

**PLACER COUNTY WATER AGENCY
PERSONNEL AND ADMINISTRATIVE MANUAL**

CHAPTER 4

**RULES, REGULATIONS, RATES AND CHARGES
GOVERNING THE DISTRIBUTION AND USE OF WATER**

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Article 1: Definition of Terms

APPLICABILITY OF DEFINITIONS. When used in this chapter, the following words and terms shall have the meaning indicated in this article unless the context clearly indicates otherwise:

AGENCY. The Placer County Water Agency.

BOARD. The Board of Directors of the Agency.

CANAL TURNOUT. A device to deliver water from the ditch system into a customer's receiving facility.

CAPITAL FACILITIES CHARGE. Monthly billing component applied to all untreated water rate classes per service.

COMMERCIAL AGRICULTURE SERVICE. The furnishing of untreated water for the commercial production of agricultural crops, raising livestock, nurseries, truck farms and similar products for market.

COMMERCIAL SERVICE. The furnishing of treated water to premises where the customer is engaged in a business or trade. Commercial service includes water service to hotels, motels, mobile home courts, apartments, rest homes and similar establishments unless service to each unit is on a separate meter. Commercial service does not include service to golf courses, parks, or landscaped greenbelt areas.

COMMON TRENCH. A trench in which a water line is placed in conjunction with other utility facilities.

DEMAND IMPACT FEE - UNTREATED WATER SYSTEM. A per miners' inch charge for new untreated water service or increases in existing service delivery.

DITCH SYSTEM. That portion of the water system that conveys untreated water to the customers and treatment facilities. This may include pipelines as well as canals and ditches.

DOMESTIC SYSTEM. That portion of the water system that conveys treated water to customers.

EASTERN WATER SYSTEM. Territory within service Zone 4.

GENERAL IRRIGATION SERVICE. The furnishing of untreated water for irrigation use other than for commercial agriculture.

GENERAL MANAGER. The General Manager of the Agency or other person designated to perform the services or make the determinations permitted or required to be made by the General Manager.

GOLF COURSE, PARK, AND GREENBELT. The furnishing of water to public and privately owned golf courses, parks, and landscaped greenbelt areas.

INDUSTRIAL SERVICE. The furnishing of treated water to a customer who contracts to take an average of more than .25 million gallons per day.

MINERS' INCH. A rate of flow of water equal to one-fortieth cubic foot per second.

MONTHLY FIXED CHARGE. A component of the water bill.

MUNICIPAL SERVICE. The furnishing of treated water to governmental entities for their own use in and on their property, except for water used for parks, golf courses, landscapes or greenbelt areas where the entity has a separate meter for such uses.

MULTIPLE DWELLING. Two or more dwellings established on a parcel of land for residential use, including but not limited to, houses, apartments, mobile homes, duplexes or other residential dwellings that may share a common wall provided, however, "multiple dwelling" does not include buildings for residential accessory use, such as swimming pools, changing rooms, workshops, studios, greenhouses, garages, granny flats, or guest houses that are not for sale or rent or used for commercial purposes, nor hotels, motels or properties zoned for commercial uses.

NON-RESIDENTIAL SERVICE. The furnishing of treated water for commercial service, golf course, park and greenbelt, municipal and multiple dwelling uses.

PRIVATE FIRE PROTECTION SERVICE. A connection to the water system, which is used exclusively to supply water to a private fire sprinkler system or private fire hydrants.

RENEWAL AND REPLACEMENT CHARGE. A component of the treated water bill for a proportionate cost of the facilities system.

RESALE SERVICE. The furnishing of water for resale purposes to customers who have contracted for such service.

RESIDENTIAL SERVICE The furnishing of water for household residential purposes, including water used for sprinkling lawns, gardens and shrubbery, and other similar purposes. Residential service shall not include water service to commercial establishments such as hotels, motels, mobile home courts, apartments and similar establishments unless service to each unit is on a separate meter.

SERVICE CONNECTION. The tapping of a water main and the laying of pipe from the main to the meter as located by the Agency and includes a service saddle, corporation stop, curb stop and meter box.

SUBDIVISION. A subdivision as defined in Section 11000 of the California Business and Professions Code.

TREATED WATER. Water that has been processed through a treatment facility.

UNTREATED WATER. All water other than treated water.

WESTERN WATER SYSTEM. Territory within service Zones 1, 2, 3 and 5.

Article 2: General Policies

Sec. 40200 **GENERAL POLICY FOR OPERATING SYSTEM.** The Agency will operate and maintain its water systems in an efficient and economical manner and distribute and supply water as fairly and equitably as possible. The charges to be made for service will be set at rates no higher than necessary to enable the Agency to recover all costs of distributing and supplying water and shall include any costs for:

- (a) Purchasing, pumping, treating, transmitting, and distributing water;
- (b) Customer Service;
- (c) Administration;
- (d) Overhead;
- (e) Debt service;
- (f) In lieu taxes; and
- (g) Renewal and replacements of facilities.

All charges for service shall be reviewed and, if necessary, adjusted once each year. The Agency will exercise diligence in delivering a continuous and sufficient supply of water to its users and avoid, insofar as possible, any shortages or interruption or insufficiency of water supply or pressure or any loss or damage occasioned thereby.

Sec. 40201 **GENERAL RESPONSIBILITY FOR OPERATION AND MANAGEMENT OF WATER SYSTEMS.** All water systems including all measuring devices shall be under the exclusive control of the Agency and managed and operated under the direction of the General Manager. The Agency shall be responsible for operating, maintaining, and replacing all portions of the water system, but the Agency will not be responsible for operating, maintaining, or replacing water distribution facilities not owned by the Agency which are located beyond the Agency's delivery points. The installation and maintenance of an Agency measuring device on private property or within a portion of a water distribution system not owned by the Agency shall not create any obligation on the part of the Agency for operation, maintenance or replacement of any segments of the works or facilities owned by others.

Sec. 40202 **DETERMINATION OF WHO ARE CUSTOMERS.** Customers are all persons using water supplied or distributed by the Agency's water system, whether their individual connection is off of a private facility or Agency property that pay the applicable charge as established by the Agency for the type of service received, except in the following cases:

- (a) Persons living in areas supplied with treated water by resale customers.

- (b) Persons living within commercial establishments such as hotels, motels, mobile home courts, apartments, rest homes and the like that are being furnished commercial service.

Sec. 40203 INSTALLATION OF SERVICE CONNECTIONS, CANAL TURNOUTS, AND MEASURING DEVICES. Service connections, canal turnouts, and measuring devices shall be installed only after issuance of a permit, and all such installations shall be only by or under the direct supervision of Agency employees. Service connections are to be installed only by the Agency, except in approved subdivisions and then only by licensed and bonded contractors. In addition to any Agency fees or charges for the installation of service connections, canal turnouts, or measuring devices, the customer or person requesting such installation shall pay to the Agency an amount equal to any permit fees or charges the Agency is required to pay to any other governmental entity in order to make such installations.

- (a) Two or more customers may be served from the same private facility provided that the Agency reserves the right to limit the number of customers to the allowable capacity within the private facility.
- (b) Connection to privately owned water line. When a customer intends to connect his service to a facility not owned by the Agency, or to convey water across another's property, he shall furnish the Agency written evidence of his right to do so. Installation of connection will not be done by Agency personnel. The Agency will inspect the connections and set the meter.

Sec. 40204 MEASURING DEVICES - METERS AND CANAL TURNOUTS. The number of service connections and measuring devices required for water service shall be as follows:

- (a) Metered Service. Each house or building under separate ownership must be provided with a separate meter, and if supplied by a main, a separate service connection. Two or more houses or buildings under one ownership and on the same lot or parcel of land may be supplied through the same meter, provided, that the Agency reserves the right to limit the number of houses, buildings or the area of land under one ownership to be supplied by one meter or service connection. A meter shall not be used to supply adjoining property of a different owner or to supply property of the same owner across a street or alley, except for golf courses, parks and greenbelt areas. When property presently serviced is divided, the existing meter shall be considered as belonging to the lot or parcel of land which it directly enters and the new parcels shall require the installation of a new service.

- (b) Monitor Meter. Each privately owned water line connected to the Agency's treated or untreated system shall be monitored at the head of the private line connected at the Agency system. This monitor meter will be installed and maintained by the Agency at no charge to the individual connections. The monitor meter and all individual metered connections on the private line will be read monthly or bimonthly and the usage compared.

Unaccountable water use will be equally distributed to each open connection and billed for at the general metered rate Schedule.

- (c) Irrigation Service. Each customer shall be provided service through a canal turnout, which shall be located at the place determined by the Agency as being most suitable for service to the customer. Two or more customers may be served from the same canal turnout; provided, that the Agency reserves the right to limit the number of customers to be supplied by one turnout and further provided, that with regard to new customers:

- (1) The turnout has sufficient capacity to provide each customer with a minimum of one miners' inch of service, and
- (2) If the customer intends to connect his service to a receiving facility or box not owned by the Agency, or to convey water across another's property, he shall furnish the Agency written evidence of his right to do so.

Whenever, in the Agency's discretion, it is necessary to enlarge an existing turnout in order to provide service to a new customer, the cost of enlarging the turnout shall be paid to the Agency in advance by the new customer.

Sec. 40205 METER SIZE CHANGE. Any person desiring to change the size of any meter that has been installed shall make application to the Agency for such change. If the change can be accomplished with the existing service connection and the Agency in its judgment deems such a change to be necessary or advisable, the Agency will cause the change to be made after the applicant has paid the applicable fee provided for in Article 3 of this chapter for the installation of the new meter. If the change necessitates, in the Agency's judgment, a larger service connection the applicant shall pay the applicable fee provided in Article 3 for the installation of a new service connection and meter.

Sec. 40206 OTHER CHANGES. Other changes such as modifying or moving the meter box location shall be made after deposit of the funds estimated by the Agency to be sufficient to cover the cost of the work to be done. Upon completion of the work any funds remaining after actual costs have been determined shall be refunded.

Sec. 40207 PROJECT APPLICATION. A non-refundable project application charge as set forth in Section 41210 shall be based on the average administrative time spent to open a project on a facilities agreement, which includes overhead, material, and labor costs.

Article 3: Service Through Domestic System

Sec. 40300 **APPLICATIONS FOR SERVICE REQUIRING INSTALLATION OF A SERVICE CONNECTION OR METER.** Any person requesting water service requiring the installation of a service connection or meter shall apply to the Agency for such service on forms prescribed by the Agency. No such service shall be rendered unless an application for it is on file at the Agency office. If there is sufficient water and capacity in the system to meet the requested service, and the applicant has complied with all other requirements for service, the Agency shall furnish the service requested upon payment of the applicable connection fee and water connection charge. The Agency reserves the right to review the anticipated water demands based upon type of service, number of fixtures, irrigation, and all other factors affecting water use, and the right to require a larger service connection or meter if anticipated demands exceed the capacity of the meter size requested.

Sec. 40301 **APPLICATIONS FOR SERVICE THROUGH EXISTING SERVICE CONNECTION AND METER.** Any person requesting water service through an existing service connection where meter fees have already been paid, shall apply to the Agency for such service on forms prescribed by the Agency. No such new service shall be rendered unless an application for it is on file at the Agency office. If the applicant has complied with all other requirements for service the Agency shall furnish the service requested upon payment of a service charge as set forth in Section 41216 if there is sufficient water and capacity in the system to meet the required service.

Sec. 40302 **FEES AND CHARGES FOR INCREASING METER SIZE.** Any customer requesting the installation of a larger meter than that presently serving his or her property, shall pay the current difference between the water connection charge for the larger meter being requested, and the water connection charge for the size of the meter being replaced.

Sec. 40303 **FEES AND CHARGES FOR METER SETS AND INSTALLATIONS.** The Agency shall collect an installment charge prior to the installation of service connections or meters as set forth in Section 41214. The service connections or meters shall remain the property of the Agency. A meter must be installed at the same time the service connection is made except in the case of approved subdivisions.

If the applicant does not request the service connection and meter to be installed within one year after applying for and paying the appropriate fees, then the fee shall be returned without interest and the application canceled.

Sec. 40304 FEES AND CHARGES FOR REINSTATEMENT OF SERVICE. Notwithstanding any other provisions in this Article 3, any person requesting water service for property which was previously served treated water, or which had treated water service previously available to it, shall pay the water connection charge that would be required for new service to that property less a credit equal to the amount of the water connection charge in effect on the date that payment of fees and charges stopped. Credits are attached to the property previously served and not transferable to other property, nor are they refundable. If a parcel previously had more than one service connection, the credits for those connections shall be given to applicants for new service to that parcel, or to portions thereof, in the order in which they apply until the credits are fully used.

Sec. 40305 FEES AND CHARGES FOR THE INSTALLATION OF ADDITIONAL METERS. Notwithstanding any other provisions in this Article 3, any person requesting the installation of an additional meter or meters to serve property currently being served treated water, shall not be required to pay a water connection charge, provided that service through the additional meter or meters will not result in any additional demand on the Agency's water system. The applicant will be required to pay the applicable fees for the installation of the additional meter or meters.

Article 4: Service Through Ditch System

Sec. 40400 APPLICATIONS FOR SERVICE REQUIRING INSTALLATION OF CANAL TURNOUT. Any person requesting water service requiring the installation of a canal turnout shall apply to the Agency for such service on forms prescribed by the Agency. No such service shall be rendered unless an application for it is on file at the Agency office. If there is sufficient water and capacity in the system to meet the requested service, and the applicant has complied with all other requirements for service, the Agency shall furnish the service requested upon payment of the applicable connection and demand fees as set forth in Section 41213.

Prior to installing any turnout, the applicant shall advance to the Agency funds sufficient to cover the estimated cost of the installation. The amount of such advance shall be determined by the Agency and upon completion of the installation; any funds advanced in excess of the actual costs will be refunded to the applicant. If the funds advanced are less than the actual costs of the installation, the applicant shall pay the remainder of the costs prior to receiving any water service through the installation.

Sec. 40401 APPLICATIONS FOR SERVICE THROUGH AN EXISTING CANAL TURNOUT. Any person requesting water service through an existing canal turnout where a measuring device is already in place shall apply to the Agency for such service on forms prescribed by the Agency. No such service shall be rendered unless an application for it is on file at the Agency's office. If the applicant has complied with all other requirements for service, the Agency shall furnish the service requested upon payment of a service charge as set forth in Section 41217.

Sec. 40402 CANAL FLOW RATE CHANGE. Any person desiring to increase or decrease irrigation water delivery shall make application to the Agency. A service charge will be required for each change as set forth in Section 41218. If the applicant requests the service be furnished after normal business hours, there will be an additional after hours charge applied to the account as set forth in Section 41217. This charge is not applicable to cancellations.

Sec. 40403 CANAL TURNOUT SIZE CHANGE. Any person desiring to change the size of a canal turnout that has been installed shall make application to the Agency for such change. If the Agency, in its judgment, deems such a change to be necessary or advisable, the Agency will cause the change to be made after the applicant has paid the applicable fee provided for in Article 4 of this chapter for the installation of a new turnout.

Sec. 40404 SPECIAL CONDITIONS FOR WATER THROUGH DITCH SYSTEM.

1. Agency does not guarantee a continuous and uninterrupted supply and reserves the right to temporarily suspend the delivery of water when it is necessary to take the whole or any part of its water system out of service for the purpose of cleaning, maintaining or repairing or making essential improvements thereon.

Note: The annual PG &E maintenance outage occurs on or about October 10 of each year.

2. Agency will not maintain a regular patrol and it will be necessary for customers to remove foreign material or other obstructions that may interfere with delivery of water through measuring devices at their respective points of delivery.
3. Demand water service will be available only when the demand period consists of successive days and the period is designated by the customer prior to commencing service.
4. Each house or building or parcel of land under separate ownership or occupancy shall be considered a customer.
5. In those instances where a customer is using a pump to deliver water from the Agency's canal system, a low water protection device should be installed by the customer and at the customer's expense prior to the commencement of water service.
6. Irrigation service during the calendar year is defined as having two seasonal delivery periods; summer irrigation season and winter irrigation season.

The summer irrigation billing period for Zone 1 and 5 is from April 15 through October 15. The summer irrigation billing period for Zone 3 is from May 1 through September 30.

The winter irrigation billing period for Zone 1 is from October 16 through April 14. The winter irrigation billing period for Zone 3 is from October 1 through April 30. There is no winter irrigation season for Zone 5.

7. Fixed charge will be based on the size of the customer's service pipe in those cases where the Agency, for its own convenience or operating necessity, installs a larger size meter than would ordinarily be required for such service.
8. Water deliveries to customers may be through one or more additional or alternate delivery boxes upon the Agency's approval.
9. Water deliveries to customers will be made and measured at Agency's conduits, or as near thereto as practicable.
10. Water supplied is untreated water from open ditches, canals, conduits, and flumes. The Agency does not represent or guarantee that any water delivered hereunder is potable or of a quality suitable for human consumption. Any customer who uses said water or makes it available to others for human consumption shall take all necessary precautions to make the same potable and shall assume all risks and liabilities in connection therewith.
11. Water will be sold in increments of 1/2 miners' inch above the minimum of one-half miners' inch.
12. Irrigation water is not transferable. In the event of a parcel split, and at the Agency's discretion, the existing irrigation delivery may be split among those parcels affected by the parcel split.

Article 5: Mainline Extensions

- Sec. 40500 GENERAL POLICY FOR MAINLINE EXTENSION. The regulations in this article apply to both the domestic and ditch systems.
- Sec. 40501 APPLICATION FOR EXTENSION. Any person requesting water service beyond the limits of the existing water system shall apply to the Agency for a facilities agreement. A non-refundable project application charge as set forth in Section 41210 is required at the time of application. The plan check deposit will also be required prior to review of plans. The Agency will determine the adequacy of the system to serve the proposed development and establish the facilities required, including any off-tract pipelines. Plans and specifications for the proposed system shall conform to the standards and requirements of the Agency as to size, type and quality of materials, and location of mains, fire hydrants, service lines, valve boxes, and other facilities. A facilities agreement covering all pipeline extensions shall be entered into before work is commenced and no new pipeline connections to the existing system will be permitted until all terms and conditions of the facilities agreement have been fulfilled.
- Sec. 40502 DITCH SYSTEM EXTENSION. Notwithstanding any provisions of this article to the contrary, for public health reasons:
- (a) Extensions shall be made to and accepted as part of the ditch system only upon approval of the Board;
 - (b) Such approval shall be given only in those instances where the extension is to be used solely for the purpose of delivering water to be used exclusively for irrigation or the production of crops or livestock; and
 - (c) The Agency shall enter into no refund contracts or make refunds for any pipeline extensions connected to the ditch system.
- Sec. 40503 INSTALLATION, INSPECTION, AND GUARANTEE OF EXTENSION. Upon approval of the facilities agreement, the applicant may cause the water distribution system to be installed. The Agency, at its sole option, may install such facilities if the applicant has advanced the Agency, funds sufficient to cover the cost of construction, connection, and inspection. Upon completion of construction, any funds advanced in excess of the actual costs to be borne by the applicant will be refunded. All work not done by the Agency shall be designed and constructed by such entities acceptable to the Agency in strict conformance with the Agency's Improvement Standards, Technical Provisions, and Standard Drawings, requirements and stipulations. The Agency shall be guaranteed that installation shall be completed per plans in an acceptable manner within time period specified in specific facilities agreement; and guaranteed against any failure for a period of one year from the date of written acceptance by the Agency.

The Agency may require a performance bond or other surety in the amount of 100% of cost of water improvements as estimated by the Agency and a maintenance bond or other surety in the amount of 50% of the performance bond or surety, adequate to cover such guarantee. The Agency may at its option inspect all or part of the work or material and shall be given all possible assistance in performing such inspection. Upon completion of construction, the construction entity shall apply to the Agency for final inspection on main extensions constructed by an entity acceptable to the Agency. The applicant shall advance monies to cover the cost for connection and inspection on main extensions constructed by an entity other than the Agency.

- Sec. 40504 MINIMUM SIZE LINE FOR EXTENSION. The minimum size main to be installed and paid for by the applicant in all main extensions shall be six inches inside diameter.
- Sec. 40505 OTHER EXTENSIONS. Mainline extensions not otherwise provided for in these rules will be made only upon terms and conditions approved by the Board after an application for such an extension has been made and the General Manager has submitted a report of his findings and recommendations to the Board.
- Sec. 40506 OWNERSHIP OF EXTENSION. Upon connection of the distribution system to the water system, the distribution system shall become the property of the Agency.
- Sec. 40507 PAYMENT FOR EXTENSION. The applicant shall pay all costs of materials and installation of the distribution system, including service lines, fittings, valves, and fire hydrants and the necessary transmission lines to hook the distribution system to the water system including any off-tract facilities required to make water available for the applicant's project. However, in any case where the Agency requires the installation of mains larger than that necessary to adequately serve the applicant, the Agency may at its option pay the difference in cost, as determined by the Agency, between the size necessary to serve the applicant and such larger main.
- Sec. 40508 REIMBURSEMENT FOR EXTENSION. The Agency will make refunds to applicants who have paid for mainline extensions installed pursuant to this article provided that the applicant or applicants have entered into a facilities agreement expressly providing for such refunds prior to the installation of the extension. All facilities agreements that provide for refunds shall allow for the following:
- (a) Within the limits provided for herein, the applicant shall be entitled to the distribution pipeline component of the water connection charges collected by the Agency for service connections off of the extension involved;

- (b) The amounts collected will be refunded within 90 days following the date of collection; provided that no refunds will be made for collections made after five years from the date of completion of the extension; and
- (c) The total amount to be refunded shall not exceed the net amount advanced to the Agency for the extension if installed by the Agency, or the estimated cost, as determined by the Agency, for such extension if installed by the applicant.

Sec. 40509 RIGHT-OF-WAY. Any applicant for a mainline extension shall furnish the Agency all necessary easements and right-of-ways for such extensions. If the applicant cannot furnish such easements and right-of-ways, the Agency may, at its discretion, acquire such easements and right-of-ways; provided that the applicant advances to the Agency funds sufficient to cover all of the Agency's costs of such acquisition. Any funds so advanced that are not used for such acquisition will be refunded upon completion of the acquisition of the easements and right-of-ways.

Sec. 40510 STANDARDS IN PUBLIC AGENCIES HAVING JURISDICTION OF AREA WHERE LINE INSTALLED. An extension in an area under the jurisdiction of a public authority with ordinances, regulations or rules requiring higher minimum standards than those required by the Agency shall be built to comply with the higher standards and the cost of said extension will be based upon the facilities required to comply with the higher standards.

Article 6: General Provisions and Applicability of Rules

- Sec. 40600 APPLICABILITY OF RULES. The rules and regulations governing the distribution and use of water as presently set forth in this Chapter 4 are applicable to Water Service in Zones 1, 2, 3, 3A, 3B, 4 and 5, except as otherwise provided in this article.
- Sec. 40601 APPLICABILITY OF RULES IN ZONE 2. The rules and regulations governing the distribution and use of water for the Zone 1 are applicable to the Zone 2 Water System with the following exceptions:
- (a) All references to the “ditch system,” “untreated water” and “canal turnouts,” including but not limited to Sections 40204 (c) and 40403 and Article 4, shall not apply to the Zone 2 Water System.
 - (b) Article 9 pertaining to the water connection charge shall not apply to Zone 2 Water System.
 - (c) Article 10 relating to rates and charges, shall not apply to the Zone 2 Water System.
- Sec. 40602 APPLICABILITY OF RULES IN ZONE 3A.
- (a) Zone 3A was established in 1988 in order to have a legal entity qualified to accept a loan and a grant from the State of California under the Safe Drinking Water Bond Law of 1984 to be used to construct a pipeline and appurtenant facilities to serve treated water to the Dutch Flat Terrace community. The grant was \$400,000 and the loan was \$31,990. The loan, plus an administrative fee of \$1,280, must be repaid to the state over a period of 25 years with interest at the rate of 3.3712 percent. The annual debt service payment for this loan is \$1,980.
 - (b) All of Zone 3A is a part of Zone 3. Therefore the rules and regulations set forth in this Chapter 4 shall be the rules and regulations governing Zone 3A with the following addition and exception:
 - (1) Customers in Zone 3A shall pay a State Loan Repayment Fee of \$5.00 per month until the State of California loan referred to in (a) above is paid in full, which fee shall be in addition to all other rates and charges applicable to them as customers in Zone 3. This fee shall be

reviewed on an annual basis and adjusted to meet the current year debt service.

- (2) Customers in Zone 3A shall be exempt from paying the Transmission component of the water connection charge until the loan referred to in (a) above is paid in full.

Sec. 40603 APPLICABILITY OF RULES IN ZONE 3B.

- (a) Zone 3B was established in 1996 in order to have a legal entity qualified to accept a loan and a grant from the State of California under the Safe Drinking Water Bond Law of 1986 to be used to construct the facilities to supply treated water to the land and inhabitants within the Zone. The grant was \$385,000 and the loan was \$470,000. The loan, plus an administrative fee of 5 percent, must be repaid to the state over a period of 20 years with interest at the rate of 3.0315 percent.
- (b) The primary source of revenue for repayment of the loan will be from water connection charges collected from customers within Zone 3B. A secondary source of revenue for repayment of the loan will be from water rates, tolls, and charges collected from customers within Zone 3.
- (c) All of Zone 3B is within of Zone 3. Therefore the rules and regulations set forth in this Chapter 4 shall be the rules and regulations governing Zone 3B.

Sec. 40604 APPLICABILITY OF RULES IN ZONE 4. The rules, regulations, rates and charges governing the distribution and use of water as presently set forth in this Chapter 4 are hereby adopted and made applicable to the Eastern Water System with the following exceptions as set forth in this Section:

- (a) When such rules and regulations are applied to the Eastern Water System the term "water system" shall mean the Eastern Water System.
- (b) All references to the "ditch system," "untreated water" and "canal turnouts," including but not limited to Sections 40204 (c) and Article 4, shall not apply to the Eastern Water System.
- (c) Section 40202 entitled "Determination of Who Are Customers" shall not apply to the Eastern Water System. All persons owning lots in the Eastern Water System that are zoned for residential, commercial or recreational uses are customers of the Agency and shall pay for the applicable charges as established by the Agency for the type of service received whether they are presently taking

water or not. Any other persons using water supplied by the Eastern Water System shall also be customers.

- (d) Article 9 pertaining to the water connection charge and all other references or requirements relating to water connection charges in Chapter 4 shall not apply to the Eastern Water System.
- (e) Article 10, relating to rates and charges shall not apply to the Eastern Water System.
- (f) Section 41305 entitled "Discontinuance of Service by Customer" shall not apply to the Eastern Water System.
- (g) Article 8, relating to sales of surplus water for irrigation outside of Zone 1 shall not apply to the Eastern Water System.

Sec. 40605

APPLICABILITY OF RULES IN ZONE 5. Zone 5 was created for the purpose of supporting and preserving commercial agriculture in western Placer County and provides untreated water service only. For purposes of this chapter, commercial agriculture means the production of agricultural crops, livestock, nursery stock, truck farm and similar products for market. Any service of water within the geographical boundary of Zone 5 for other purposes is not covered by these rules and regulations and will be provided by the Agency only after annexing to another zone or similar entity that provides such water. All service in Zone 5 shall be Summer delivery only and shall be used only for commercial agricultural purposes.

The rules, regulations, rates and charges governing the distribution and use of water as presently set forth in this Chapter 4 are hereby adopted and made applicable to the Zone 5 Water System with the following exceptions as set forth in this Section:

- (a) When such rules and regulations are applied to the Zone 5 Water System, the term "water system" shall mean the Zone 5 Water System instead of the Zone 1 Water System.
- (b) Section 40202 entitled "Determination of Who Are Customers" shall not apply to the Zone 5 Water System. All persons using water on land within Zone 5 for commercial agriculture purposes that is supplied or distributed by the Agency are customers of the Agency and shall pay for the applicable charges for such service as established by the Agency.
- (c) Article 3 and Article 9 and all references or requirements relating to water connection charges in Chapter 4 shall not apply to the Zone 5 Water System.

- (d) Section 41305 entitled "Discontinuance of Service by Customer" shall not apply to the Zone 5 Water System.

- e) Priorities for Service. Customers who received service during the preceding year shall be given the first priority for service in the present year for the same or lesser amount of water than that received during the preceding year. Such customers shall inform the Agency in writing on or before March 15th of their desire to renew their service for the current year. Customers desiring service during the current year who did not receive service in the preceding year and customers who received service during the preceding year who want an increase in the amount of water for the current year may submit their requests for such service in writing anytime on or after March 15th. The water available during the current year will be allocated first to last year's customers up to the amount they received last year. If the Agency does not have sufficient water available to meet all of those requests, the available supply shall be allocated among those customers in proportion to their deliveries during the preceding year. After fulfilling the requests of last year's customers, the Agency will allocate the remaining water on a first come, first served basis based on the time when the customer's written request was received by the Agency. If two or more requests were received at the same time and the supply available is not sufficient to meet those requests, it shall be prorated among those customers in proportion to their respective requests.

Article 7: Miscellaneous Provisions

Sec. 40700 CERTIFICATION OF CROSS CONNECTION CONTROL (BACKFLOW). All customers shall be required to comply with the regulations set forth in the latest revision of the California Administrative Code, Title 17, "Regulations Relating to Cross Connections." The Agency's requirements and procedure are detailed in Section 4 of the Improvement Standards and Section 1.5 of the Technical Provisions. To cover the Agency's cost of complying with this mandate the monthly charge per cross connection assembly device is set forth in Section 41201.

Sec. 40701 CERTIFICATION OF DOMESTIC WATER SOURCE (CONSTRUCTED CONVEYANCE).

(a) Findings.

The canals, ditches, flumes and untreated water pipelines (collectively "ditches") operated by the Agency were built in the nineteenth century and have been used to deliver untreated water since that time. Originally built to carry water from streams to the mines, in recent times the ditches have delivered water for a variety of different uses as the land use and industry of Placer County have changed. Beyond implementing the California Constitution's requirement that water use be reasonable and beneficial, the Agency has no inherent interest in or responsibility for policing the purposes for which delivered water is used; that is the inherent function of Placer County, the Placer County Planning Department and the Placer County Department of Environmental Health. However, the Federal Safe Drinking Water Act, administered by the Federal Environmental Protection Agency and the California Department of Health Services, and the regulations issued under that Act, now require the Agency to identify and regulate the purpose for which untreated water delivered through its ditches and canals is used. Customers having questions concerning the Federal Safe Drinking Water Act should address them to the State Department of Health Services, Drinking Water Program, whose address as of November 1999 was 601 N. Seventh Street, Sacramento, CA 95814.

(b) Prohibition of Use of Untreated Water For Domestic Purposes.

Untreated water delivered by the Agency through its ditches shall not be used for domestic purposes, defined herein as drinking, bathing, cooking or oral hygiene. Use of the Agency's untreated water for domestic purposes shall be considered a violation of these regulations governing untreated water service.

(c) Certification of Domestic Water Source.

Upon written request by the Agency, and as a condition of continued untreated water service, an untreated water customer shall provide the Agency with a written certification of such information as the Agency considers necessary to determine the number of untreated water service connections receiving water that is used for domestic purposes and the number of individuals who use untreated water delivered by the Agency for domestic purposes.

(1) Failure to provide the Agency with such certification, in writing, within 30 days of receipt of Agency's request therefore shall be deemed a violation by the customer of the Agency's rules and regulations governing untreated water service and shall be grounds for termination of such water service.

(2) Upon written request by the Agency, and as a condition of continued untreated water service, an untreated water customer that does not obtain domestic water service from a privately owned well or spring, spring, or from a state-licensed treated water purveyor, shall be required to provide written proof, on a quarterly basis, of water delivery from a bottled water service or water hauler approved by the California Department of Health Services. The Agency shall provide a list of such approved water haulers and bottled water services at the time it requests such proof. Failure of the customer to provide such proof shall be deemed a violation of the Agency's rules and regulations governing untreated water service and shall be grounds for termination of such water service. To cover the Agency cost of complying with this mandate the monthly charge to each customer account is set forth in Section 41202.

Sec. 40702 COMMON TRENCHING. The installation of water mains in a common trench shall be permitted only upon the approval of the General Manager or his designee.

Sec. 40703 CONTAMINATION OF AGENCY WATER. No rubbish, garbage, refuse, sewage, or animal matter from any source shall be placed in or allowed to be emptied into any Agency ditch or canal.

Sec. 40704 GROUND WIRE ATTACHMENTS. The Agency is not responsible for providing an electrical ground through water service equipment. Customers shall not attach any ground wiring to plumbing which is or may be connected to Agency service equipment.

- Sec. 40705 METER ACCESSIBILITY. It is the customer's responsibility to ensure accessibility to the meter at all times. When a meter cannot be read because of an obstruction, the customer will be notified and shall correct the condition(s). Failure to remove the obstruction within 30 days after notification shall result in disconnection of service. This is the customer's responsibility.
- Sec. 40706 PRESSURE CONDITIONS. All customers shall be required to accept such conditions of pressure and service as are provided by the distribution system at his point of connection and the Agency shall not be liable for any damage arising from high or low pressures.
- Sec. 40707 PUBLIC ACCESS TO AGENCY RESERVOIRS IN THE WESTERN WATER SYSTEM. To protect the public and employee safety, the following activities are prohibited in Western Water System reservoirs: Hunting, powered boating/watercraft and swimming. Such activity shall constitute a trespass.
- Sec. 40708 RESALE OF WATER. No customer other than a public utility or public agency shall resell any portion of the water delivered to him or to which he may be entitled without approval of the Agency.
- Sec. 40709 RIGHT OF ENTRY BY AGENCY EMPLOYEES. Representatives of the Agency shall have the right of ingress and egress to the customers' premises at reasonable hours for any purpose reasonably connected with the furnishing of water service.
- Sec. 40710 STREET WORK. All persons who open, grade, excavate, fill or do other street work shall give at least seven days written notice to the Agency when it is necessary to remove, raise, lower, or otherwise displace any water main, services, or other water system property that may interfere with such street work. Contractors or other persons performing such work will be liable for damage to Agency water properties. If the adjustment of the water system is to be done by the Agency, the person requesting the changes will be required to deposit with the Agency a sum of money equal to the estimate of the cost of adjusting the water system.
- Sec. 40711 USE OF AGENCY RIGHT-OF-WAY. Trees, vines, or other crops shall not be planted on Agency property without the permission of the Agency. The Agency canal right-of-ways shall not be obstructed by fences, structures or other objects without permission of the Agency. No bridge, crossing, pipe or other structures shall be placed in any Agency canal without permission of the Agency. The Agency shall not be responsible for maintaining any canal crossings used by others. The maintenance of such canal crossings shall be the responsibility of those using the crossing. If such canal crossings are not properly maintained by others, the Agency may remove them after proper notice to all concerned.

Article 8: Intentionally Left Blank

Article 9: Water Connection Charges

Sec. 40900 **GENERAL PROVISIONS FOR WATER CONNECTION CHARGE (WCC)**. The Agency shall also collect the following water connection charges: These charges are composed of the following components: a treatment plant component, to cover the capital costs for treatment plants, clearwell storage, and facilities for delivering untreated water to the treatment plants; a storage component, to cover the capital costs of distribution storage facilities; a transmission component, to cover the capital costs of regional transmission facilities; and a planning component to cover the costs of regional planning efforts; and for Zone 1, a ground water component to cover the capital costs for the installation of wells and related appurtenances for west Placer. The WCC for a 5/8-inch meter shall be the basic unit in determining all other WCC, including those for multiple dwelling units and mobile home parks.

- (a) Effective January 1, 2009 and each January 1 thereafter, the WCC and each of its components for Zone Nos. 1, 2, 3, 3A, and 3B shall be increased above the WCC for the previous year in proportion to any increases in the latest published Engineering News Record, Construction Cost Index in San Francisco, above the index for the previous year. The percentage increase for each calendar year beginning in 2009 shall be no greater than the percentage increase in the latest index issued during the preceding year over the index issued one year earlier.
- (b) If the applicant provides treatment plant facilities, storage facilities, or transmission line oversizing to the Agency without any obligation on the part of the Agency to make a refund, the applicant will be credited with the actual cost or the estimated incremental oversizing cost of those facilities, as may apply, provided that the applicant has entered into a facilities agreement with special conditions for the credit with the Agency prior to providing such facilities. The various components may thereafter be used, in accordance with the terms of the Agreement, to offset the particular component for a period of 10 years after installation. The charge for the Planning component shall not be subject to being credited.
- (c) The charges set forth in Article 9 above shall be effective on the dates shown except as follows:
 - (1) Individual applicants shall pay the WCC in effect at the time the application for service is approved provided payment is made within 10 working days of approval.
 - (2) Facilities agreement applicants shall pay the WCC in effect at the time the facilities are accepted or prior to the installation of service connections or meters; whichever

comes first.

- (3) Customers requesting variances shall pay the WCC in effect at the time the application for service is approved provided payment is made within 10 working days of approval. After the 10 day period, reapplication for service will be required.
- (4) Customers who submit a written request for a preliminary survey for the feasibility of forming an improvement district shall pay the current WCC charges in effect at the time the completed request is accepted by the Agency; provided the improvement district is formed within six months of the date of acceptance and the customers either pay the WCC or it becomes a lien against their property within 180 days after the formation of the improvement district. After the period provided, customers shall pay the WCC in effect at the time payment is made.
- (5) Eligible customers who submit a request to pay the WCC in installments shall be charged the current WCC charges in effect at the time the application for service is approved provided they sign a contract with the Agency for installment payments within 10 working days of approval. After the 10 day working period, reapplication for service will be required.

(d) WCC's, once paid, are not refundable nor transferable.

Sec. 40901 WCC FOR 5/8-INCH METER.

(a) The water connection charge for a customer using a 5/8-inch meter shall be as follows:

Zone Nos. 1 and 2

Component	Effective Date:
	01/01/11
Treatment	\$5,787
Groundwater	643
Storage	2,732
Transmission	6,751
Planning	160
	<hr/>
	\$16,073

Zone Nos. 3, 3A and 3B

Component	Effective Date: 01/01/11
Treatment	\$3,521
Storage	0
Transmission	7,487
Planning	65
	<u>\$11,070</u>

Sec. 40902 WCC FOR 3/4-INCH AND 1-INCH METERS.

- (a) No Indoor Fire Sprinklers Required. The water connection charges for customers who require 3/4-inch or 1-inch meters who are not required by local fire regulations to have indoor fire sprinklers shall bear the same ratio to the charges set forth in Section 40901 as the capacity of the larger meter bears to that of a 5/8-inch meter and shall be as follows:

<u>Meter Size</u>	<u>Ratio of Meter Capacities</u>
<u>3/4-inch</u> 5/8-inch	<u>30 gpm</u> = 1.5 <u>20 gpm</u>
<u>1-inch</u> 5/8-inch	<u>50 gpm</u> = 2.5 <u>20 gpm</u>

- (b) When Indoor Fire Sprinklers Are Required. The water connection charges for customers who require a 3/4-inch or 1-inch meter for indoor fire sprinklers shall be based upon the size meter that would otherwise be used to serve the customer but for the requirement of the larger meter for the sprinklers.

No backflow prevention device shall be required directly behind a 3/4-inch or 1-inch meters installed pursuant to this subsection (b); however the Agency shall verify the installation of the household check valve located on the fire sprinkler line as required by the applicable building code.

Customers requiring 3/4-inch or 1-inch meters pursuant to this subsection (b) shall be required to pay the monthly minimum for the 5/8-inch meter under Section 41001.

Customers requesting a private fire system requiring a meter larger than a 1-inch meter shall install separate domestic and fire protection connections at the Agency's main. In such instance, charges for private fire protection shall be as under Section 41003, Schedule 3.

Sec. 40903 WCC FOR LARGER METERS. A customer requesting service through a 1-1/2-inch or larger meter shall submit the following information to the Agency as part of the application for such service:

1. Type of use.
2. The anticipated routine patterns of use, including:
 - (a) The estimated maximum day demand in gallons.
 - (b) The estimated peak consumption rate in gallons per minute.
 - (c) The meter size requested.
3. The type of fire facilities required, including:
 - (a) The size of the fire connection.
 - (b) The estimated rate of use.
 - (c) The storage capacity requirements.
 - (d) A description of the on-site fire protection facilities.
4. The type of cross-connection prevention facilities required by State or County Health Departments.

The water connection charges for customers requiring 1-1/2-inch and larger meters shall bear the same ratio to the charges set forth in Section 40901 as the estimated maximum day demand in gallons stated in the application for service bears to 1,150 gallons; provided, however, that the minimum water connection charge for service to a 1-1/2-inch or larger meter shall bear the same ratio to the charges set forth in Section 40901 as the capacity of the larger meter bears to that of a 5/8-inch meter and shall be as follows:

<u>Meter Size</u>	<u>Ratio of Meter Capacities</u>
<u>1-1/2-inch</u> 5/8-inch	$\frac{100 \text{ gpm}}{20 \text{ gpm}} = 5$
<u>2-inch</u> 5/8-inch	$\frac{160 \text{ gpm}}{20 \text{ gpm}} = 8$
<u>3-inch</u> 5/8-inch	$\frac{320 \text{ gpm}}{20 \text{ gpm}} = 16$
<u>4-inch</u> 5/8-inch	$\frac{500 \text{ gpm}}{20 \text{ gpm}} = 25$

Sec. 40904 WCC FOR MOBILE HOME PARKS. The water connection charges for trailer parks and mobile home parks shall be the following percentage of the charge applicable to customers using a 5/8-inch meter times the number of dwelling units in the park:

No. of Dwelling Units in Park	Percentage
1 to 4 dwelling units per acre	100%
5 or 6 dwelling units per acre	90%
7 or 8 dwelling units per acre	80%
9 or more dwelling units per acre	70%

Sec. 40905 WCC FOR MULTIPLE DWELLING UNITS. The water connection charges for multiple dwelling units served through a single meter shall be the following percentage of the charge applicable to customers using a 5/8-inch meter times the number of dwelling units:

No. of Bedrooms per Unit	Percentage
For multiple units of 3 bedrooms or more	100%
For multiple units of 2 bedrooms	90%
For multiple units of 1 bedroom	80%

Sec. 40906 WCC INSTALLMENT PAYMENTS. The owners of single family homes completed and ready for occupancy on or before May 1, 1988, who desire to obtain treated water service may elect to pay the WCC for connecting a 5/8-inch meter over a five-year period with interest and the payment of a one time installment payment processing charge as set forth in Section 41222. If the homeowner elects to use this installment method, then the WCC shall be paid in 30 equal bimonthly payments of principal plus interest on the unpaid balance of the WCC at the rate of one percent above the 5 year U.S. Treasury bill rate as published in the Daily Yield Curve Rates on the U.S. Treasury website. These bimonthly charges may be billed along with the homeowner's bimonthly bill for domestic water service to his home, or separately, at the option of the Agency. All installment billings shall be paid via an electronic funds transfer from the customer's bank account, unless otherwise authorized by the Board of Directors for an alternative form of payment. The bimonthly payments shall begin 60 days after either the date of recordation of the installment contract or the date the transmission line to serve the customer is completed, whichever is later and, except as modified by the following sentence, shall continue every two months thereafter, regardless of whether or not the property takes domestic water service, until all the WCC plus interest is paid. The entire unpaid balance of the WCC, plus accrued interest, shall become due and payable immediately upon the failure to pay any installment within 60 days of its due date, or upon any transfer of ownership of the property. Interest shall begin to accrue as of the date of the agreement required by this section.

In order to be eligible for this installment payment method, the home must have been completed and ready for occupancy prior to May 1, 1988, and the homeowner must execute an agreement with the Agency, as required by Section 40908, which shall be substantially in the form appended to this section. Once executed by the homeowner and the Agency, such agreement shall be recorded by the Agency in the Placer County Recorder's Office, and the payments due thereunder shall constitute a lien against the homeowner's property which shall have the same force, effect, priority and duration as to the property and may be enforced in the same manner as liens provided by Section 53454 of the Government Code. Charges for installation of a service lateral and meter fee as required by Section 40303 are not eligible for payment on an installment basis.

Sec. 40907 WCC MAXIMUM DAY DEMAND PROVISION. If at anytime it is determined from meter readings that the actual maximum day demand in gallons is in excess of the estimated maximum day demand set forth in the application for such service, the Agency shall bill the customer the difference between the water connection charge that was paid at the time of the application for service and the charge that would have been made if the estimated maximum day demand had been the same as the actual maximum day demand determined from the meter readings, and the customer shall pay this increased difference within 30 days after receipt of the bill from the Agency. If the increased difference is not paid within 30 days, the Agency may install a device to restrict the water flow through the meter to the maximum day demands in gallons as paid for by the customer.

Sec. 40908 WCC TIME OF PAYMENT. Except as provided for in Section 40906, the WCC shall be paid prior to the installation of service connections or meters unless the Board approves a later time for such payment and the person requesting water service posts with the Agency adequate security, as determined by the Board, to assure such payment on or before such later date. Any approvals for later payment shall be set forth in a written agreement(s) between the Agency and the applicant.

Article 10: Rates and Charges, Western Water System

Sec. 41000 **ESTABLISHMENT OF RATES AND CHARGES.** The Board shall determine the various types of service to be rendered and establish the rate or rates for each type of service. It shall be general Agency policy to deliver water on a measured basis, with deliveries being measured by weirs, meters or other approved devices.

Sec. 41001 **CHARGES FOR GENERAL METERED SERVICE OF TREATED WATER - SCHEDULE 1.** The terms and conditions and rates for general metered service of treated water for residential and Non-Residential [commercial, multiple dwelling units, municipal, golf courses, parks and landscaped greenbelt areas], industrial and resale, and customers involuntarily deprived of untreated water service, shall be as set forth in Schedule 1:

Schedule 1
METERED SERVICE
TREATED WATER

APPLICABILITY

Applicable to all metered service except for Zone 2 or those not covered by special contract as described in special condition number 2 of this schedule.

TERRITORY

Within the entire Western Water System.

RATES

Fixed Charge

Meter Size	Per Meter Per Month
5/8-inch	\$14.20
3/4-inch	\$20.09
1-inch	\$27.49
1-1/2-inch	\$44.28
2-inch	\$77.28
3-inch	\$143.48
4-inch	\$200.06
6-inch	\$401.62
8-inch	\$688.66
12-inch	\$1,076.03
16-inch	\$1,548.20
18-inch	\$1,784.28

Multiple Dwelling Units

The fixed charge for multiple dwelling units and mobile home parks shall be either \$10.76 per month per dwelling unit or mobile home space or the applicable fixed charge for other customers, whichever is greater.

Renewal and Replacement Charge

Meter Size	Total Charge Per	
5/8-inch	\$13.00	
3/4-inch	\$19.50	
1-inch	\$32.50	
1-1/2-inch	\$65.00	
2-inch	\$104.00	
3-inch	\$208.00	
4-inch	\$325.00	
6-inch	\$650.00	
8-inch	\$3,120.00	
Over 8-inch	See Special Condition No. 5	
City of Lincoln	\$9.97	See Special Condition No. 5
California American Water Company	\$11.09	See Special Condition No. 5

Quantity Tier Rates (to be added to the fixed charge, and the renewal and replacement charge)

Metered Residential Service

Commodity in Cubic Feet

First	400 CF, per 100 CF	\$1.25
Next	600 CF, per 100 CF	\$1.35
Next	1,000 CF, per 100 CF	\$1.44
Next	2,000 CF, per 100 CF	\$1.55
Next	1,800 CF, per 100 CF	\$1.65
Next	1,900 CF, per 100 CF	\$1.92
Over	7,700 CF, per 100 CF	\$2.16

Metered Non-Residential Service

Commodity in Cubic Feet

First	50,000 CF, per 100 CF	\$1.28
Next	450,000 CF, per 100 CF	\$1.31
Over	500,000 CF, per 100 CF	\$1.35

Metered Industrial and Resale Service

Commodity in Cubic Feet		
First	50,000 CF, per 100 CF	\$1.10
Next	950,000 CF, per 100 CF	\$1.11
Over	1,000,000 CF, per 100 CF	\$1.12

For public agencies and public utilities who own, operate and maintain their own distribution systems, storage reservoirs and pumping plants, and who resell water to individual users:

City of Lincoln

Commodity in Cubic Feet		
First	42,500,000 CF, per 100 CF	\$1.11
Over	42,500,000 CF, per 100 CF	\$1.34

California American Water Company

Commodity in Cubic Feet		
First	42,500,000 CF, per 100 CF	\$1.11
Over	42,500,000 CF, per 100 CF	\$1.34

Customers Involuntarily Deprived of Untreated Water Service

Whenever, as a result of changes in the Agency's system, the Agency discontinues untreated water service to an area, existing customers who are required to switch from untreated to treated water service as a result of that change shall be entitled to receive treated water service upon the following terms and conditions, notwithstanding any other rules and regulations to the contrary.

Commodity in Cubic Feet

First	400 CF, per 100 CF	\$1.25
Next	600 CF, per 100 CF	\$1.35
Next	1,000 CF, per 100 CF	\$1.44
Next	2,000 CF, per 100 CF	\$1.55
Next	61,000 CF, per 100 CF	\$0.12
Next	65,000 CF, per 100 CF	\$0.10
Over	130,000 CF, per 100 CF	\$0.10

SPECIAL CONDITIONS FOR METERED SERVICE TREATED WATER

1. The monthly fixed charge and the renewal and replacement charge are payable whether or not any water is taken.
2. Customers whose requirements, in the opinion of the Agency, may overburden its water system, may require unreasonable investment in additional facilities or may interfere with the supply to existing customers will not be supplied water service under this rate schedule. In such cases a special contract will be required under such terms as the conditions warrant.
3. Except as provided in Condition 4, customers shall begin paying the Agency's rates and charges for water service at the time the water meter is set, or if service is established under the provisions of a Facilities Agreement, at the time the water facilities are accepted, whichever is earlier.
4. Customers within improvement districts created prior to January 1, 1994, who have paid the water connection charge prior to January 1, 1994, shall begin paying these rates either on (1) the date their improvement district assessments are fully paid, (2) the date when their last improvement district assessment is due or (3) the date they begin taking delivery of water, whichever is earliest.
5. Charges for the renewal and replacement charge for all meters larger than 8-inch shall be determined based on the applicant's estimated maximum day demand set forth in the applicant's application for service. If at any time it is determined from meter readings that the actual maximum day demand is in excess of the estimated maximum day demand set forth in the application for such service, the Agency will immediately adjust the per month renewal and replacement charge to reflect the actual maximum day demand determined from the meter readings. The maximum day demand will be converted to the equivalent number of 5/8-inch units (maximum day demand/1150 gpd). The number of equivalent units will be multiplied by the 5/8-inch charge that is in effect at the time the change is made. These charges will be adjusted when all other per month renewal and replacement charges are adjusted by the Agency or when the maximum day demand changes.
6. For Customers Involuntarily Deprived of Untreated Water Service:
 - a. This special rate shall continue in effect for existing customers until such times the Agency makes untreated water service available.
 - b. This special rate shall apply only to those who are Agency customers at the time the Agency discontinues such service and only to water used on land being served with untreated water at that time. Service of treated water to anyone who becomes a

customer after that date or to any additional lands owned or leased by the existing customer shall be at the Agency's rates for general metered service of treated water and subject to all other Agency rules, regulations, and charges.

- c. This special rate shall continue only so long as there is no change in ownership or substantial change in use of the land entitled to this rate. Inheritance of the land by a surviving spouse or a lineal descendant shall not be deemed a change in ownership. Any service of treated water to this land for lot splits, subdivisions, or additional customers shall be at the Agency's rates for general metered service of treated water and subject to all other Agency rules, regulations, and charges.

**Zone 2
Schedule 1
METERED SERVICE
TREATED WATER**

APPLICABILITY

Applicable to all service of water throughout Zone 2.

TERRITORY

Within the entire territory within Zone 2.

RATES

Fixed Charge

Meter Size	Per Meter Per Month
5/8-inch	\$13.75
3/4-inch	\$19.46
1-inch	\$26.62

Charge for State and Federal Mandated Programs and Projects

Meter Size	Per Meter Per Month
5/8-inch	\$5.27
3/4-inch	\$7.91
1-inch	\$13.19

Renewal and Replacement Charge

Meter Size	Per Meter Per Month
5/8-inch	\$12.50
3/4-inch	\$18.75
1-inch	\$31.25

Quantity Tier Rates (to be added to the fixed, mandated and the renewal and replacement charge)

Commodity in Cubic Feet

First	400 CF, per 100 CF	\$0.94
Next	600 CF, per 100 CF	\$1.07
Next	1,000 CF, per 100 CF	\$1.14
Next	2,500 CF, per 100 CF	\$1.18
Over	4,500 CF, per 100 CF	\$1.35

SPECIAL CONDITIONS FOR METERED SERVICE TREATED WATER - ZONE 2

1. The monthly fixed charge, the monthly charge for state and federal mandated programs and projects and the renewal and replacement charge are payable whether or not any water is taken.
2. Customers whose requirements, in the opinion of the Agency, may overburden its water system, may require unreasonable investment in additional facilities or may interfere with the supply to existing customers will not be supplied water service under this rate schedule. In such cases a special contract will be required under such terms as the conditions warrant.
3. Customers shall begin paying the Agency's rates and charges for water service at the time the water meter is set, or if service is established under the provisions of a Facilities Agreement, at the time the water facilities are accepted, whichever is earlier.

Sec. 41002 CHARGES FOR CONSTRUCTION WATER SERVICE - SCHEDULE 2.
The terms and conditions and rates for temporary service of water for construction projects shall be as set forth in the following Schedule 2:

Schedule 2
CONSTRUCTION WATER SERVICE

APPLICABILITY

Applicable to treated and untreated water furnished through a water meter or other acceptable measuring device on a temporary basis for construction projects.

TERRITORY

Within the entire Western Water System.

RATES

The rates for treated water shall be the monthly fixed charge, the renewal and replacement charge and two times the total of the quantity tier rates set forth in Schedule 1 Non-Residential and the rates for untreated water shall be the monthly fixed charge, the capital facilities charge and two times the quantity rates set forth in Schedule 4.

SPECIAL CONDITIONS FOR CONSTRUCTION WATER SERVICE

1. This service is available only upon application and agreement in the form on file with the Agency.
2. An installation charge as set forth in Section 41203 shall be paid for the connection of a meter or outlet installed by the Agency.
3. In addition to the installation charge, which is not refundable, the applicant shall pay a permit fee as set forth in Section 41203 and make a deposit with the Agency when applying for this service. The deposit shall be determined by the Agency on the basis of the cost of the meter or size of pipe connection. Upon completion of service, the deposit will be refunded if the meter or pipe connection is returned undamaged and outlet has not been damaged.
4. All charges, including the installation charge, permit fee and deposit, shall be paid in advance. The amount to be paid in advance for the quantity rate shall be based on an estimate of the quantity of water to be used. Any overpayment will be refunded upon verification of the final meter reading.

Sec. 41003 CHARGES FOR PRIVATE FIRE PROTECTION SERVICE - SCHEDULE 3. The terms and conditions and rates for private fire protection service shall be as set forth in the following Schedule 3:

Schedule 3
PRIVATE FIRE PROTECTION SERVICE

APPLICABILITY

Applicable to service to overhead sprinkler systems and private fire hydrants in establishments located along existing mains having a delivery capacity in excess of the then existing requirements of domestic and commercial and other firm service customers. This service is not applicable to fire hydrants which are acceptable and accessible to and within the territorial confines of municipalities or fire protection districts.

TERRITORY

Within the entire Western Water System.

RATES

Service Size	Total Charge Per Month
2-inch	\$18.54
3-inch	\$21.43
4-inch	\$23.80
6-inch	\$29.66
8-inch	\$56.34
10-inch	\$99.25
12-inch	\$158.92
16-inch	\$353.60

SPECIAL CONDITIONS FOR PRIVATE FIRE PROTECTION SERVICE

1. Any service rendered under this schedule will be furnished only to fire protection systems which are completely isolated from all other water pipes and services of the customer.
2. Each private fire protection service shall have a detector check valve, with approved bypass meter to be supplied and maintained by PCWA, located at or near the edge of the public right-of-way. The Agency's system shall extend to, but will not include, the detector check valve.
3. The Agency will, at the applicant's expense, install valves and pipelines between the water main and the detector check valve; or the installation may be made by the applicant in accordance with Agency requirements and subject to Agency inspection.

4. The Agency's responsibility shall be to make available only such water in quantities and at pressures as may be available from time to time as a result of normal operation of its water distribution systems. Customers may not take water under this schedule except in the case of fire or for the purpose of periodical tests and inspections. The Agency reserves the right to estimate the quantity of water used and to make an additional charge of five times the Non-Residential quantity tier rate schedule.
5. The customer shall indemnify the Agency and save it harmless against any and all claims arising out of service under this schedule and shall further agree to make no claim against the Agency for any loss or damage resulting from service hereunder.
6. In the event of any violation of conditions under which a private fire protection service is given, the Agency may terminate such service and in such event the Agency will not be liable for any damage resulting from such action.
7. Agency will supply and maintain the by-pass meter for each fire protection service.

Sec. 41004 CHARGES FOR GENERAL METERED SERVICE OF UNTREATED WATER - SCHEDULE 4. The terms and conditions and rates for general metered service of untreated water for residential, commercial, industrial, and municipal purposes shall be as set forth in the following Schedule 4:

Schedule 4
GENERAL METERED SERVICE
UNTREATED WATER

APPLICABILITY

Applicable to metered service of untreated water from the Agency's ditch system excluding resale service under Schedule 7.

TERRITORY

Within the entire Western Water System.

RATES

Fixed Charge

Meter Size	Per Meter Per Month
5/8-inch	\$8.90
3/4-inch	\$10.25
1-inch	\$12.77
1-1/2-inch	\$17.85
2-inch	\$27.26
3-inch	\$47.95
4-inch	\$69.64
6-inch	\$116.79
8-inch	\$186.87

Quantity Tier Rates (to be added to the fixed charge):

Commodity in Cubic Feet

First	3,000 CF, per 100 CF	\$0.38
Next	7,000 CF, per 100 CF	\$0.36
Over	10,000 CF, per 100 CF	\$0.29

Capital Facilities Charge

In addition to the fixed charge and quantity tier rates, there will be a \$6.87 per month capital facilities charge per service.

Sec. 41005 CHARGES FOR GENERAL IRRIGATION SERVICE OF UNTREATED WATER - SCHEDULE 5. The terms and conditions and rates for service of untreated water, for other than commercial agriculture, shall be as set forth in the following Schedule 5:

Schedule 5
GENERAL IRRIGATION SERVICE
UNTREATED WATER

APPLICABILITY

Applicable to Winter and Summer irrigation service of untreated water for other than commercial agriculture from the Agency's ditch system that is not served to the customer through a meter.

TERRITORY

Within the entire Western Water System.

RATES

For service of a continuous flow of water throughout the season through an approved measuring device:

Winter Irrigation Service Rate

Miners' Inches	Total Charge Per Inch Per Month
1/2	\$31.09
1	\$62.18
Over 1 - 9	\$63.67
Over 9	\$63.97

Summer Irrigation Service Rate

Miners' Inches	Total Charge Per Inch Per Month
1/2	\$28.11
1	\$51.44
Over 1 - 9	\$53.71
Over 9	\$54.71

Demand Water

When Demand water is available it may be purchased at rates equal to the applicable irrigation schedule.

Capital Facilities Charge

In addition to the fixed charge and quantity tier rates, there will be a \$6.87 per month capital facilities charge per service.

Sec. 41006 CHARGES FOR SERVICE OF UNTREATED WATER FOR COMMERCIAL AGRICULTURE - SCHEDULE 6. The terms and conditions and rates for service of untreated water for commercial agriculture as set forth in the following Schedule 6:

Schedule 6
COMMERCIAL AGRICULTURE SERVICE
UNTREATED WATER

APPLICABILITY

Applicable to Winter and Summer commercial agriculture service of untreated water from the Agency's ditch system.

TERRITORY

Within the entire Western Water System.

RATES

For service of a continuous flow of water throughout the season through an approved measuring device:

Winter Irrigation Service Rate

Miners' Inches	Total Charge Per Inch Per Month
1	\$50.23
Over 1	\$51.21

Summer Irrigation Service Rate

Miners' Inches	Total Charge Per Inch Per Month
1	\$50.01
Over 1 - 2	\$48.97
Over 2 - 3	\$44.22
Over 3 - 4	\$39.48
Over 4 - 9	\$36.32
Over 9 - 60	\$33.16
Over 60	\$27.37

Demand Water

When Demand irrigation water is available it may be purchased at rates equal to the applicable irrigation schedule.

Capital Facilities Charge

In addition to the fixed charge and quantity tier rates, there will be a \$6.87 per month capital facilities charge per service, except in Zone 5.

SPECIAL CONDITION FOR COMMERCIAL AGRICULTURE SERVICE UNTREATED WATER

This service is available only for the commercial production of agricultural crops, raising livestock, nurseries, truck farms and similar products for market.

Sec. 41007 CHARGES FOR SERVICE OF UNTREATED WATER FOR RESALE - SCHEDULE 7. The terms and conditions and rates for service of untreated water for resale shall be as set forth in the following Schedule 7:

Schedule 7
RESALE SERVICE
UNTREATED WATER

APPLICABILITY

Applicable to untreated water supplied by gravity for resale purposes to customers who have contracted for such service.

TERRITORY

Within the entire Western Water System.

RATES

Service Charge	Per Month
For each service connection	\$58.33

Miners' Inch Days	Per Miners' Inch Day Per Month
First 1,000	\$5.24
Over 1,000	\$5.41

Capital Facilities Charge

In addition to the fixed charge and quantity tier rates, there will be a \$6.87 per month capital facilities charge per service.

SPECIAL CONDITION FOR RESALE SERVICE UNTREATED WATER

A contract, in the form on file with the Agency, will be required for service supplied on this schedule.

Sec. 41008

SPECIAL RATES FOR RESALE OR INDUSTRIAL SERVICE. The Agency may contract to supply water for resale or industrial service at special rates if special conditions of service such as a large volume of use, a constant rate of flow, an off peak delivery, reduced treatment requirements or other such conditions cause a reduction in cost to the Agency for such service. No such special rate shall be effective until such a contract has been approved by the Board.

Article 11: Rates and Charges, Eastern Water System

Sec. 41100 **ESTABLISHMENT OF RATES AND CHARGES.** The Board shall determine the various types of service to be rendered and establish the rate or rates for each type of service. It shall be general Agency policy to deliver water on a measured basis with deliveries being measured by meters or other approved devices.

Sec. 41101 **CHARGES FOR DOMESTIC WATER SERVICE - SCHEDULE 8.** Domestic water service shall include all water service provided by the Eastern Water System other than construction water service provided under Schedule 9 in Section 41102 and non-domestic service provided under Schedule 10 in Section 41103. All domestic water service shall be metered and the terms and conditions and rates for all such service shall be as set forth in the following Schedule 8:

Schedule 8
DOMESTIC WATER SERVICE

APPLICABILITY

Applicable to all service of water for domestic use.

TERRITORY

Within the entire Eastern Water System

RATES

Fixed Charge

Meter Size	Per Meter Per Month
All meter sizes	\$44.69

Renewal and Replacement Charge

Meter Size	Per Meter Per Month
5/8-inch	\$11.41
3/4-inch	\$17.12
1-inch	\$28.53
1-1/2-inch	\$57.05
2-inch	\$91.28
3-inch	\$182.56

Quantity Tier Rates (to be added to the fixed charge and the renewal and replacement charge)

Commodity in Cubic Feet

First	400 CF, per 100 CF	\$0.42
Next	600 CF, per 100 CF	\$0.48
Next	1,000 CF, per 100 CF	\$0.51
Over	2,000 CF, per 100 CF	\$0.56

Pump Rate Charge

Additional Charge per 100 CF

Pressure Zone 1 - Lahontan	\$0.00
Pressure Zone 2 - Timilick	\$0.07
Pressure Zone 3 - Martis	\$0.13
Pressure Zone 4 - Upper Martis	\$0.18

SPECIAL CONDITIONS FOR DOMESTIC WATER SERVICE

1. The monthly fixed charge and the renewal and replacement charge shall be levied against all lots and connections within the Eastern Water System regardless of the size of the lot, the size of the meter required to serve the lot, or the amount of water used during that month. If meter size has not been determined, the charge shall be based on 5/8-inch meter size.
2. Customers shall begin paying these rates and charges six months after the facilities are completed and accepted by the Agency or on the date they begin taking water, whichever is earlier.
3. Customers using domestic water for other than dwelling units, recreation centers, club houses, maintenance shops, sales offices, gate houses, golf course facilities (other than for irrigation) including shelters, snack shops, starter cottages and boat houses whose requirements, in the opinion of the Agency, may overburden the Eastern Water System, may require unreasonable investment in additional facilities or may interfere with supplying water to existing customers, will not be supplied water service through this rate schedule. In such cases, a special contract will be required under such terms as the conditions warrant.

Sec. 41102 CHARGES FOR CONSTRUCTION WATER SERVICE - SCHEDULE 9.
The terms and conditions and rates for temporary service of water for construction projects shall be as set forth in the following Schedule 9:

Schedule 9
CONSTRUCTION WATER SERVICE

APPLICABILITY

Applicable to all water furnished through a water meter, or other acceptable measuring device on a temporary basis for construction projects.

TERRITORY

Within the entire Eastern Water System.

RATES

The rates for water provided by the pumps supplying water for domestic water service shall be the monthly fixed charge and two times the total of the quantity tier rates set forth in Schedule 8. The rates for water provided by the pumps supplying water for non-domestic water service shall be the same as the quantity rates set forth in Schedule 10.

SPECIAL CONDITIONS FOR CONSTRUCTION WATER SERVICE

1. This service is available only upon application and agreement in the form on file with the Agency.
2. An installation charge as set forth in Section 41203 shall be paid for the connection of a meter or outlet installed by the Agency.
3. In addition to the installation charge, which is not refundable, the applicant shall pay a permit fee as set forth in Section 41203 and make a deposit with the Agency when applying for this service. The deposit shall be determined by the Agency on the basis of the cost of the meter or size of the pipe connection. Upon completion of service, the deposit will be refunded if the meter or pipe connection is returned undamaged and the outlet has not been damaged.
4. All charges, including the installation charge, permit fee and deposit, shall be paid in advance or pursuant to the terms of a written contract. The amount to be paid in advance for the quantity rate shall be based on an estimate of the quantity of water to be used. Any overpayment will be refunded upon verification of the final meter reading.

Sec. 41103 CHARGES FOR NON-DOMESTIC USE - SCHEDULE 10. The terms and conditions for non-domestic water service shall be set forth in the following Schedule 10:

Schedule 10
NON-DOMESTIC WATER SERVICE

APPLICABILITY

Applicable to all non-domestic water service other than construction water service.

TERRITORY

Within the entire Eastern Water System.

RATES

Fixed Charge

For service of a pumped flow of water regardless of quantity pumped	Per Month
	\$1,246.64

Quantity Rates (to be added to the fixed charge):

The Agency's costs for pumping the water delivered.	Per Month
	Actual Costs

SPECIAL CONDITIONS FOR NON-DOMESTIC WATER SERVICE

1. Water service under this schedule is available only upon special application and/or written contract with the Agency.

Sec. 41104 CHARGES FOR PRIVATE FIRE PROTECTION SERVICE - SCHEDULE 11. The terms and conditions for private fire protection service shall be set forth in the following Schedule 11:

Schedule 11
PRIVATE FIRE PROTECTION SERVICE

APPLICABILITY

Applicable to service to overhead sprinkler systems and private fire hydrants in establishments located along existing mains having a delivery capacity in excess of the then existing requirements of domestic and commercial and other firm service customers. This service is not applicable to fire hydrants that are acceptable and accessible to and within the territorial confines of municipalities or fire protection districts.

TERRITORY

Within the entire Eastern Water System.

RATES

Service Size	Total Charge Per Month
2-inch	\$18.54
3-inch	\$21.43
4-inch	\$23.80
6-inch	\$29.66
8-inch	\$56.34
10-inch	\$99.25
12-inch	\$158.92
16-inch	\$353.60

SPECIAL CONDITIONS FOR PRIVATE FIRE PROTECTION SERVICE

1. This service is available only upon application and the entering into an agreement in the form on file with the Agency by the owner of the property requesting such service.
2. Any service rendered under this schedule will be furnished only to fire protection systems that are completely isolated from all other water pipes and services to the customer.
3. Each private fire protection service shall have an Agency approved backflow assembly with the approved radio read bypass meter, located within a heated structure in conformance with the local fire district requirements. The backflow assembly shall be located within three feet of the building where the private fire service enters the building.

4. The Agency shall extend to and include the inline valve located at or near the edge of the public right of way on the private fire service lateral. The private fire protection service beyond the inline valve shall be owned and maintained by the customer.
5. The Agency shall inspect the customer's private fire protection service up to and including the required backflow assembly in conformance with the Agency's Improvement Standards, Technical Provisions, Standard Drawings and Approved Plans before system acceptance.
6. The Agency will, at the customer's expense, install valves and pipelines between the water main and the inline valve; or the installation may be made by the customer in accordance with Agency requirements and subject to Agency inspection.
7. The Agency's responsibility shall be to make available only such water in quantities and at pressures as may be available from time to time as a result of normal operation of its water distribution systems. Customers may not take water under this schedule except in the case of a fire or for the purpose of periodical tests and inspections. The Agency reserves the right to estimate the quantity of water used and to make an additional charge of five times the domestic quantity tier rate schedule.
8. The customer shall indemnify the Agency and save it harmless against any and all claims arising out of service under this schedule and shall further agree to make no claim against the Agency for any loss or damage resulting from service hereunder.
9. In the event any violation of conditions under which private fire protection service is given, the Agency may terminate such service and in such event the Agency will not be liable for any damage resulting from such action.

Article 12: Miscellaneous Charges

Sec. 41200 BACKFLOW PREVENTION DEVICE TEST CHARGE.

Charge \$109.00

The Agency may inspect and test a customer's backflow prevention device if requested by the customer or required to meet State requirements for certification. A fee will be charged by the Agency for each such inspection, and added to the customer's water bill.

Sec. 41201 CERTIFICATION OF CROSS CONNECTION CONTROL (BACKFLOW) CHARGE.

Ref: Section No. 40700

Charge \$1.70 per assembly

The monthly charge is for accounts required by the state to have cross connection control (backflow) devices to protect the public water supply.

Sec. 41202 CERTIFICATION OF DOMESTIC WATER SOURCE (CONSTRUCTED CONVEYANCE) CHARGE.

Ref: Section No. 40701

Charge \$4.11 per account

The Federal Safe Water Drinking Act as administered by the State of California requires canal customers to have an approved alternative water supply for drinking and cooking. To comply with this Act, the Agency must monitor approved home bottled water delivery to customers who have no other acceptable source of potable water. The charge is monthly per account.

Sec. 41203 CONSTRUCTION WATER SERVICE CHARGE.

Ref: Section Nos.
41002, 41102

Permit Fee \$42.00

Connection
Charge \$104.00 (if staff makes the connection)

Treated and untreated construction water is provided on a temporary basis for dust control, road compaction, and other construction activities. Service is provided through a water meter or other acceptable measuring device. The Agency charges a refundable deposit for the meter and bills for the water usage at two times the quantity tiered rate. The rate also includes a Monthly Fixed Charge and Renewal and Replacement Charge, or Capital Facilities Charge depending on the schedule.

Sec. 41204 DELINQUENT PAYMENT CHARGE.

Charge Six percent (6%) of the delinquent amount on a balance greater than \$20.

If the Agency does not receive the payment within 30 days of the bill date, the account will become subject to the Delinquent Payment Charge.

Sec. 41205 DOOR TAG CHARGE.

Ref: Section No. 41302

Charge \$26.00

The Agency is required to make a reasonable, good faith effort to contact an adult person at the premises of the customer by telephone at least 48 hours prior to any discontinuance of service. If contact cannot be made, the Agency posts a door tag at the residence.

Sec. 41206 FIRE FLOW INFORMATION CHARGE.

Persons and entities requesting the Agency to determine fire flows and/or residual pressures shall pay the Agency's costs for providing such information as determined by the Agency's engineering department.

Sec. 41207 METER REREAD CHARGE

Charge \$20.00

Shall be added to cover the cost to re-read a meter at the customer's request. This charge will be waived if the meter read was incorrect.

Sec. 41208 METER TEST AND REPAIR DEPOSIT/CHARGE.

Ref: Section No. 41308

Charge \$62.00

Sec. 41209 PRESSURE TEST CHARGE.

Charge \$88.00

All customers requesting and receiving an in-field pressure test shall be billed a test charge, which may be added to the customer's water bill.

Sec. 41210 PROJECT APPLICATION CHARGE.

Ref: Section Nos.
40207/40501

Charge \$109.00

The non-refundable application charge is based on the average administrative time spent to open and close a project. This charge is in addition to any deposit charge required for plan review.

Sec. 41211 PUMP RATE CHARGE.

Charge Based on service area

This charge is based on the cost to pump water to a service zone.

Sec. 41212 RETURNED CHECK CHARGE.

Charge \$26.00

A charge shall be applicable to a check that is returned unpaid by the bank. If the returned check results in the disconnection of service due to nonpayment, service will not be restored until the customer pays the returned check fee, as well as, all other amounts due.

Sec. 41213 SERVICE INSTALLATION - CANAL TURNOUT.

Ref: Section Nos. 40400

The cost to install a service involving the use of a meter will be the same connection fee for installation of service connection and meter for domestic system. The connection cost involving canal turnouts without a meter is as follows:

Size of Turnout	Charge
1/2 to 7 miners' inch capacity	\$716.00
7 miners' inches or more capacity and all pipelines	Actual Cost
Demand Impact Fee	\$337.00 per 1/2 miners' inch. On metered connections the charge shall be based on the estimated demand set forth in the application for service, but not less than \$337.00

Connection fees, once paid, are not refundable nor transferable.

Sec. 41214 SERVICE INSTALLATION AND METER SET.

Ref: Section Nos.
40303/40604

Charge \$130.00 (or T&M) plus meter/parts

All service of treated water shall be measured through meters installed and owned by the Agency. The cost to the customer for a meter set shall be the Agency's cost for the type and size of the meter/parts, plus the Agency's time and material costs for setting the meter.

The Agency's time and material cost for a meter set of 1-1/2-inch or less with an existing service outlet is the above charge, which is the average time required to set a meter. Meter sets for meters 2-inches or larger and installations that require a tap or service lateral shall be billed at a time and material basis. A service connection of any size which entails unusual conditions shall be installed or set on an actual cost basis.

Sec. 41215 SERVICE RECONNECTION CHARGE. Ref: Section No. 41313

Charge \$47.00 treated services
\$67.00 untreated services
After-Hours
Charge \$119.00

The reconnection or turn-on charge shall be for any reconnection made during normal business hours. The After-Hours Charge applies when a field trip is performed by personnel after business hours. Additionally, there is a graduated penalty of \$10.00 per occurrence within a twelve month period.

Sec. 41216 SERVICE SET-UP CHARGE - TREATED.

Ref: Section No. 40301

Charge \$16.00 (no field trip required)
\$36.00 (field trip is required)
After-Hours
Charge \$119.00

A service set-up charge is the administrative and field trip (during normal business hours) cost associated with setting up an account whether water is taken or not. The After-Hours Charge applies when a field trip is performed by personnel after business hours.

Sec. 41217 SERVICE SET-UP CHARGE OR FLOW RATE CHANGE CHARGE - UNTREATED. Ref: Section Nos. 40401/40403

Charge \$16.00 (no field trip required)
 \$67.00 (field trip is required)

After Hours
 Charge \$119.00

Untreated Water Service Set-up or Flow Rate Charge is the administrative and field trip (during normal business hours) cost associated with account set-up and flow rate change whether water is taken or not. The After-Hours Charge applies when a field trip is performed by personnel after business hours.

Sec. 41218 TAMPERING CHARGE. Ref: Section No. 41313

Charge	<u>Action</u>
\$250.00 (first occurrence)	-----
\$250.00 (second occurrence)	-----
\$250.00 (third occurrence)	service disconnection - pull meter / lock canal service

Facility tampering includes, but is not limited to interference with a pin-lock, pad-lock, reconnection of a pulled meter, canal measuring device, or unauthorized use of water or damage to a fire hydrant. Additionally, any Agency facilities that have been damaged or altered will be billed for time and materials.

Sec. 41219 VARIANCES AND WAIVERS OF RULES AND REGULATIONS OR RATES.

Charge \$ 0.00 (first variance request)
 \$187.00 (each subsequent time extension or additional request)

If special conditions warrant, variances can be granted for any rules, regulations, rates and charges governing the distribution and use of water. However, no such variances or waivers, other than standard variances for treated water connections shall be effective unless and until approved by the Board. The Director of Technical Services may approve standard variances for treated water services and contracts relating to such variances. There shall be no fee assessed upon first request for a variance for treated water service to a premise that does not abut and Agency main. However, this charge shall apply to each time extension or additional request for a variance on said property.

Sec. 41220 WATER SERVICE WRITTEN ESTIMATE CHARGE.

Charge \$109.00

A non-refundable charge shall be made for any request based on a site evaluation. There shall be no charge for construction estimates provided to a customer at the Agency's counter not requiring a site evaluation.

Sec. 41221 WATER WASTE CHARGE. Ref: Section No. 41306 (c)

Charge		<u>Action</u>
-----	(first occurrence)	written notification
-----	(second occurrence)	written warning
\$75.00	(third occurrence)	-----
\$75.00	(fourth occurrence)	service disconnection - pull meter / lock canal service

This charge is intended to recover staff costs to monitor and enforce Section No. 41306 (c), which requires the customer to maintain his/her facilities in a suitable condition to prevent waste of water. In addition, during extreme water shortages, a call for voluntary conservation may not bring sufficient response by a customer. Therefore, it may be necessary to institute enforceable measures, including but not limited to, installation of flow restrictors, and disconnection of service.

Sec. 41222 WCC INSTALLMENT PAYMENT PROCESSING FEE.
Ref: Section No. 40906

Charge \$182.00

**Article 13: Billings, Deposits, Adjustments,
Discontinuance and Restoration of Service**

Sec. 41300 ADJUSTMENT TO CUSTOMER BILLINGS.

Type of Adjustments Permitted.

Adjustments made pursuant to this article shall mean the reductions of a customer's bill for water service rendered. Such a reduction must be associated with unanticipated leakage from underground or unexposed pipes, unauthorized use by others, or some other circumstances beyond the customer's direct control. Billing adjustments are not issued when there is visible leakage such as leaks from faucets, toilets, sprinklers and hose bibs or for wasteful use or the customer's acts, omissions or negligence. No adjustments are given for service outages or interruptions including, but not limited to, maintenance or repair, temporary shortages or insufficiency of water supply or pressure. Requests for adjustments for any other reasons shall be referred to the Department Head or Designee.

Authority to Adjust.

The Department Head or his designee(s) shall have the authority, within the scope of this article, to approve or disapprove the requests by customers for adjustments of billings.

Procedure for Adjustment.

A customer request for a billing adjustment must be in writing and received within 60 days from the bill date of the bill that reflects the leakage. The customer shall present evidence to the Agency's satisfaction that losses have occurred which were beyond the direct control of the customer and that upon discovery of such losses, the customer took immediate steps to stop them and completed repairs of all leaks. Upon approval the Agency will absorb 1/2 the costs billed for water delivered in excess of normal usage. As used in this section "normal" usage shall mean the average of metered deliveries of water to the customer's premises for the same billing period during three preceding years. In determining normal usage, the meter readings for the same period for the three preceding years shall be mathematically averaged. If previous consumption figures are not available, estimates based on the best information at hand shall be used. Adjustments are considered for a period that span no more than two billing periods and no more than one adjustment will be made to the same customer for the same premises in any five-year period.

Example.

Assume a customer whose normal consumption in the three preceding years has averaged 3,000 cubic feet receives a bill for 5,000 cubic feet with \$8.00 being charged for the fixed charge and \$11.00 for the quantity rate, for a total of \$19.00. If the bill for 3,000 cubic feet would have been \$8.00 for the fixed charge plus \$7.00 for the quantity rate, for a total of

\$15.00, the Agency, upon approval of the Department Head, will absorb one half the difference, or \$2.00. The customer's adjusted bill would be \$17.00.

Sec. 41301 AMORTIZATION AGREEMENTS.

- a) Amortization of Delinquent Bill for Residential Service. Every complaint or request for investigation by a residential customer that is made within five days of receiving the disputed bill, and every request by a residential customer that is made within 13 days of the mailing of the notice required by Section 41309 for an extension of the payment period of a bill asserted to be beyond the means of the customer to pay in full during the normal period for payment shall be reviewed by the General Manager, or his designee. The review shall include consideration of whether the customer shall be permitted to amortize the unpaid balance of the account over a reasonable period of time, not to exceed 12 months. Any customer, whose complaint or request for an investigation has resulted in an adverse determination by the General Manager, or his designee, may appeal the determination to the Board of Directors.

- b) Authority to Settle Controversies Relating to Discontinuance and to Permit Amortization of Delinquent Bills. The General Manager, or his designee, is hereby authorized to investigate complaints and review disputes pertaining to any matters for which service may be discontinued and to rectify errors and settle controversies pertaining to such matters. The General Manager or his designee is also authorized, upon a proper showing by a residential customer of the customer's inability to pay a delinquent bill during the normal period, to grant permission to amortize the unpaid balance over a reasonable period of time, not to exceed 12 months. At his discretion, the General Manager may bring such controversies to the Board for settlement by the Board prior to the discontinuance of any such service.

- c) Notice Required Prior to Discontinuance of Service for Failure to Comply with Amortization Agreement. If an amortization agreement is authorized by the General Manager or the Board, no discontinuance of service shall be affected for any residential customer complying with such agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period. If a residential customer fails to comply with an amortization agreement, the Agency shall not discontinue service without giving notice to the customer at least 48 hours prior to his discontinuance of the conditions the customer is required to meet to avoid discontinuance, but the notice does not entitle the customer to further investigation by the Agency.

- Sec. 41302 BILLINGS AND DELINQUENCY. All bills shall become due and payable on the date of presentation and shall become delinquent 15 calendar days thereafter. Upon such delinquency, the Agency shall give notice requiring payment within 10 calendar days. Should such delinquency continue, water service may be turned off until such time as the delinquency is cleared to the satisfaction of the Agency. There will be a charge as set forth in Section 41205 if the Agency notice includes a field trip. This shall be added to the water bill.
- Sec. 41303 DEPOSITS. The General Manager may require a deposit from customers in an amount not in excess of the estimated bill for three months' service. The Agency shall refund the deposit or the balance in excess of any unpaid bills upon discretion of the General Manager predicated on the customer's credit. The Agency shall not pay interest on deposits.
- Sec. 41304 DISCONTINUANCE AND NOTICE OF OBLIGATION TO SERVE BY AGENCY. Customers whose water service has been discontinued in accordance with Sections 41301, 41306, 41307, 41309, 41310, and 41311 and customers who are not taking delivery of water who are delinquent in the payment of any charges for more than 180 days shall be mailed notice, postage prepaid, stating that unless they pay all such delinquent charges within 30 days the Agency shall have no further obligation to serve their property and that if service is thereafter requested, it will not be reinstated until all delinquent fees and charges have been paid with a penalty of six percent plus a further penalty of one-half of one percent per month for nonpayment and the fees and charges required by Section 40304 for reinstating service to property previously served have been paid.
- Sec. 41305 DISCONTINUANCE OF OBLIGATION TO SERVE BY CUSTOMER. Customers may discontinue any service by filing a Request for Discontinuance form with the Agency acknowledging that thereafter the Agency is no longer obligated to provide any service to the customer's property. Any customer who has filed such a form who subsequently wants service restored must pay the fees and charges required in Section 40304 for reinstating service to property previously served.
- Sec. 41306 DISCONTINUANCE OF SERVICE BY AGENCY. Service may be discontinued by the Agency for any of the following reasons:
- (a) Delinquency in the payment of any bill, except that residential service shall not be discontinued for nonpayment in any of the following situations:
 - (1) During the pendency of any investigation by the Agency of a customer dispute or complaint

- (2) When a customer has been granted an extension of the period for payment for a bill.
 - (3) On the certification of a licensed physician and surgeon that to do so will be life threatening to the customer and the customer is financially unable to pay for service within the normal payment period and is willing to enter into an amortization agreement with the Agency and requests permission to amortize, over a period not to exceed 12 months, the unpaid balance of any bill asserted to be beyond the means of the customer to pay within the normal payment period.
- (b) The unauthorized taking of water or the taking of water in excess of the amount paid for.
 - (c) Failure of the customer to maintain his facilities in a suitable condition to prevent waste of water.
 - (d) The existence of any unprotected cross connections on the customer's premises or the lack of adequate back-flow protection at the service connections.
 - (e) Any violation by the customer of any rules and regulations of the Agency governing water service.

Sec. 41307 DISCONTINUANCE OF SERVICE ON WEEKENDS, HOLIDAYS, OR AFTER HOURS. No water service shall be discontinued to any customer or user because of any delinquency in payment on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Agency are not open to the public.

Sec. 41308 METERS - READING, TESTING AND BILL ADJUSTMENT. Meters will be read monthly or bimonthly as directed by the General Manager. When it is impossible to read the meter due to any obstructions, and average bill or series of average bills will be rendered. If a meter fails to register, the charge for service will be based upon the average quantity of water supplied for comparable service during the preceding year.

The Agency may test meters at anytime at its discretion and shall test a meter upon the request of a customer provided the customer first deposits the fee as set forth in Section 41208 with the Agency. If the test shows the meter is registering the water actually passing through it within 5% of accuracy, the deposit shall be retained by the Agency to cover its cost of testing.

If the test shows that the meter is in error by 5% or more, the deposit shall be refunded and the meter replaced or repaired. Also, if upon testing a meter, a meter is found to register 5% more water than actually

passes through it, the Agency shall replace the meter and refund to the customer the overcharge that may have been made during the preceding three months due to the in accuracy of the meter. If, upon testing, a meter for residential service is found to register less than 75% of the water actually passing through it, or a meter for other than residential service is found to register less than 95% of the water actually passing through it, the Agency shall replace the meter and a supplemental bill equal to the difference between the customer's average bill for comparable service and his actual bills for the preceding three months may be rendered to the customer.

Sec. 41309 NOTICE AND HEARING PRIOR TO DISCONTINUANCE OF RESIDENTIAL SERVICE FOR NONPAYMENT.

- (a) At least 10 days before any proposed discontinuance of residential service for nonpayment of a delinquent account, the Agency shall mail a notice, postage prepaid, to the customer to whom the service is billed of the proposed discontinuance. Such notice shall be given not earlier than 19 days from the date of mailing the Agency's bill for such service and the 10 day period shall not commence until five days after the mailing of the notice. In addition to the ten day notice provided for in the preceding sentence, the Agency shall make a reasonable, good faith effort to contact an adult person residing at the premises of the customer by telephone or in person at least 48 hours prior to any discontinuance of such service.
- (b) Every notice of discontinuance of service required by this section shall include all of the following information:
 - (1) The name and address of the customer whose account is delinquent.
 - (2) The amount of the delinquency.
 - (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
 - (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges, unless the Agency's bill for services contains a description of that procedure.
 - (5) The procedure by which the customer may request amortization of the unpaid charges.
 - (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state or federal sources if applicable.

- (7) The telephone number of a representative of the Agency who can provide additional information or institute arrangements for payment.

Sec. 41310 NOTICE AND HEARING PRIOR TO DISCONTINUANCE OF RESIDENTIAL SERVICE TO CUSTOMERS ON MASTER METERS FOR NONPAYMENT. Whenever the Agency furnishes individually metered service in a multi-unit residential structure, mobile home park, or farm labor camp where the owner, manager, or farm labor employer is listed by the Agency as the customer of record, the Agency shall make every good faith effort to inform the actual users of the service, by means of a notice, when the account is in arrears, that service will be discontinued within 10 days. Such notice shall also inform the actual users that they have the right to become Agency customers without being required to pay the amount due under the delinquent account. Nothing in this section shall require the Agency to make service available to actual users unless each actual user agrees to the Agency's terms and conditions of service and meets the requirements of the Agency's rules and regulations. If one or more actual users are willing and able to assume responsibility for the entire account to the satisfaction of the Agency, or if there is a physical means, legally available to the Agency, of selectively terminating service to those actual users who have not met the requirements of the Agency's rules and regulations, the Agency shall make service available to the actual users who have met those requirements.

Sec. 41311 NOTICE AND HEARING PRIOR TO DISCONTINUANCE OTHER THAN A DISCONTINUANCE OF RESIDENTIAL SERVICE FOR NONPAYMENT.

- (a) Except in health emergency situations covered by paragraph (B) of this section, at least 10 days before discontinuing service, other than the discontinuance of residential service for nonpayment of a delinquent account, which is provided for in Section 41309, the Agency shall provide the customer with a written notice which shall specify the reason for the proposed discontinuance and inform the customer of the procedure for the availability of the opportunity to discuss the reason for the proposed discontinuance with the General Manager, or his designee, who is empowered to review disputes and rectify errors and settle controversies pertaining to such proposed discontinuance of service. The name and phone number of the General Manager, or his designee, shall be included in any such notice of proposed discontinuance given to a customer.
- (b) Water service may be discontinued immediately without notice for any situation which presents an immediate health hazard to the public water system. The water service shall be locked and

remain inactive until corrective action has been approved by the Agency. The Agency shall attempt to contact the customer by telephone and shall mail a certified letter to the customer as soon as reasonably possible to set forth the reasons for the emergency. Conditions that create a basis for the immediate discontinuance of water service shall include, but are not limited to, the following items:

- (1) Direct or indirect connection between the public water system and a sewer line.
- (2) Unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
- (3) Unprotected direct or indirect connection between the public water system and an auxiliary water system.

Sec. 41312 PRORATION OF BILLS. Bills for less than the normal billing period shall be prorated as to minimum charges.

Sec. 41313 RECONNECTION. If water service is turned off for failure to pay a bill, the service shall not again be turned on until the amount at that location is paid in full plus a turn on fee as set forth in Section 41215 for restoration of service unless the applicant requests the service be furnished after normal business hours, in which case an additional after hours charge as set forth in Section 41215 will apply and the customer has deposited the amount required for new customers as provided in Section 41303. Additionally there is a graduated penalty per occurrence within a 12 month period. If water service is turned off for any violation of Agency rules or regulations, service will be reestablished only upon the payment of a turn on fee plus the payment of any other amounts due and owing to the Agency as set forth in Section 41218.

Sec. 41314 UNCOLLECTIBLE ACCOUNTS. The following procedure shall be used for the writing off of uncollectible accounts other than taxes or special assessments collected on the tax roll:

Billing - Delinquent Account Defined.

Normal billing practices will be followed until an account becomes delinquent. Water bills shall become delinquent as provided for in the rules and regulations governing water service. All other accounts become delinquent if unpaid more than 60 days after the service is rendered unless carried on an open account where there is a valid claim filed for insurance proceeds or with some other governmental agency for reimbursement.

Continued Default Demand Notice.

- (a) If the account is less than \$500.00, the account may be deemed uncollectible at reasonable expense upon the recommendation of the office supervisor and approval of the Department Head.
- (b) If the amount of the account is not in excess of the jurisdiction of the small claims court, the Agency may file a small claims action or refer the matter to a collection service. If the small claims judgment is not paid, the account shall be referred to the Agency's legal counsel for special collections service.
- (c) If the account is in excess of the jurisdiction of the small claims court, the account shall be referred to the Agency's legal counsel or a collection service for collection.

Application to Board of Directors to Discharge from Accountability.

Accounts remaining uncollected after following the procedures specified herein may be canceled by filing an application with the Board of Directors.

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