:**

The District may terminate service in accordance with Section 7-1, Termination of Service. The District is not liable for damage which may result from said termination of service.

##### **10-6.2.2 Installed in Accordance with Section 10-2.2.2:**

If water is used for purposes other than permitted herein, the District may terminate the PFPSC, or the service shall be classified as a Permanent Service Connection and will be billed at the prevailing charge as provided in Section 5-1.

The District is not liable for damage which may result from said termination of service.

### **10-7 Residential Fire Sprinkler System:**

Effective January 1, 2011, Residential Fire Sprinklers are required by California Residential Code, Title 24, Part 2.5 for new construction.

#### **10-7.1 General Provisions:**

A single Permanent Service Connection shall provide water service for both the domestic water and residential fire sprinkler portions of the Customer Service Line. The customer will provide the District with the required domestic water and residential fire sprinkler water demands and minimum pressures at the time of application for service. The District will size the single Permanent Service Connection to meet these demands and pressure requirements.

#### **10-7.2 Special Provisions:**

A reduced pressure backflow device will be required when the premise is also served by a nonpotable water source.

#### **10-7.3 Termination of Service:**

The District may terminate service in accordance with Section 7-1, Termination of Service. The District is not liable for damage which may result from said termination of service.

# Cross Connection

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### 11-1 General Provisions

The purpose of this part is to protect the District's potable water supply against actual or potential Cross Connections by isolating, within the Property, contamination or pollution that may occur because of undiscovered or unauthorized Cross Connection on the Property. The provisions set forth in this part are in accordance with Titles 17 and 22 of the California Code of Regulations.

The provisions set forth in this part shall be in addition to and not in lieu of the controls and requirements of other provisions of these Regulations or of other regulatory agencies, such as local governmental agencies and local and State Health Departments but may report same to other appropriated agencies if discovered. The District is not responsible for abatement of Cross Connections which may exist within the Customer's Property.

The District has developed an active Cross Connection Control program with a certified Cross Connection Control program coordinator to administer the program. Any questions or notifications regarding Cross Connections shall be directed to the coordinator.

The District will evaluate the degree of potential health hazard to the public potable water supply which may be created as a result of conditions proposed on an Applicant's Property or existing on a Customer's Property. At a minimum, the District's evaluation shall consider the existence of Cross Connections; the nature of materials handled on the Property; the probability of Cross Connection occurring; the degree of piping system complexity and the potential for piping system modifications. Special consideration shall be given to the Property of the following types of Customers:

- a) Properties where substances harmful to health are handled under pressure in a manner which could permit their entry into the public Water System. This includes chemical or biological process waters and water from public water supplies which have deteriorated in sanitary quality.
- b) Properties having an auxiliary water supply such as recycled water or nonpotable water. If the auxiliary water supply is approved for potable use by the public health agency having jurisdiction, Cross Connection protection is not required.
- c) Properties that have internal Cross Connections that are not abated to the satisfaction of the District and approved by the public health agency.
- d) Properties having intricate plumbing and piping arrangements or where not all portions of the Property are readily accessible for inspection purposes.

- e) Properties having a repeated history of Cross Connections being established or reestablished.

From time to time, representatives of any public health agency having jurisdiction and/or the District may conduct inspections of any Property where Domestic Water Service is provided by the District. The purpose of the inspections would be to determine if any actual or potential Cross Connections exist. The Customer shall provide reasonable cooperation in facilitating such inspections.

### **11-2 Type of Protection Required**

The type of protection required is related to the degree of hazard that exists on the Property served. The type of protective device that may be required (listed in increasing level of protection) includes Double Check Valve (DC), Double Check Detector Check Assembly (DCDA), Reduced Pressure Principle Backflow Prevention Device (RP) and an Air Gap Separation (AG). The Customer may choose a higher level of protection than required by the District. The minimum types required to protect the District's Water System are given in Table 11-1 and are in accordance with Title 17 of the California Code of Regulations. Situations not covered in Table 11-1 shall be evaluated on a case-by-case basis and the appropriate Cross Connection protection device shall be determined by the District and/or public health agency.

### **11-3 Installation, Testing and Maintenance of Protective Devices**

Cross Connection protective devices shall be installed, tested and maintained by the District at the expense of the Customer as provided in Section 5-12. In accordance with Title 17 of the California Code of Regulations, the District maintains a record of the locations, tests and repairs of all Cross Connection protective devices installed on Service Connections within the District's Water System. The District conducts annual testing of Cross Connection protective devices.

Customers are not authorized to install protective covers or cages on Cross Connection protective devices.

### **11-4 Termination of Service**

The District has the right to immediately terminate Domestic Water Service to a Customer if an unprotected or unauthorized Cross Connection exists on the Property or if a Cross Connection protective device has been removed or bypassed. In addition, the District has the right to terminate Domestic Water Service, in accordance with Section 7-1.1, if a Customer refuses to allow the District to install or test a required Cross Connection protective device. Service will not be Restored until such conditions or defects are corrected. A charge will be made for the restoration of service as provided for in Section 5-7.

Table 11-1

<b>Minimum Degree of Protection Required</b>	
<b>Description</b>	<b>Minimum Type of Protective Device</b>
<b>1. Sewage and Hazardous Substances</b>	
a) Property where there are wastewater pumping and/or treatment plants and there is no interconnection with the potable water system.	AG
b) Property where hazardous substances are handled in any manner in which the substance may enter the public water system.	AG
c) Property where there are irrigation systems into which fertilizers, herbicides or pesticides are, or can be, injected.	RP
d) Property where there is a separate meter for the landscape irrigation system.	RP
e) Property where the connection from the public water system supplies water to a swimming pool only.	DC
<b>2. Auxiliary Water Supplies</b>	
a) Property where there is an approved or unapproved auxiliary water supply which is interconnected with the public water system.	RP
b) Property where there is an unapproved auxiliary reduced pressure water supply and there is no interconnection with the public water system.	DC
<b>3. Recycled Water</b>	
a) Property where recycled water is used, other than in an approved dual plumbed area, and there is no interconnection with the potable water system.	RP
<b>4. Fire Protection Systems</b>	
a) Property where the fire system is directly supplied from the public water system and there is an unapproved auxiliary water supply on or to the Property (not interconnected).	DC or DCDA
b) Property where the fire system is supplied water from the public water system and interconnected with an unapproved auxiliary water supply.	AG
c) Property where the fire system is supplied from the public water system and where either elevated storage tanks or fire pumps which take suction from a private reservoir or storage tank are used.	DC or DCDA

d) Property where the fire system is supplied from the public water system and where recycled water is used in a separate piping system within the same building.	DC or DCDA
<b>5. Salton Sea Facilities</b>	
a) Pier hydrants for supplying water to vessels for any purpose.	RP
b) Property where there are marine facilities.	RP
<b>6. Commercial and Industrial Facilities</b>	
a) Beverage bottling plants	RP
b) Canneries, packing houses and reduction plants	RP
c) Dairies and cold storage facilities	RP
d) Film laboratories	RP
e) Sand and gravel plants	RP
<b>7. Property or Facilities</b>	
a) Car washes	RP
b) Campgrounds	RP
c) Guardhouses, restrooms/comfort stations	DC
d) Laundries (including self-service), dye works, dry cleaners	RP
e) Pharmacies	RP
f) Restaurants	RP
g) Schools and colleges	RP
h) Restricted access facilities (government buildings)	RP
i) Trailer and mobile home parks with a master meter	DC
j) Premises with a cooling tower	RP
<b>8. Oil and Gas Facilities</b>	
a) Property used for oil and gas production and transmission	RP
b) Gas stations	RP
c) Vehicular service stations	RP
<b>9. Health Facilities</b>	
a) Hospitals and medical buildings and clinics	RP
b) Sanitariums, nursing and convalescent homes	RP
c) Morgues and autopsy facilities	RP
<b>10. Elevated Facilities</b>	
a) Property with a building located over 46 feet above the street level	TBD

# Water Management

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### 12-1 General Provisions

The District participates in California's statewide water conservation program to educate Customers about the ongoing water supply challenges and promote conservation through District offered programs and rebates.

### 12-2 Landscape and Irrigation Systems Design

All new and rehabilitated landscapes are required to comply by the District's Landscape and Irrigation Design Criteria adopted with Landscape Ordinance 1302.1.

#### 12-2.1 Residential Smart Controller:

The District provides residential smart controllers, or weather-based irrigation controllers, to eligible Customers. The District will install and program the smart controllers. Charges for service of a Customer's smart controller are provided in Appendix A-23.

#### 12-2.2 Program Rebate Inspections:

The District, in conjunction with participating local cities, developed a turf buyout program. The District's Water Management Department provides rebate inspections to eligible Customers and the charges are provided in Appendix A-23.

### 12-3 Conservation Review

The District provides water conservation reviews for eligible Customers to promote efficient water use and resource sustainability. The District's Water Management Department provides this service and the charges are provided in Appendix A-23.

### 12-4 Meter Accuracy Test (High Consumption Checks)

A Customer billed for unusually high consumption may request the District to test the meter serving its Property. The charges for providing this service are provided in Appendix A-23. Upon receipt of the meter test request, the District will have the meter examined and testing at an approved meter testing laboratory. The Customer may request a copy of the meter test results.

## 12-4.1 Adjustment of Bill:

### 12-4.1.1 Meter Registering Fast:

If a meter tested is found to be registering more than two (2) percent fast, another meter will be installed and the District will refund to the Customer any amount charged for the test plus the amount of the over-charge based on corrected meter readings of the period the meter was in use, but not to exceed a period of four (4) months immediately preceding the request for the meter test. If the meter is found to register not more than two (2) percent over, any amount charged for the test will be retained by the District as the expense of making the test.

### 12-4.1.2 Meter Registering Slow:

#### 12-4.1.2.1 Meter Size Two (2) inches or Less:

If a meter tested is found to be registering more than five (5) percent slow, the District may bill the Customer for the amount of the under-charge based upon corrected meter readings for the period the meter was in service, but not to exceed a period of two (2) months immediately preceding the request for the meter test.

#### 12-4.1.2.2 Meter Size Greater than Two (2) inches:

If a meter tested is found to be registering more than five (5) percent slow, the District may bill Customer for the amount of the under-charge based upon corrected meter readings for the period the meter was in service but not to exceed a period of two (2) months immediately preceding the request for the meter test.

### 12-4.1.3 Meter Registering Accurately

If a meter tested is found to be registering accurately, within the limits prescribed above, the Customer's charge for the test will not be refunded.

**Enforcement and Appeals**

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**13-1 General Provisions**

Any Person found to be violating any provision of these Rules and Regulations or the terms and conditions of the Applicant's service agreement, permit or any and all applicable federal, state, or local statutes, regulations, ordinances or other requirement shall be served by the District with written notice that 1) states the nature of the violation, 2) provides a time limit to correct and 3) refers to Section 13-3 of these Regulations as describing the hearing and appeals procedures for customers wishing to contest a notice of violation.

**13-2 Corrective Action**

The Customer shall, within the time limit stated in such notice, permanently correct the violation. Failure to do so within the time stated may result in termination of Domestic Water Service by the District as provided for in Section 7-1.1.

The District has the right to terminate Domestic Water Service immediately if the violation impacts the District's obligation to protect public health.

Domestic Water Service will not be Restored until such conditions or defects are corrected. A charge will be made for the restoration of service as provided for in Section 5-7.

**13-3 Appeals**

**13-3.1 Hearing and Administrative Procedures**

A customer may appeal a decision, enforcement of a policy or procedure, rate, fee, charge, or penalty by submitting a written appeal to the General Manager of the District. However, the appeal rights set forth in this Section shall not apply to termination of service for non-payment of a domestic water bill. An appeal must be made in writing and submitted to the General Manager within five (5) business days of the effective date of service termination, or within thirty (30) days of the effective date of any other enforcement action or decision. Any such appeal shall include the specific decision, policy, procedure, rate, charge, or penalty being challenged, a detailed description regarding the nature of the challenge, evidence supporting the challenge, and the remedy requested.

The hearing on the Customer's appeal will be conducted by the District's General Manager, or his or her designated representative. The hearing shall be held as soon as reasonably possible. If service has been terminated, reasonable efforts should be made to hold the hearing within five (5) business days of receipt of the written appeal and the Customer shall be promptly notified of the date, time and place of the hearing. At the hearing, the

Customer shall be given a reasonable opportunity to present information in support of the Customer's appeal. District staff will be given the opportunity to reply.

Absent extenuating circumstances, written notice of the decision by the General Manager, or his or her designated representative, should be given to the Customer within five (5) business days of the close of the hearing. The decision by the General Manager, or his or her designated representative, will be final.

A failure to file a timely appeal in accordance with this Section shall be deemed a waiver of the right to appeal and will be considered a failure to exhaust administrative remedies which may impact any attempt by the Customer for any judicial review.

#### **13-4 Suspension of Enforcement**

In the event a Customer submits an appeal under the procedures set forth in Section 13-3 above, enforcement of the violation shall be suspended until written notice of the decision by the General Manager or his or her designated representative has been submitted to the Customer. The notice of the decision shall be deemed to be submitted to the Customer upon the District depositing it in the U.S. mail. Termination for nonpayment of a water bill is not subject to appeal and as a result, such enforcement will not be suspended.

**14-1 Validity**

If any portion of these Regulations or the application thereof to any Person or circumstance is for any reason held to be unconstitutional or invalid, such decision shall not affect the validity of the remaining portions of these Regulations or the application of such provision to other Persons or circumstances.

The Board hereby declares that in the event that a court of competent jurisdiction determines that any provision of these Regulations to be unconstitutional or otherwise invalid, it would nevertheless have adopted the remaining provisions.

# Appendix A-1

## Charges

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### **A-1 General Provisions**

The charges applicable to Domestic Water Service are listed in the following appendices. Reference to the applicable part, section, or subsection of these Regulations is included.

The charges set forth in this part are hereby established and fixed. In accordance with Section 53750(h)(2)(b) of the California Government Code and subject to approval of the Board of Directors, the District may institute an increase or decrease of any charges listed in the following appendices.

## Appendix A-2

### Permanent Service Connection Monthly Service Charge

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#### A-2 Permanent Service Connection Monthly Service Charge

The Monthly Service Charge for a Permanent Service Connection is assessed on a monthly basis. See Section 5-1.2.2.

Table A-2

<u>Meter Size (inches)</u>	<u>Single Family</u>	<u>Multi-Family</u>	<u>Commercial</u>	<u>Landscape Irrigation</u>	<u>Outside Commercial Surcharge</u>
¾	\$6.92	\$ 7.90	\$ 4.96	\$17.14	\$3.40
1	\$11.51	\$ 13.16	\$ 8.26	\$28.59	\$5.68
1½	\$23.02	\$26.38	\$16.53	\$57.17	\$11.22
2	\$36.85	\$42.18	\$26.44	\$91.52	\$18.12
3	\$69.05	\$79.09	\$49.52	\$171.58	\$33.99
4	\$115.08	\$131.79	\$82.58	\$285.93	\$56.67
6	\$230.17	\$263.65	\$165.16	\$571.87	\$113.30
8	\$368.27	\$421.83	\$264.26	\$915.03	\$181.28

## Appendix A-3

### Temporary Service Connection Monthly Service Charge

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#### A-3 Temporary Service Connection Monthly Service Charge

The Monthly Service Charge for a Temporary Service Connection is assessed on a monthly basis. See Section 5-1.2.3.

Table A-3

Installation Type	Meter Size	
	3-inch	4-inch and larger
From a Fire Hydrant		
Meter only	\$100	\$150
Meter and Cross Connection device	\$125	\$190
From other than a Fire Hydrant	See Table A-2	

## Appendix A-4

### Permanent Service Connection Consumption Charge

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#### A-4 Permanent Service Connection Consumption Charge

The Consumption Charge is quantitative and assessed on a monthly basis. See Sections 5-1.3 and 5-1.3.2.

Table A-4

<b>Tiers</b>	<b>Water Use</b>	<b>Charge per 100 cubic feet</b>
Tier 1 - Excellent	Up to 8 ccf	\$0.95
Tier 2 - Efficient	Up to 100% of water budget	\$1.32
Tier 3 - Inefficient	101% up to 175% of water budget	\$2.46
Tier 4 - Excessive	176% up to 300% of water budget	\$4.67
Tier 5 - Wasteful	300% or more of water budget	\$6.13

## Appendix A-5

### Temporary Service Connection Consumption Charge

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#### A-5 Temporary Service Connection Consumption Charge

The Consumption Charge is quantitative and assessed on a monthly basis. See Sections 5-1.3 and 5-1.3.3.

Table A-5

<b>\$576 per acre-foot, any location</b>
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## Appendix A-6

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Not applicable at this time.

## Appendix A-7

### Cross Connection Protection Device Monthly Charge

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#### A-7 Cross Connection Protection Device Monthly Charge

The Cross Connection Protection Device monthly charge is assessed on a monthly basis. See Section 5-12.

Table A-7

<b>Cross Connection Protection Device</b>	<b>Charge (\$/month)</b>
Installation	\$550 - \$1,600 See Appendix A-9
Monthly charges	\$12
Testing	Included in monthly charge

## Appendix A-8

### Minimum Closing Bill Amount

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#### A-8 Minimum Closing Bill Amount

See Section 5-1.5.

Table A-8

	<b>Monthly Service Charge plus Consumption Charge</b>
Any Service Account	\$3.50

## Appendix A-9

# Permanent Service Connection Installation Charge

### A-9 Permanent Service Connection Installation Charge

The Permanent Service Connection Installation Charge is assessed on a one-time basis and payment is required prior to the District providing Domestic Water Service.

The cost to relocate an existing Permanent Service Connection shall be equal to cost for installation plus an additional abandonment cost, as listed below.

See Section 5-2.1 and subsequent Sections.

Table A-9.1 Residential

Installation Type	Service Size (inches)				
	1	1½	2	2	Larger than 2 inches
	Meter Size (inches)				
	¾	1	1½	2	Larger than 2 inches
	Backflow Device (inches)				
	1	1½	2	2	Larger than 2 inches
Service and Meter	\$3,600	\$3,910	\$4,790	\$4,940	Contact District
Service only	\$3,210	\$3,510	\$4,290	\$4,290	Contact District
Meter only	\$ 390	\$ 400	\$ 500	\$ 650	Contact District
<b>Additional Charges:</b>					
Backflow Prevention Device – Double Check Device	\$ 550	\$ 550	\$1,250	\$1,250	Contact District
Backflow Prevention Device – Reduced Pressure Device	\$ 800	\$ 800	\$1,600	\$1,600	Contact District
Upgrade Existing Substandard Service	Contact District				
Special Box and Traffic Cover	\$ 140	\$ 140	\$ 140	\$ 140	Contact District
Special Compaction and/or Paving	\$ 150	\$ 150	\$ 150	\$ 150	Contact District
Extend Existing Service Connection (length less than 15 feet)	\$ 600	\$ 700	\$ 750	\$ 750	Contact District
Abandon Existing Service Connection	\$600 deposit, actual costs to be billed				Contact District
Fire Sprinkler Retrofit	\$ 300	\$ 300	\$ 500	\$ 550	Contact District

<u>Meter and Appurtenance Removal Fee</u>	\$105	\$105	\$105	\$105	Contact District
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Table A-9.2 Commercial

Installation Type	Service Size (inches)				
	1	1½	2	2	Larger than 2 inches
	Meter Size (inches)				
	¾	1	1½	2	Larger than 2 inches
	Backflow Device (inches)				
	1	1½	2	2	Larger than 2 inches
Service and Meter	\$4,240	\$4,600	\$5,650	\$5,800	Contact District
Service only	\$3,850	\$4,200	\$5,150	\$5,150	Contact District
Meter only	\$ 390	\$ 400	\$ 500	\$ 650	Contact District
<b>Additional Charges:</b>					
Backflow Prevention Device – Double Check Device	\$ 550	\$ 550	\$1,250	\$1,250	Contact District
Backflow Prevention Device – Reduced Pressure Device	\$ 800	\$ 800	\$1,600	\$1,600	Contact District
Upgrade Existing Substandard Service	Contact District				
Special Box and Traffic Cover	\$ 140	\$ 140	\$ 140	\$ 140	Contact District
Special Compaction and/or Paving	\$ 150	\$ 150	\$ 150	\$ 150	Contact District
Extend Existing Service Connection (length less than 15 feet)	\$ 600	\$ 700	\$ 750	\$ 750	Contact District
Abandon Existing Service Connection	\$600 deposit, actual costs to be billed				Contact District
Fire Sprinkler Retrofit	\$ 300	\$ 300	\$ 500	\$ 550	Contact District
Meter and Appurtenance Removal Fee	\$105	\$105	\$105	\$105	Contact District

## Appendix A-10

### Temporary Service Connection Installation Charge

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#### A-10 Temporary Service Connection Installation Charge

The Temporary Service Connection charge is assessed on a one-time basis and payment is required prior to the District providing Domestic Water Service.

The cost to relocate an existing Temporary Service Connection is listed below.

See Section 5-2.2 and subsequent Sections.

Table A-10

Installation Type	Deposit Required	Service Installation	Meter Size	
			3-inch	4-inch and larger
From a Fire Hydrant (Meter only)	\$2,500	Actual Installation Cost	\$120	\$550
From a Fire Hydrant (Meter and Cross Connection Device)	\$2,500	Actual Installation Cost	\$120	\$550
From other than a Fire Hydrant	\$2,500	Either Actual Installation Cost or Charge for Permanent Service Connection of equal size (Table A-9), whichever is greater		
<b>Additional Charges:</b>				
Relocation from a Fire Hydrant or other Facility	\$0	\$90		
Change Existing Meter Size (either upsize or downsize)	\$0	\$250		

## Appendix A-11

### Existing Service Connection Activation Charge

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#### A-11 Existing Service Connection Activation Charge

The Activation Charge is assessed on a one-time basis and payment is required prior to the District activating the Service Connection. Charges described below are only applicable to new Customers and/or Customer's whose Domestic Water Service was not terminated by the District as provided for in Section 5-7. See Section 5-3.

Table A-11

Activation Time Description	Amount
Standard Next Day Activation between 8:00 a.m. and 5:00 p.m. (weekdays)	No Charge
Same Day Express Activation between 8:00 a.m. and 5:00 p.m. (weekdays)	\$50
Evening Activation between 5:00 p.m. and 10:00 p.m. (weeknights)	\$75
Night Activation between 10:00 p.m. and before 8:00 a.m. (weeknights)	\$250
Weekends and District observed holidays	\$250

## Appendix A-12

### Class of Service

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Class of Service	
Description	Class Code
Residential (single family dwelling)	01
Duplex and Triplex	02
Multiple Dwelling (condominium having four (4) or more units served by one (1) meter)	03
Apartment (units rented, not owned, served by one (1) meter)	04
Mobile Home/Trailer Park (served by master meter)	11
Temporary Construction Meter	41
Landscape, Swimming Pool, Cement/Batch Plant, Packing House	50
Public Agency (school, church, health care, fire protection, fire station)	60
Business (guardhouse, office, drinking fountain)	70
Hotel or Motel	71
Commercial (laundry, nursery, clubhouse, restaurant)	80
Commercial Multiunit	81

## Appendix A-13

### Water Availability Charge

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#### A-13 Water Availability Charge

The Water Availability Charge is assessed on an annual basis and collected with the general County taxes. See Section 5-4.

Table A-13

Service Area	Amount
Improvement District Nos. 10, 13, 14 and 15	\$30/acre or \$30/parcel less than one acre
Improvement District No. 11	\$23/acre or \$23/parcel less than one acre
All other lands within the District's Service Area	\$10/acre or \$10/parcel less than one acre

## Water System Backup Facilities Charge

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### A-14 Water System Backup Facilities Charge

The Water System Backup Facilities Charge is assessed on a one-time basis. See Section 5-5. For additional information on the charges in this section, please see the Water System Backup Facilities Charge Report dated December 2012.

Dwelling Unit/Building Unit Charge (DU/BUC): See Section 4-7.1.1.

Table A-14-1

	Amount
DU/BUC	\$3,707

Meter Surcharge: See Section 4-7.1.2.

Table A-14-2

Meter Size	Amount
¾	\$ 0
1	\$ 2,479
1½	\$ 8,621
2	\$16,021
Larger than 2-inch	Contact District

Supplemental Water Supply Charge (SWSC): See Section 4-5.1.3

Table A-14-3

Development Type	Amount
Gas Stations with Carwash	\$20,574
Hotels and Motels	\$18,035
Golf Course Development	\$13,011
Residential	\$12,218
Apartment and Condominiums	\$11,742
Supermarket Centers	\$11,742
Mobile Home Parks	\$10,472
Gas Stations with Convenience Store	\$ 9,785
Schools	\$ 8,833
Retail Shopping Centers	\$ 7,034
Industrial and Commercial Parks	\$ 3,808
Offices/Businesses	\$ 2,803
Self Storage Facilities	\$ 1,587
<p>Note: Unit cost to purchase rights for supplemental water is \$5,289 per acre-foot based on the average cost of purchasing water rights during the period May 2007 to November 2007.</p>	

## Restoration of Service Charge

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### A-15 Restoration of Service Charge

The Restoration of Service charge is assessed on a one-time basis and payment is required prior to the District reactivating Domestic Water Service. In addition, all other outstanding charges must be paid in full prior to reactivation. Charges described below are only applicable to existing Customers. See Section 5-7.

Table A-15

<b>Restoration Time Description</b>	<b>Amount</b>
Standard Next Day Restoration between 8:00 a.m. and 5:00 p.m. (weekdays)	\$ 75
Same Day Express Restoration between 8:00 a.m. and 10:00 p.m. (weekdays)	\$ 100
Night Restoration between 10:00 p.m. and before 8:00 a.m. (weeknights)	\$ 250
Weekends and District observed holidays	\$ 250
<b>Additional charge required after an unauthorized restoration by other than District personnel:</b>	
First occurrence	\$ 75
Second occurrence	\$ 150
Third occurrence	\$ 500
Fourth occurrence	\$1,000

# Appendix A-16

## Inspection Charge

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### A-16 Inspection Charge

The hourly rates for Inspection by the District are described below. See Section 5-8.

Table A-16

<b>Inspection Type</b>	<b>Deposit</b>	<b>Hourly Rate</b>
Regular	Contact District	See the Ordinance Establishing a Schedule of Special Charges for Miscellaneous Services currently in effect.
Overtime	NA	See the Ordinance Establishing a Schedule of Special Charges for Miscellaneous Services currently in effect.

# Appendix A-17

## Plan Check Charge

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### A-17 Plan Check Charge

See Section 5-9.

Table A-17

	<b>Deposit</b>	<b>Hourly Rate</b>
Plan Check	See the Ordinance Establishing a Schedule of Special Charges for Miscellaneous Services currently in effect.	See the Ordinance Establishing a Schedule of Special Charges for Miscellaneous Services currently in effect.

## Appendix A-18

### Engineering Hydraulic Modeling Charge

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#### A-18 Engineering Hydraulic Modeling Charge

See Section 5-10.

Table A-18

	<b>Deposit</b>	<b>Amount</b>
Hydraulic Modeling	\$5,000	Actual Cost for Engineering Work

## Appendix A-19

### Private Fire Service Connection Installation Charge

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#### A-19 Private Fire Service Connection Installation Charge

The Private Fire Service Connection Installation charge is assessed on a one-time basis and payment is required prior to the District providing Domestic Water Service. See Section 5-11.4.

Table A-19

<b>Installation Type and Size</b>	<b>Installation Charge</b>
2-inch or less	See Appendix A-9
Larger than 2-inch	Actual Installation Cost

**Private Fire Service Connection  
Monthly Service Charge**

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**A-20 Private Fire Service Connection Monthly Service Charge**

See Section 5-11.2.

Table A-20

<b>Service Line Connection Size (inches)</b>	<b>Monthly Service Charge</b>
2	\$2.10
3	\$6.00
4	\$12.40
6	\$35.50
8	\$75.90
10	\$136.20
12	\$219.90

## Appendix A-21

### Fire Flow Test Charge

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#### A-21 Fire Flow Test Charge

The Fire Flow Test charge is assessed at the time of request by any person and payment is required prior to the District performing the test. See Section 5-11.3.

Table A-21

<b>Fire Flow Test</b>	<b>Amount</b>
All locations	\$350

## Appendix A-22

### Penalties for Unauthorized Use of the District's Domestic Water System

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#### A-22 Penalties for Unauthorized Use of the District's Domestic Water System

See Part 9, Sections 9-5 and 9-6.

Table A-22

<b>Description of Unauthorized Use</b>	<b>Penalty Charge</b>
Unauthorized Installation/Connection/Use Penalty	\$1,000 each offense
Unauthorized use of a Private Fire Protection Service Connection	\$1,000 each offense
Restoration of Service after unauthorized installation/connection/use	Meter Only Charge in Accordance with Table A-9.1 or A-9.2 (Appendix A-9)
Cutting District lock or bypassing meter	\$200
Damage to meter, pipeline, reservoir, well site or other component of the Domestic Water Service Infrastructure	\$300 or actual cost of repair, whichever is greater
Broken meter stop/shut off valve	\$525

## Appendix A-23

### Water Management Charges for Service

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#### A-23 Water Management Charges for Service

Charges for Water Management Services are assessed on a one-time basis and will appear on the next month's billing. All services listed below are only provided during regular business hours, Monday through Friday, between 8:00 a.m. and 5:00 p.m. See Sections 5-13.1 through 5-13.4 and Part 12.

Table A-23

Description	Service Charge
<b>Residential Smart Controller Visit</b>	
First two visits	No charge
Three or more visits within 12-month period	\$75 per visit
<b>Conservation Reviews</b>	
First two visits	No charge
Three or more visits within 12-month period	\$75 per visit
<b>Program Rebate Inspections</b>	
First two visits for same issue	No charge
Three or more visits for same issue within 12-month period	\$75 per visit
<b>Meter Accuracy Test</b>	
First visit	No charge
Two or more visits within 12-month period	\$75 per visit
Test that results in discovery of a meter problem or other District responsibility	No charge

## Appendix A-24

### Domestic Water Service Application Deposit

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#### A-24 Domestic Water Service Application Deposit (when required)

See Sections 6-1.1 and 6-1.2.

Table A-24

Account Description	Deposit Amount
Residential	\$100
Nonresidential	\$250

## Appendix A-25

### Domestic Water Service Miscellaneous Charges

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#### A-25 Domestic Water Service Miscellaneous Charges:

See Sections 5-13.5, 5-13.6 and 6-4.3.

Table A-25

<b>Charge Description</b>	<b>Amount</b>
Returned Payment Charge	See the Ordinance Establishing a Schedule of Special Charges for Miscellaneous Services currently in effect.
Checks Drawn on non-U.S. Banks	\$3
Account Establishment Fee for new and transferred domestic water service accounts	\$30
Delinquency Fee	\$25

## Appendix A-26

# Exceptions/Exemptions to Domestic Water Regulations

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### A-26 Exceptions and Exemptions to Domestic Water Regulations

The following exceptions and exemptions to Domestic Water Regulations have been approved by the Board of Directors in accordance with Section 2-4.

See Section 2-4.

<b>Customer Name:</b>  El Dorado Property Owners Association	<b>Service Address:</b>  The portion of the parcels at the 24 addresses listed which extend into the flood control channel located on Fairway Drive in Indian Wells: 76011, 76031, 76075, 76095, 76125, 76131, 76165, 76171, 76191, 76211, 76225, 76245, 76273, 76297, 76319, 76343, 76363, 76383, 76403, 76421, 76435, 76455, 76469, 76485.
<b>Description of Policy Exception/Exemption:</b> Increase water budget by increasing landscaped area to compensate for decreased plant co-efficient factor in water budget calculation.	
<b>Justification for Policy Exception/Exemption:</b> Effective July 2016, CVWD changed the Plant Co-efficient used to calculate water budget based tiered rates to allow for 50% grass and 50% desert landscaping. CVWD requires El Dorado Property Owners to maintain turf in the channel for flood control purposes. The Board approved an increase to the landscaped area of the property from 524,576 to 667,642 square feet to offset the impact of the decreased plant co-efficient to allow for the maintenance of turf without penalty.	
<b>Date of Board Approval:</b>	<b>Future Review Date:</b>

REPEALS:

BE IT ORDAINED that Ordinance No. 1399.11 and all other ordinances or parts of ordinances in conflict with the provisions of this Ordinance, are hereby expressly repealed.

BE IT FURTHER ORDAINED that this Ordinance shall become effective  
March 1, 2017.

ADOPTED this 10<sup>th</sup> day of January, 2017.

  
\_\_\_\_\_  
President

I, the undersigned Clerk of the Board of Directors, do hereby certify that the foregoing is a true and correct copy of Ordinance No. 1399.12 of said District introduced and passed at meeting of said Board held January 10, 2017, and that said Ordinance was passed by the following vote:

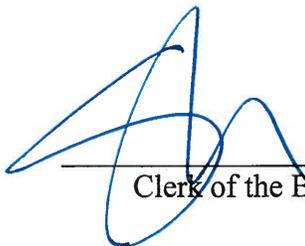
Directors: Powell, Estrada, Bianco, Nelson

Noes: None

Absent: O'Dowd

I further certify that said Ordinance was thereupon signed by the President of the Board of Directors of said District.



  
Clerk of the Board