

Ventura County Waterworks District No. 38

RULES AND REGULATIONS

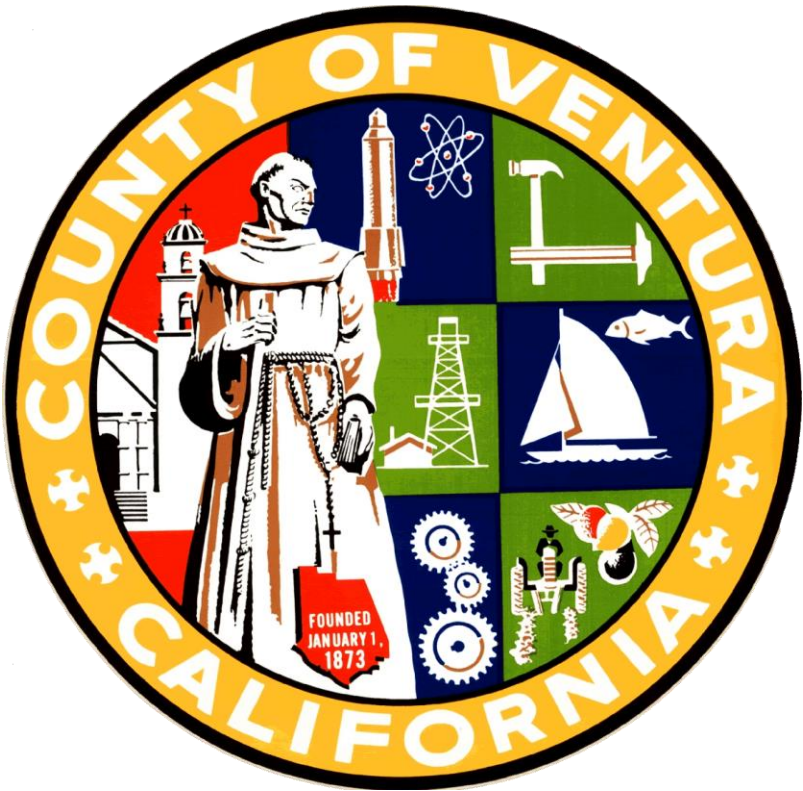


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RULES AND REGULATIONS

FOR

VENTURA COUNTY WATERWORKS DISTRICT NO. 38

PART 1. GENERAL CONDITIONS AND RULES

PART 1 - SECTION A. - RULES FOR DEFINITION OF TERMS

Definitions: The following terms shall have meanings as herein defined whenever references are made thereto.

RULE

- 1-A-1 **DISTRICT:** Ventura County Waterworks District No. 38, the governing body of which is the Board of Supervisors.
- 1-A-2 **BOARD:** The Board of Supervisors of the County of Ventura.
- 1-A-3 **APPLICANT:** The person or agency applying for water service.
- 1-A-4 **CUSTOMER:** The person or agency of record receiving water service from the District.
- 1-A-5 **BILLING DATE:** The date upon which charges for services rendered by the District become effective and upon which a bill is generated. ¹⁶
- 1-A-6 **WATER SERVICES:** The services performed by the District including the following:
- 1-A-6a **DOMESTIC WATER SERVICE:** The service performed by the District in supplying water for domestic use including the use of water for household residential purposes, sprinkling lawns, irrigating small gardens and shrubbery, watering livestock, washing vehicles, and the ordinary use of water at residences and business or commercial establishments.
- 1-A-6b **DELETED**
- 1-A-6c **PUBLIC WATER SERVICE:** The class of domestic service supplying water to any tax exempt property.
- 1-A-6d **CONSTRUCTION WATER SERVICE:** The service supplying water for backfilling trenches, compaction and other construction services.
- 1-A-6e **FIRE PROTECTION SERVICE:** Fire protection service is service performed by the District in supplying water for automatic fire sprinkling systems and maintaining water service at fire hydrant locations.
- 1-A-6f **METERED WATER SERVICE:** Water supplied through a meter which measures the quantity of water used.
- 1-A-6g **FLAT RATE WATER SERVICE:** The service of supplying unmetered water.

- 1-A-6h **ENGINEERING AND CONSTRUCTION SERVICES:** Those services performed by employees of the District or the County in preparation of plans and specifications, checking the plans submitted by privately employed engineers for water systems proposed to be installed within the District, inspecting the construction of water systems installed by private contractors, and the installation of water systems in the District from fees or deposits paid therefore by private contractors, developers and customers.
- 1-A-7 **SCHEDULE OF RATES:** The schedule of rates, charges, and fees established and authorized by the Board of the Waterworks District for the various types of services performed by it. The Schedule of Rates shall be publicly posted and available, by, at a minimum, posting it on the website of the Ventura County Public Works Agency, Water and Sanitation Department, which operates the Waterworks District. ⁴¹
- 1-A-8 **PREMISES:** Property occupied or used by a customer to which water is being supplied by the District or for which water service has been requested.
- 1-A-9 **SERVICE CONNECTION OR SERVICE LATERAL:** The pipe, valves, and other equipment installed in place, necessary for conducting water from the District's distribution mains to the meter or meter location, but does not include the meter or meter box.
- 1-A-10 **METERED SERVICE CONNECTION:** The service connection or service lateral including meter and meter box.
- 1-A-11 **WATER AND SANITATION DEPARTMENT:** The department of the Public Works Agency of the County of Ventura responsible for the operations, construction, repair, maintenance, budgets, and business of the District, under the direction of the following employees: ¹⁶
- 1-A-11a **MANAGER:** Manager shall mean that employee of the Public Works Agency assigned to the Water and Sanitation Department to be in charge of the operations, repair, and maintenance of the District's facilities, under the direction of the Director. ¹⁶
- 1-A-11b **DIRECTOR:** Director shall mean that employee of the Public Works Agency assigned to the Water and Sanitation Department to be in charge of the operations, budgets, construction, repair, maintenance, and business of the District. ¹⁶
- 1-A-12 **ENGINEER:** Engineer shall mean the Director of the Public Works Agency or his or her authorized representative. ¹⁶
- 1-A-13 **PUBLIC WAY:** Street, alley, highway, or walk dedicated to public use.
- 1-A-14 **EASEMENT:** Public way or right-of-way which the District is authorized to use for pipeline or other purposes.
- 1-A-15 **PRIVATE EASEMENT:** An easement in which a customer may have installed a water main for transportation of water furnished by the District, in which easement or pipeline the District has no interest or responsibility. An easement in which the District may have installed a water line or distribution main, for the transportation of or distribution of water to the public, by the District in which within said easement, the District is to have access for reasons of repairs or maintenance at all times.
- 1-A-16 **MAIN EXTENSIONS:** The extension of distribution pipelines beyond existing facilities, exclusive of service connections.

- 1-A-17 **INTERCONNECTION:** An authorized connection of the District distribution system to the distribution system of another water service agency or water system.
- 1-A-18 **CROSS CONNECTION:** An illegal piping connection or any connection which may cause contamination or backflow or back-siphonage.
- 1-A-19 **PERMANENT SERVICE CONNECTION:** A service connection intended to remain in use more than two years.
- 1-A-20 **TEMPORARY SERVICE CONNECTION:** A service connection requested for use for a period of time less than two years.
- 1-A-21 **PRIVATE CONTRACT WORK:** Construction of water mains and related facilities by subdividers or persons other than the District, within the District.
- 1-A-22 **AUTHORIZED PRIVATE CONTRACT WORK:** Private contract work authorized by the District.
- 1-A-23 **UNAUTHORIZED PRIVATE CONTRACT WORK:** Private contract work undertaken without authorization by the District.
- 1-A-24 **PRIVATE CONTRACTOR:** A person or firm, not employed by the District, engaged in the installation of water facilities within the service area of the District or within territory being considered for annexation thereto.
- 1-A-25 **SERVICE APPLICANT:** The person, firm, corporation, subdivider, private contractor, etc., who applies for one of the services rendered by the District.
- 1-A-26 **STRUCTURAL IMPROVEMENTS:** Both Capital Improvements and Local System Improvements, including but not limited to, land, real estate, all classes of water mains, service connections, meter valves, hydrants, pumping plants, electrical systems, water treatment plants, and appurtenances.
- 1-A-27 **CAPITAL IMPROVEMENTS:** Those portions of the "System Improvements" of the District, the use of which is necessary to and shared in common by all of the District and shall specifically include:
- a) Real estate and rights-of-way.
 - b) Wells.
 - c) Reservoirs.
 - d) Pumping plants and all piping thereon.
 - e) Water treatment plants.
 - f) Water mains which are oversized at the request of the District.
 - g) Local Water System Improvements undertaken by the District for the benefit of the existing customers.
 - h) Pressure Reducing Stations and all piping thereon.
- 1-A-28 **LOCAL SYSTEM IMPROVEMENTS:** The following "Structural improvements" are considered to be Local System Improvements:
- a) Service connections, fire hydrants, valves, fittings, blow-offs, air and vacuum release valves.
 - b) All water mains used for distribution and transmission of water within the boundaries of the proposed development.

- c) In water mains used both for the transmission and distribution of water, that portion of the cost of a water main in commercial, industrial and residential areas, shall be classified as Local Improvements. The difference or the cost thereof in excess of the Local Improvement System shall be classified as "Capital Improvements".

1-A-29 **CAPITAL IMPROVEMENT CHARGE:** The charge for equitable participation in the Capital Improvements of a District as a condition precedent to the supply of water to any residence, building or parcel of land which has not theretofore been supplied with water by the District.

1-A-30 **RESIDENTIAL AREA:** Those land areas zoned R-1 and R-2 with the permitted use confined only to family dwelling.

1-A-31 **COMMERCIAL AND MANUFACTURING AREA:** All zone classifications and permitted use, except those defined in Rule 1-A-30.

PART 1. SECTION B. - SERVICE AREA MAPS AND LEGAL DESCRIPTIONS

RULE

1-B-1 **SERVICE AREA MAPS AND LEGAL DESCRIPTION:**
Maps and legal descriptions of Ventura County Waterworks District No. 38 shall be maintained in the office of the County Surveyor.¹⁷
Although the District boundaries do not presently include the service area of Lake Sherwood Mutual Water Company, the District has served this area since prior to January 1, 2001, and shall continue to serve this area as if it were included, pursuant to Government Code section 56133, subdivision (e), and Part 1, Section E of these Rules and Regulations do not apply to that portion of the Lake Sherwood Mutual Water Company service area outside the District's boundaries. ¹⁷

PART 1. SECTION C. - DESCRIPTION OF SERVICE

RULE

1-C-1 **WATER SUPPLY:** The District will exercise reasonable diligence and care to:
(a) Deliver a continuous supply of water to the customer at a reasonable pressure, and
(b) Avoid unnecessary shortages or interruption in the service.
The District will not be liable for:
(c) Interruptions of service, shortage, or inadequacy of supply, or
(d) Any loss or damage caused thereby.

The District shall have the right to temporarily suspend service to any customer, whenever the District deems it necessary to do so, and the District shall not be liable for any loss or damage caused thereby. The causes for temporary suspension of service will be removed by the District without unnecessary delay and with the least inconvenience to the customer.

1-C-2 **WATER QUALITY:** Whenever domestic service is furnished, the District will endeavor to furnish at all times a safe and potable supply.

CUSTOMER & WATER SERVICE CLASSIFICATIONS: Water service provided by the District may be separated in the following customer and water service classifications for the purpose of establishing water rates:⁴¹

- (a) “Single Family Residential” – individually-metered single family homes, single unit condominiums, townhomes, or other similar dwellings, service to which may include water for household domestic purposes, sprinkling lawns, irrigating small gardens and shrubbery, washing vehicles, and the ordinary use of water at residences.
- (b) “Non-Tiered Residential,” or “Residential Association/Irrigation” – homeowner association common areas, pool areas, and other separately-metered residential irrigation areas.
- (c) “Non-Residential” service refers to service to a customer in any of the following customer/service classifications: commercial, industrial, or institutional.
- (d) “Temporary/Construction” service means service of a temporary, or non-permanent, nature to a person or entity engaged in construction or similar building, landscaping, development, or improvement activities, including service through fire hydrant meters and truck load count accounts (the rate is converted to a “per 1,000 gallon rate”), or any other service being used for construction on a temporary basis.
- (e) “Private Fireline Service” is water service rendered for privately owned fire protection systems, including fire hydrants on private property.

PART 1. SECTION D. - APPLICATION FOR SERVICE

RULE

1-D-1 **APPLICATION FOR SERVICE:** Each applicant for water service will be required to sign a form provided by the District. ⁵

The application shall show the following information:

- (a) Name of applicant and person responsible for paying water bill.
- (b) Address of person or persons responsible for payment of future water bills plus Social Security number and one other picture identification.
- (c) Location of proposed service, such as street address, or brief property description.
- (d) Billing address if different than service address.
- (e) Date the applicant desires the service to begin.
- (f) Account and Service Types
- (g) Whether the applicant is owner, tenant, builder ³⁴ or agent of the premises.
- (h) Landlord name and contact information, if applicable.
- (i) Signature of applicant.
- (j) If Deposit is required, the amount of deposit due.
- (k) The applicant's signed agreement to abide by all laws, Rules and Regulations relating to the water system and to pay all billings due.
- (l) Such other information as the District may reasonably require.

The application will be regarded as a written request for service, but not for a period of time longer than his/her 24-hour request for service termination.

1-D-2 **INDIVIDUAL LIABILITY FOR JOINT SERVICE:** Two or more parties who join in one application for service shall be jointly and severally liable thereunder and shall be billed by means of single periodic bills.

1-D-3 **LARGE INCREASE IN USE OF WATER:** Customers making any change in operations on their premises requiring substantial increases in the rates of water flow through the District's facilities shall immediately give the District written notice of the nature of the change.

1-D-4 **CHARGE:** Payment for all required charges must accompany the meter or service installation application.

PART 1. SECTION E. – SERVICES TO USERS OUTSIDE OF DISTRICT

- 1-E-1 **SERVICES TO USERS OUTSIDE DISTRICT:** The District, at its discretion, may provide new or extended services by contract or agreement outside its jurisdictional boundaries as permitted by Government Code section 56133 and other applicable law. Unless the contract or agreement expressly states otherwise, the District may, with or without cause, with or without advance notice, terminate any such contract or agreement and interrupt or cease any such new or extended services. Although not required to do so, to the extent circumstances reasonably allow, the District will provide advance notice before terminating any such contract or agreement or interrupting or ceasing any such new or extended services. The District's provision of any such new or extended services shall not, and shall not be deemed to, create any rights to continuing services. Water provided pursuant to any such contract or agreement shall be charged at the rates set forth in the Schedule of Rates. ⁴¹

PART 1. SECTION F. - SPECIAL INFORMATION REQUIRED ON FORMS FOR CUSTOMERS' WATER BILLS

RULE

- 1-F-1 **SPECIAL INFORMATION REQUIRED ON FORMS FOR CUSTOMERS' WATER BILLS:** The substance of the regulation on discontinuance and restoration of water service shall be printed on each bill sent to the District's customers.

PART 1. SECTION G. - NOTICES

RULE

- 1-G-1 **NOTICES TO CUSTOMERS:** Notice from the District to a customer normally will be given in writing, either delivered to him/her or mailed to him/her at his/her last known address. Where conditions warrant, and in emergencies, a verbal notice or a notice by telephone will be deemed adequate.
- 1-G-2 **NOTICES FROM CUSTOMERS:** Notice from the customer to the District may be given by him/her or his/her authorized representative, verbally or in writing, at the District office.

PART 1. -SECTION H. - SERVICE RULES

RULE

- 1-H-1 **DOMESTIC SERVICE:** Each house or building under separate ownership must be provided with a separate service connection or connections. Two or more houses or buildings under one ownership and on the same lot or parcel of land may be supplied through one service connection. ⁴¹
- 1-H-1a The District reserves the right to limit the number of houses or buildings, or the area of the land under one ownership, to be supplied by one service connection.

- 1-H-1b When property provided with a service connection is partitioned, the existing service connection, if any, shall be considered as being assigned to the lot or parcel of land nearest to the meter or service connection.
- 1-H-1c A service connection shall not be used to supply adjoining property of a different owner or to supply property of the same owner on opposite sides of a public street or alley.
- 1-H-2 **DELETED** ¹⁹
- 1-H-2a **DELETED** ¹⁹
- 1-H-3 **AUTOMATIC FIRE SPRINKLER SERVICE:** When an automatic fire sprinkler service is installed, the control valve thereon will be left closed and sealed until a written order to turn on the water is received from the customer. After the water is turned on, the District shall not be liable for damages of any kind that may occur on or to the premises or property therein served due to the installation, maintenance, or use of such service connection, or because of fluctuation of pressure or interruption of water supply.
- 1-H-3a If water is used through an automatic fire sprinkler service connection for any purpose other than the extinguishing of fires, or a purpose related thereto, the District shall have the right either to place a meter on the automatic fire sprinkler service connection at the customer's expense, and to charge at metered rates for all water used, or to shut off the entire supply of water to the premises through such service connection.
- 1-H-3b The District shall have the right to install and connect with the automatic fire sprinkler service connection at the curb, a service connection for rendering any other type of water service to the same premises served by the automatic fire sprinkler service connection.
- 1-H-3c All automatic fire sprinkler service connections, shall be equipped with a double check valve detector meter backflow device approved by the District, all at the expense of the customer.
- 1-H-4 **DELETED** ⁴¹
- 1-H-5 **TEMPORARY WATER SUPPLY:** Temporary water supply may be provided through: ¹⁹
- (a) Temporary Service Connections;
 - (b) Fire hydrants;
 - (c) Truck loads – fills.
- Temporary water supply may be disconnected and/or terminated upon oral or written notification by the District to the user. ⁴¹
- 1-H-5a **TEMPORARY SERVICE CONNECTIONS:**¹⁹ Where a regular service connection of adequate size is available, it may be used for temporary service so long as such connection is not required to supply the property for which it was installed. A charge (see Part 2 for amount of charge) will be made for arranging temporary service. If such connection is at any time required to serve the property for which it was installed, said temporary service there must be discontinued.

A charge for the installation of a temporary service connection shall be the same as for regular service connection (see Part 2 for amount of charge). The applicant shall deposit in cash the amount specified in Part 2 hereof and shall be subject to an additional charge, or entitled to a credit, as provided herein.

1-H-5c After a temporary service connection is installed, and the District is requested by the applicant to terminate and remove the service, the cost of disconnecting and terminating the temporary service, minus the salvage value of the meter, if any, will then be estimated and added to the closing bill. If the amount deposited by the applicant is not enough to satisfy the aggregate cost of the installation, disconnection and closing bill, the applicant shall agree to pay such amounts to satisfy any deficiency. If the amount deposited by the applicant satisfies all charges, the remainder of the deposited amount shall be refunded.

1-H-5d Where the construction of an installed "temporary service connection" conforms to the standard requirements of a permanent service connection installation, it may be designated as a permanent service connection at any time, provided all charges for permanent service at its location are paid; and the District will refund to the customer the difference charges between temporary service connection and permanent service connection, if the former charge was less than the latter. If the temporary service connection is not metered when it is converted into a regular permanent service connection, and the kind of permanent service to be rendered requires metering, the regular meter charge for the appropriate size of meter shall be paid by the customer.

1-H-5e The District reserves the right at any time to set a meter on any temporary service connection and to collect the required meter deposit, and thereafter to charge the regular metered rate for the kind of service to be rendered.

1-H-6 **PUMP CHARGE:** Customers in service zones requiring that the water be pumped up to a higher zone shall be charged an amount per 100 cubic feet per pumping station. These pump charges will be determined by the District.

1-H-7 **CONSTRUCTION WATER:** The rate for construction water use, the deposit amount, and an installation charge shall be set by the District. All repair and replacement costs of construction meters shall be charged to the water user. Requests for the removal of construction meters shall be made at least 24 hours in advance, with the minimum rate applying until the meter has been removed. A signed application must be on file prior to installation of a construction meter.

1-H-7a DELETED ⁴¹

1-H-7b **TEMPORARY SUPPLY FROM FIRE HYDRANTS:** Water may, on application, be obtained from fire hydrants, for purposes other than extinguishing fires, in the manner prescribed as follows: When water is to be so procured from a fire hydrant, the applicant shall sign an application for a fire hydrant meter permit, wherein he/she shall specify the general location of the fire hydrant to be used and shall agree to pay the required cash deposit or charge therefore to the District. The fire hydrant meter requires a deposit of \$650 plus an installation fee of \$45 payable in advance, unless waived by the Director. Charges for metered water supplies in the District for construction purposes shall be computed at the Temporary Construction water rate. ⁴¹

1-H-7c A minimum charge for the furnishing, installation, removal, inspection, and rental of such equipment on each fire hydrant shall be charged. (See Part 3)

- 1-H-7d If the equipment so furnished is damaged through carelessness or abuse, the cost of repairing the same shall constitute a charge against the customer. If any such equipment is removed from the fire hydrant other than by a District employee, the value thereof shall constitute a charge against the customer.
- 1-H-7e The fact that some fire hydrants are already equipped with auxiliary valves, or that some customer may desire to furnish their own equipment for installation on fire hydrants shall not affect or vary this Rule and Regulation, or in any way prevent or modify its application.
- 1-H-8 **SERVICE CONNECTION AND METER INSTALLATION CHARGES:** Where a charge is fixed herein for the installation of the service connection and/or meter, such charge shall be paid in advance by the applicant. Where no such charge is fixed, the District reserves the right to require the applicant to pay an amount as a fixed charge equal to the estimated cost of installation of such service connection and/or meter.
- 1-H-9 **SERVICE CONNECTION, SIZE AND LOCATION:** The District reserves the right to determine the size of the service connection and its location in relation to boundaries of the premises to be served. Where possible, the customer's pipe to the curb should not be laid until the service connection is installed. In the event the customer pipe is laid to the curb prior to the time the service connection is installed, and its location at the curb does not correspond with that of the service connection at the curb, then the customer shall bear the additional cost of connecting the service connection pipe with the customer's pipe.
- 1-H-10 **EXTENSION OF SERVICE PIPE THROUGH BASEMENT WALL:** Where the applicant requires the service connection pipe to be extended through a basement wall, the applicant shall, at his/her own expense, provide and seal the entrance way for such pipe and shall assume all responsibility for damage caused by leakage through such entrance way and/or by leaking pipes, fittings, or meters.
- 1-H-11 **SERVICE CONNECTION CURB STOP OR VALVE:** Every service connection installed by the District will be equipped with an angle meter stop or valve on the inlet side of the meter. Such angle meter stop or valve is intended for the exclusive use of the District in controlling the water through the service connection and/or meter. If such angle meter stop or valve is damaged by the customer to an extent requiring its replacement, the customer shall bear the cost for such replacement and be subject to fines and penalties as determined by the District. The customer's pipe shall have a valve placed at an accessible location between the meter and the building, to control the supply to the building.
- 1-H-12 **ENLARGING SERVICE CONNECTION AT TIME OF RENEWAL:** When the District replaces a service connection for any reason, such service connection may be enlarged, upon the customer's request and at his/her expense, the District's estimated cost of which shall constitute a fixed charge.
- 1-H-12a **MAINTENANCE OF SERVICE CONNECTIONS, METERS, DETECTOR CHECK VALVES, AND HOUSINGS:** All service connections, water meters, detector check valves, and housings installed by the District shall be maintained at its expense, except as may be otherwise provided herein.

- 1-H-13 **CUTTING, REFITTING, RAISING, LOWERING OR RELOCATING WATER SERVICE CONNECTIONS, MAINS, ETC.:** Any person, firm, or corporation making improvements or changes, including road repairs, resulting in the cutting, refitting, raising, lowering, relocating or damaging in any way service connections, water mains, fire hydrants, stub pipes, meters, valves, or other parts of the water system, shall be liable to the District for all costs incurred by it in making such changes.
- 1-H-14 **INCREASING SIZE OF DETECTOR CHECK ASSEMBLY FOR AUTOMATIC FIRE SPRINKLER SERVICE:** In all cases in which a detector check assembly on an installed service connection for automatic fire sprinkler service is recovered by the District because of the substitution therefore of a larger detector check assembly, the charge to the customer for furnishing for installing such larger detector check assembly shall be the estimated cost of replacement.
- 1-H-15 **SETTING OF DOMESTIC METERS:**¹⁹ The District will install all meters unless installation by the Contractor is authorized by the District.
- 1-H-15a **OWNERSHIP OF METERS:** The District is the owner of all meters and appurtenances incidental thereto within the service area.
- 1-H-16 **CHARGE FOR SUBSTITUTION OF LARGER METER FOR DOMESTIC SERVICE:** ¹⁹ When a meter for domestic service, of larger size than the existing service connection, or when the existing service connection is disconnected and abandoned and the meter thereon is recovered by the District and a larger service connection and a larger meter are to be installed in the place thereof, the charge required for furnishing and setting such larger meter installation shall be the same as for the new service and meter, less the "present value", if any, of the recoverable meter.
- 1-H-17 **SUBSTITUTION OF SMALLER METER TO REDUCE MONTHLY MINIMUM CHARGE:** When substitution of a smaller meter is requested by the customer in order to reduce the monthly minimum charge, and when the minimum charge is related to the meter size, such substitution will be made without charge, provided the delivery of water required through such smaller meter shall not exceed its rated capacity, and provided also that such capacity conforms with the requirements of the Plumbing Code. No credit for a larger meter so removed will be allowed.
- The allowable change in meter size shall not be less than one size smaller than the customer's piping, except that in no case shall the meter size be reduced below the size determined by application of rules in the Plumbing Code.
- 1-H-18 **DAMAGE TO METERS BY HOT WATER, STEAM OR EXCESSIVE FLOW:**
The District will furnish and maintain all meters.
- 1-H-18a When a customer becomes responsible for the payment of water bills for any premises served, the meter at that date installed or continued on the service connection is in this rule designated as the "first meter" and any other meter installed on the same service connection, to serve the same premises in substitution for a meter damaged in service, is herein designated as "any substituted meter".
- 1-H-18b The District assumes the liability for the cost of changing and repairing any meter that shall have been damaged by hot water or steam emanating from the premises served, or by excessive flow onto the customer's premises, when such damage occurs to the "first meter".

- 1-H-18c When the "first meter" is found to have been damaged by hot water or steam emanating from the premises served, or by excessive flow onto the customer's premises, notice of such damage will be mailed to the customer responsible for the payment of the water bills, but he/she will not be charged with the cost of changing or repairing the "first meter".
- 1-H-18d If "any substituted meter" is similarly damaged (whether through the fault of such customer or otherwise), the cost of changing and repairing such "substituted meter" will be charged to the customer.
- 1-H-18e In the case of damage to a meter due to excessive flow onto the customer's premises, the customer shall be requested to supply the District, within five (5) working days, their maximum flow demand. If that demand is in excess of the meter's rating, the customer shall do one of the following at the District's system:
1. Install a larger meter or meter and service line, in accordance with charges established in Part 3 hereof.
 2. Approve the installation, by the District, of a device to limit the flow through the meter to its maximum amount.
- 1-H-19 **CHANGE OF METER LOCATION:** When the location of a meter and/or service is changed at the consumer's request, the cost of making such change will be charged to the consumer, in accordance with charges established in Part 3 hereof.
- 1-H-20 **APPLICATION FOR WATER SERVICE:** No charge will be made for the mere turning on of the water supply upon the opening of a new account during normal business hours for any kind of service. An application provided to the District must be signed by the applicant. If the applicant is a rental or lease tenant, the property owner must be listed on the application. Such application shall contain the following provisions:
1. Applicant shall agree to accept the services applied for subject to the Rules and Regulations of the District and to pay therefore at regular rates. Should the applicant subsequently cancel one or more items of service, such cancellation shall not change or affect the terms of his/her application in respect to the remaining item or items of service.
 2. Applicant shall also agree to give at least twenty-four hours' notice to the District before service is to be discontinued. The provisions of the application, obligating the applicant to accept and pay for service, shall remain in force and all bills shall be paid in full to the requested date of discontinuation.
 3. Applicant shall further agree to assume all liability for any damage occurring on the premises served, by reason of open faucets, faulty fixtures, or broken pipes on such premises at or after the time when service is turned on, whether or not at the time there is any responsible interested person on the premises.
- 1-H-21 **USE OF WATER WITHOUT REGULAR APPLICATION FOR SERVICE:** Any person, firm or corporation taking possession of premises where the water supply has been shut off and angle meter stop or valve sealed, must make proper application to the District to have the water supply turned on. In the event the customer turns on the water supply or suffers or causes it to be turned on, without first having made such application, he/she will be held liable for all charges incurred, the amount thereof to be determined, at the election of the District, either by the meter reading or on the basis of the estimated consumption.

Tampering or the turning on of water at a water meter without District consent is in violation of District Rules and Regulations and State Penal Codes. Any person, firm or corporation who tampers with County meters or water supplies is subject to a misdemeanor and fine, plus costs of all repairs, labor and damages to County property, as listed below in Section 498 of the California Penal Code:

"Any person who, with intent to obtain for himself or herself utility services without paying the full lawful charge therefore, or with intent to enable another person to do so, or with intent to deprive any utility of any part of the full lawful charge for utility services it provides, commits, authorizes, solicits, aids, or abets any of the following shall be guilty of a misdemeanor."

(Part of California Penal Code, Section 498b)

When the District finds that water is being used without proper application, the customer will be notified and if application for such service is not made promptly thereafter and the District immediately compensated for water already used, the supply will be shut off without further notice, and the customer will be liable for all usage registered on that meter from the date of the last read.

1-H-22 **DISCONTINUANCE OF WATER SERVICE:** No charge will be made for shutting off the water supply or for reading the meter upon closing the account.

1-H-22a When a customer makes application for water service for a specified premise he/she will be charged for water service on such premises until he/she orders the service to such premises discontinued.

1-H-23 **READING OF METER AND BILLING:** Under ordinary conditions, each continuous service meter will be read monthly approximately 28 to 35 days for one billing cycle³⁵ and a bill thereupon rendered, showing the period covered by the meter reading or service,³⁵ the amount of water used, and the total charge for the service rendered. Fire Service meters may, at the option of the District, be read semi-annually or annually. However, monthly bills shall be rendered for the monthly fire service charge.³⁵ Notice may be given by the District if large or unusual meter registration occurs. The customer is responsible for paying for all water that passes through the meter.³⁵

1-H-23a Where the meter is found to be out of order, or when a meter reading cannot be obtained,³⁵ the charge for water will be based, at the option of the District, on an estimated meter reading. Such estimates may be computer generated based on previous usage for the property, or on the consumption as registered on a substituted new meter. Consideration may also be given to³⁵ the average monthly consumption, adjusted to seasonal demand for the current billing period. ³⁵ Consideration may³⁵ also be given to volume of business, seasonal demand, and other factors that may assist in determining an equitable charge.

1-H-23b When the water meter or easement water lines are not accessible due to locked gates, fences, livestock, dogs, or any hazardous condition for more than 60 days, the District will, at its option:

1. Remove the meter and/or terminate service until said condition is eliminated. Notice of intent will be made to the customer after the first inaccessible billing estimate.

2. If the meter box location and/or the public utility lines within a private easement continue to inhibit or exclude maintenance worker access, it (the meter and/or water lines) may be relocated at the determination of the District and all relocation charges, materials, labor, etc., billed to the customer.

1-H-23c When the meter is temporarily covered with any improvements, vehicle or any other material or obstruction, or when a mobile construction meter has been moved to a new location without the District's knowledge, ³⁵ so that it cannot be read, repaired or maintained, the charge for water will be based, at the option of the District, on estimated water usage. Such estimates may be computer generated based on previous usage for the property, and a bill or series of bills for the billing period, will be rendered. Estimated water usage may be adjusted if necessary when the meter is first thereafter read. The District may notify the customer of the inaccessibility of the meter and may charge therefore the applicable fee for providing the notice as specified in Part 2 of these Rules and Regulations.³⁵

Unless the applicant for water service specifies otherwise, all bills will be mailed to him/her at the same address to which the water service is furnished.

1-H-23d The Director, or his or her authorized representative, may make adjustments or waive charges to customer bills for those charges resulting from meter read errors, or other discrepancies. Charges for personalized services, such as mailing or delivery of delinquent or shut-off notices or other miscellaneous services may also be waived at the option of the Director or his or her authorized representative. Water allocations for different uses may be reviewed and appropriate allocations may be approved by the Director or his or her authorized representative. Disincentive charges may be adjusted where incurred due to leaks. ¹⁹

1-H-24 **PAYMENT OF WATER BILLS:** All bills³⁶ for service through meters shall be due and payable in cash, check or other approved payment method, upon presentation, and shall become delinquent 22 days from the bill date and no less than nineteen (19) days after mailing.³⁶

The District may, at its option accept alternative payment methods for water bills, including credit card payments, electronic fund transfers, or other methods as approved by the Director. The Director, or his or her authorized representative, may also approve customer selected due dates when deemed appropriate for those customers participating in an automatic payment program. The Director or his or her authorized representative may approve an extension of a due date as requested by a customer on a case-by-case basis. ³⁶

1-H-24a All bills for fire hydrant service, for water for street washing and/or sprinkling or for water for flushing storm drains, culverts, etc., will be rendered either monthly and shall become delinquent 22 days from the bill date and no less than³⁶ nineteen (19) days after mailing. ⁵

1-H-24b If any bill is allowed to become delinquent, the water service may be discontinued with reasonable notice.

1-H-24c Water bills may be addressed in the name of the property owner or other person in possession of the property served, or the applicant for water service. The addressee of the water bill shall be primarily responsible for payment thereof.

1-H-24d DELETED ⁴¹

1-H-24e The form of the bill shall be prescribed by the District. ³⁶

- 1-H-24f Payments made to the customer's account will be applied to the customer's account balance, which may include a deposit due, water charges, lift charges, penalty/late fees, and other miscellaneous charges. If the balance is not paid within 22 days from the bill date (the "due date"), the account will be charged with a penalty/late fee and a past due bill, "Delinquent Notice" will be issued. At the option of the Director, the District may allow a grace period of one to six days past the due date prior to charging a penalty/late fee. The amount of such penalty/late fee shall be specified in Rule 2-B-5a.³⁶
- At the option of the District, the "Delinquent Notice" may be incorporated into the next regular bill for service, provided current and past due charges are so specified. Fifteen days from the date the "Delinquent Notice" is mailed, if payment still has not been received, water service may be discontinued upon notification to the customer. At least 48 hours prior to termination of service, the District shall attempt to notify the customer by telephone, mail, or delivery of a door hanger notice to the service location. At the option of the District, telephone notification may be made through the use of an interactive voice response (IVR) system. A "48-HourNotice of Pending Shut-Off" charge in the amount specified in Rule 2-B-5a will be added to the customer's account to process the notice. The customer shall be subject to the "48-HourNotice of Pending Shut-Off" charge upon preparation of the door hanger notice by the business office.³⁶ If payment is not made by the final date printed on the "48-HourNotice of Pending Shut-Off," a "Shut-Off Notice" will be printed for delivery and a charge will be added to the delinquent account in the amount specified in Rule 2-B-5a. Water service may be discontinued until payment of all past due amounts, fees and a deposit, if required, is made to the District. If resumption of service is requested for other than regular working days or hours, payment of an additional "Service Turn On After Business Hours" fee will be charged in the amount specified in Rule 2-B-5a.¹²
- 1-H-24g In the event of underpayment upon any water bill, where alternate payment arrangements have not been approved in accordance with this rule, such underpayment may be treated as non-payment. Where the amount of such underpayment exceeds fifty percent of the total amount of bill, the remaining balance of said bill may become a charge upon the next ensuing water bill issued to the same customer, at the option of the District. 1-H-24h Adjustment shall be made on water billing charges when subsequent meter readings show that the meter was previously read in error. Also, upon the customer-verified statement, a correction may be made as to opening or closing billing dates.⁵
- 1-H-24i In the event of payment in excess of the billed amount, the District will credit the amount of overpayment thereof upon the next ensuing water bill issued to the same property.
- 1-H-24j In the event a customer is unable to pay a water bill, the customer may contact the District's billing office and request an alternate payment plan subject to approval by the Director or his or her¹⁹ authorized representative. Such arrangements for payment must be made before the shut-off date to avoid the "Shut-Off Notice" charges. If a customer fails to pay a subsequent bill by its shut-off date, service may be discontinued upon notification to the customer. At the option of the District, the District may limit the number of approved payment extensions to one per customer per year.¹²
- 1-H-24k At the option of the Director the District may apply a penalty/late fee to closing bill balances not paid within 22 days from the closing bill.³⁶

- 1-H-25 **SHUTTING OFF WATER SUPPLY FOR EMERGENCY REPAIRS OR FOR CHANGES, ETC., IN OR AFFECTING THE DISTRIBUTION SYSTEM:** The District reserves the right at any and all times to shut off the water for repairing, extending or altering of water mains, the repairing and placing of fire hydrants, the repairing and renewing of water service connections or the changing and testing of water meters or detector check assemblies.
- 1-H-26 When the water supply is to be shut off for any of the above reasons, the District will make a reasonable effort to deliver a notice of the shut-off to the customer or to some responsible interested person on the premises, but it does not assume any liability for the failure of the customer to receive or to understand such notice.
- 1-H-26a The District will not be responsible for the maintenance of pressure, nor for the continuity of the water supply, and customers dependent upon a continuous water supply should provide adequate storage for emergencies. Customers having water heaters or any other devices requiring a continuous water supply should take all necessary steps to prevent damage to, or the causing of injury by such devices as a result of the shutting off of the water supply.
- 1-H-26b The District shall not be responsible for water pressures for any customers located at high elevation beyond normal District water pressures, nor is the District obligated to extend water services to those areas beyond existing District water mains and/or off the public rights of way.
- 1-H-26c Credit forward balances for water service normally due to a former customer shall not be credited to the account of the new customer at the same service address. Said credit balances shall be refunded to the former customer when a forwarding address is available. When there is not a forwarding address available, said credit balances shall be deposited in the District's applicable water sales trust fund and shall be refunded to the former customer upon written request to the District therefore. If no such request is submitted within one year, the credit forward balance shall be credited to the District General Fund. ¹⁹
- 1-H-27 **DAMAGE THROUGH LEAKING PIPES OR FIXTURES:**
- 1-H-27a **CUSTOMER PIPING RESPONSIBILITIES:** All piping and appurtenances installed by the customer on his/her premises shall remain the property of the customer and the maintenance care thereof his/her sole responsibility. The District's control and responsibility shall end at the customer's side of the meter. The District shall in no case be liable for damages caused by, or in any way arising out of, the running or escape of water from open faucets, burst pipes, or faulty fixtures on the premises.
- 1-H-27b Standards normally require a customer hand valve within the meter box which is on the customer side of the meter. When it becomes necessary to shut off the water supply to the entire premises, the customer may use this valve. Upon request, for emergency purposes, the District may, without charge, shut off its control valve on the inlet side of the meter with the understanding that the maintenance worker or other authorized person will turn on the water after repairs have been made.

1-H-28 **TAMPERING WITH DISTRICT PROPERTY:** No person shall tamper, interfere with, or damage any District property. No person other than an authorized agent or employee of the District shall open any street hydrant, open or close any valve, or interfere with any water service or any water meter attached to any service pipe connected with the District's main pipes. No person shall deposit, or cause to be deposited, any substance or liquid in any water main or pipe of the District, or do anything which might cause any water supplied or furnished by, or belonging to the District, to become polluted, or take water from any service without first securing permission from the District.

1-H-28a In the event a person, firm, or corporation for any reason digs out and damages an angle meter valve or valve controlling a water supply, or damages a meter cover or its center piece, or causes or suffers any such act to be done, such person, firm, or corporation will be held liable for any injury or damage.

The District may impose a fine of up to \$250.00, plus labor and materials for repairs and damages, to any person, firm or corporation found to be tampering with District property or engaged in the unauthorized operation of any part of the water system.

5

1-H-29 **RIGHT OF ENTRY:**

(1) Authorized agents and employees of the District shall have the right of entry and access, at all reasonable times, in, to and upon any and all customers' buildings, grounds or premises, or any part thereof (including any and all plumbing, water piping, fixtures, or connections located, used, maintained or operated therein or thereon), for the purpose of:

(a) Reading of meters and/or repairs and maintenance to the meter or water system.

(b) Determining the existence, operation, and/or use in, on, or about such buildings, grounds, or premises for:

(i) Any plumbing or water piping which may now or hereafter cause, create, or permit backflow, back-siphonage, or any other condition affecting or likely to affect the purity and/or potability of the water supply furnished by the District.

(ii) Any source such as hot water which could damage District equipment such as meters.

(iii) Any source of water supply which may now or hereafter be connected with the water supply system of the District.

(iv) Any source of pressure, vacuum, contamination or pollution (including any and all equipment, fixtures or appliances connected or used therewith or therefore) affecting or likely to affect the purity and/or potability of the water supply of the District.

(c) Facilitating the enforcement, from time to time, of any and all of the applicable Laws and District Rules and Regulations.

1-H-29a Such authorized representatives of the District shall be furnished with and upon the request of any consumer, shall display appropriate evidence of identification.

1-H-30 **EASEMENTS:** The customer shall be responsible for maintaining public utility easements within their property such that the District has access at all times. No permanent improvements such as buildings, block walls, iron fences, large trees and shrubs and the like shall be placed over the easement without prior written approval from the District. Where the District must perform maintenance and/or construction activity within the easement, it shall not be responsible for replacing said permanent facilities or other structures prohibited by this section. District maintenance or repair crews must have access to the public utility systems on any easement at all times.

PART 1. SECTION I. - CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION

RULE

1-I-1 **GENERAL POLICY:** The regulations of the Department of Public Health of the State, Title 17 of the California Administration Code, the standards of the Uniform Plumbing Code, the American Water Works Association (AWWA) Standard M14, the University of Southern California Foundation For Hydraulic Control and Research, Manual of Cross Connection Control are applicable for cross-connection control and backflow prevention.

1-I-2 **DISTRICT REGULATIONS FOR CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION:**

1-I-2a **GENERAL:** No water service connection to any premises will be installed or maintained by the District unless the water supply is protected as required by State laws and these Regulations. Service of water to any premises shall be discontinued by the District if a backflow prevention assembly required by this Regulation is not installed, tested and maintained, or if it is found that a backflow prevention assembly has been removed, bypassed, or if an unprotected cross-connection exists on the premises. Service will not be restored until such conditions or defects are corrected.

The customer's system should be open for inspection at all reasonable times to authorized representatives of the District to determine whether cross-connections or other structural or sanitary hazards, including violations of these regulations, exist. When such a condition becomes known, the District shall deny or immediately discontinue service to the premises by providing for a physical break in the service line until the customer has corrected the condition(s) in conformance with the State and District statutes relating to plumbing and water supplies and the Regulations adopted pursuant thereto.

All existing backflow prevention assemblies which do not meet the requirements of this section but were approved devices for the purposes described herein at the time of installation and which have been properly maintained, shall, except for the inspection and maintenance requirements under Rule 1-I-4c, be excluded from the requirements of these rules so long as the District is assured that they will satisfactorily protect the utility system. Whenever the existing device is moved from the present location or requires more than minimum maintenance (i.e., no replacement parts required) or when the District finds that the maintenance constitutes a hazard to health, the unit shall be replaced by an approved backflow prevention assembly meeting the requirements of this Regulation.

1-I-2b **WHEN BACKFLOW PREVENTION IS REQUIRED:**

1. In the case of premises having an auxiliary water supply which is not or may not be of safe bacteriological or chemical quality and which is not acceptable as an additional source by the District, the public water system shall be protected against backflow from the premises (i.e., Irrigation services).²⁰
2. In the case of the premises on which any industrial fluids or any other objectionable substance is handled in such a fashion as to create an actual or potential hazard to the public water system, the public system shall be protected against backflow from the premises. This shall include the handling of process waters and waters originating from the utility system which have been subject to deterioration in quality.
3. In the case of premises having (1) cross-connection that cannot be permanently corrected or controlled, or (2) intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, making it impracticable or impossible to ascertain whether or not dangerous cross-connections exist, the public water system shall be protected against backflow from the premises.
4. In the case of premises having industrial or commercial facilities shall be protected against backflow from the premises.

1-I-3 **ACCEPTABLE BACKFLOW PREVENTION ASSEMBLIES:** The District will not accept any backflow prevention assembly for cross-connection protection other than an approved air gap separation or a reduced pressure principle backflow prevention assembly unless otherwise approved by the District. An exception will be the installation of an approved double detector check valve assembly on fire lines for sprinklered buildings or on private fire hydrant lines.

1-I-4 **REDUCED PRESSURE PRINCIPLE DEVICE (RP):** Commonly referred to as an RP or RPP, this device consists of two independently acting check valves, together with an automatically operating pressure differential relief valve located between the two check valves. The first check valve reduces the supply pressure at a predetermined amount so that during normal flow, and at cessation of normal flow, the pressure between the two check valves shall be lower than the supply pressure. If either check valve leaks, the relief valve will discharge to the atmosphere. This will maintain the pressure in the zone between the two check valves lower than the supply pressure. The unit also has two shut-off valves (one upstream and one downstream of the checks) and properly located test cocks for field testing.

1-I-4a **INSTALLATION:** An approved RP assembly, the same size as the water meter, shall be installed on the customer water line as close as practical to the meter (not to exceed 10-feet unless otherwise approved by the District). Unprotected outlets shall not be installed between the meter and the RP device. This unit shall be installed a minimum of 18-inches and not more than 36-inches above finish grade with a minimum of 12-inches of side clearance. Also, the unit shall not be installed in an enclosed structure.

1-I-4b **APPROVED RP DEVICES:** Any backflow prevention assembly required herein shall be a model approved by the District. The term "Approved Backflow Prevention Assembly" shall mean an assembly that has been manufactured in full conformance with the standards established by the American Water Works Association entitled:

AWWA C506-84 Standards for Reduced Pressure Principle and Double Check Valve Backflow Prevention Devices; and, have met completely the laboratory and field performance specifications of the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California established by:

Specifications of Backflow Prevention Assemblies; Section 10 of the most current issue of the MANUAL OF CROSS-CONNECTION CONTROL.

Final approval shall be evidenced by a "Certificate of Approval" issued by an approved testing laboratory certifying full compliance with the said AWWA standards and FCCC HR specifications.

The following testing laboratory has been qualified by the District to test and certify backflow preventers:

Foundation for Cross-Connection Control and Hydraulic Research
University of Southern California
University Park
Los Angeles, California 90089-0231

Testing laboratories other than the laboratory listed above will be added to an approved list as they are qualified by the District.

The current list (Appendix A) of approved RP assemblies is issued by the Ventura County's Environmental Health Agency. It is intended for information and the District should be consulted for the currently approved list.

1-I-4c **TESTING:** It shall be the duty of the customer-user at any premises where the backflow prevention assemblies are installed to have certified inspections and operational tests made at least once per year. In those instances where the District deems the hazard to be great enough, certified inspections at more frequent intervals may be required. These inspections and tests shall be performed by a certified tester approved by the District. It shall be the duty of the District to see that these tests are made in a timely manner. The customer-user shall notify in advance when the tests are to be undertaken so that an official representative may witness the tests. These assemblies shall be repaired, overhauled or replaced at the expense of the customer-user whenever said assemblies are found to be defective. Records of such tests, repairs and overhaul shall be kept and made available to the District.

1-I-5 **AIR GAP:** An air gap is a physical separation between the free flowing discharge end of a potable pipe line and an open or non-pressure receiving vessel. To have an acceptable air gap, the end of the discharge pipe has to be at least twice the diameter of the pipe above the topmost rim of the receiving vessel, but in no case can this distance be less than one inch.

PART 1. SECTION J. - CAPITAL IMPROVEMENT CHARGES

RULE

1-J-1 **CHARGES:** As a condition precedent to receiving water service for any residence or building or parcel of land which has not theretofore been supplied with water by the District, there shall be paid to the District a Capital Improvement Charge in accord with the schedule for the District set forth in Part 3-A-13 hereof, except as defined in Rule 1-J-6. The Capital Improvement Charge shall not include the charges for service and meter connections, which charges shall be paid separately as required elsewhere in these Rules.

1-J-2 **DELETED** ²⁰

- 1-J-3 **SERVICES TO USERS OUTSIDE DISTRICT:**²⁰ The furnishing of water to any residence, building or parcel of land outside the District's jurisdictional boundaries pursuant to Rule 1-E-1 shall not excuse such residence, building or parcel of land from the requirements of Rule 1-J-1 in the event such parcel of land, or any land on which any such residence or building is located, is annexed to the District. In such event, the payment of a Capital Improvement Charge shall be a condition precedent to the continuation of water service to such residence, building or parcel of land.
- 1-J-4 **TIME OF PAYMENT:** The Capital Improvement Charge shall be paid in full prior to final approval of issuance of a water will serve letter, or prior to the commencement of any work necessary to furnish water to any residence, building or parcel, but in no case prior to approval of a tentative map or other land use entitlement.
- However, in a case where an individual owns a parcel of land larger than ten acres in size but desires water service for only a small portion thereof, and if the District is financially able to do so, it may, at its option, collect Capital Improvement Charges for only that portion of the parcel that is to be developed. At such time as further development of the parcel occurs, the then applicable Capital Improvement Charge shall be paid for the remainder.
- 1-J-5 **CONTRIBUTIONS AND GRANTS OF CAPITAL IMPROVEMENTS:** In an amount agreed upon by the grantor and the District, all or any part of one or more Capital Improvement Charges may be reduced by deducting there from the actual cost of any capital improvement, or the fair market value of any real property contributed or given to the District expressly accepted by the District in lieu of all or part of the Capital Improvement Charge due upon any residence or building.
- 1-J-6 **EXCEPTION TO CAPITAL IMPROVEMENT CHARGES:** Capital Improvement Charges shall not be collected by the District for the lots developed by LSR, the developer of Lake Sherwood Community or the customers served by the Lake Sherwood Mutual Water Company, at the time of adoption of these Rules and Regulations.
- If in the event a Special Assessment District is formed for the purpose of paying for the cost of constructing the water system improvements, including existing vacant lots, the Capital Improvement Charges will not apply.

PART 1. SECTION K. - WATER SHORTAGES

RULE

- 1-K-1 **DELETED**²¹
- 1-K-1a **EMERGENCY RESTRICTIONS ON WATER USE DUE TO SYSTEM EMERGENCIES:** If the Director determines that over-consumption of water, loss of pressure in a system, breakdown, or any similar occurrence, requires emergency restrictions upon the use of water from any system, the Director shall order such restrictions as the Director, in his or her sole discretion, deems appropriate under the circumstances. ²¹
- Such order may restrict the use of water for, sprinkling, manufacturing, or nonessential uses. The use of water for particular purposes may be limited to specified days or hours of a day or altogether prohibited, except that the use of water for drinking, cooking and sanitary purposes shall not be prohibited. ²¹

Notice of any such order shall be given, either in writing or orally when possible, to customers served by the affected system. Water supply to any premises upon which the use of water is being made in violation of such order may be summarily shut off. ²¹

When the Director determines that the emergency no longer exists, the Director shall, by further order, rescind the restrictions previously ordered under this section. Notice of such order shall be given to customers in the same manner in which the order imposing the restrictions was given.²¹

1-K-1b

EMERGENCY RESTRICTIONS ON WATER USE DUE TO OTHER EMERGENCIES: ²¹ If the Engineer determines that circumstances other than those specified elsewhere in Section K (such as natural disaster, epidemic, accident, war, other violent activity, labor dispute, civil disturbance or state or federal statute or executive or judicial order) require emergency restrictions upon the use of water from any system, the Engineer shall order such restrictions as the Engineer in his or her sole discretion, deems appropriate under the circumstances, and then shall obtain authorization from the Board of Directors at their first meeting following such restriction order.

Such order may restrict the use of water for sprinkling, manufacturing, or nonessential uses. The use of water for particular purposes may be limited to specified days or hours of a day or altogether prohibited, except that the use of water for drinking, cooking, and sanitary purposes shall not be prohibited.

Notice of any such order shall be given, either in writing or orally when possible, to customers served by the affected system. Water supply to any premises upon which the use of water is being made in violation of such order may be summarily shut off.

When the Engineer determines that the emergency no longer exists, The Engineer shall, by further order, rescind the restrictions previously ordered under this section. Notice of such order shall be given to customers in the same manner in which the order imposing the restrictions was given. ²¹

1-K-2

LEVEL 1 - WATER SUPPLY SHORTAGE ²¹

1-K-2a

A Level 1 Water Supply Shortage exists when the Engineer determines in his or her sole discretion that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists, and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by the Engineer of a Level 1 Water Supply Shortage condition, the Director shall implement the mandatory Level 1 conservation measures identified in this section, effective on the date determined by the Director.

²¹

1-K-2b

In addition to the prohibited uses of water identified in Part 1 - Section L – Permanent Water Conservation Measures, the following water conservation measures apply during a declared Level 1 Water Supply Shortage.

- (i) Exterior Water Use: The District will establish allocations and water rates to achieve the desired reduction in exterior water use.

1-K-3

LEVEL 2 - WATER SUPPLY SHORTAGE ²¹

1-K-3a A Level 2 Water Supply Shortage exists when the Engineer determines in his or her sole discretion that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists, and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by the Engineer of a Level 2 Water Supply Shortage condition, the Director shall implement the mandatory Level 2 conservation measures identified in this section, effective on the date determined by the Director.

1-K-3b In addition to the prohibited uses of water identified in Part 1 – Section K – Rule 1-K-2, Level 1 Water Supply Shortage, and Part 1 – Section L – Permanent Water Conservation Restrictions, the following water conservation measures apply during a declared Level 2 Water Supply Shortage:

- (i) Exterior Water Use: District will establish allocations and water rates to achieve the desired reduction in exterior water use.
- (ii) Limits on Filling Ornamental Lakes or Ponds: Filling or re-filling ornamental lakes or ponds is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to the declaration of a supply shortage level under these Rules and Regulations.
- (iii) Limits on Washing Vehicles: Using water to wash or clean a vehicle is prohibited, except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, by high pressure/low volume wash systems, or at a commercial car washing facility that utilizes a re-circulating water system to capture or reuse water.
- (iv) Limits on Filling Residential Swimming Pools and Spas: Re-filling of more than one foot and initial filling of residential swimming pools or outdoor spas with potable water is prohibited.

1-K-4 **LEVEL 3 - WATER SUPPLY SHORTAGE–EMERGENCY CONDITION₂₁**

1-K-4a A Level 3 Water Supply Shortage condition is also referred to as an “Emergency” condition. A Level 3 condition exists when the Engineer determines that a significant reduction in consumer demand is necessary to maintain sufficient water supplies for public health and safety, declares a water shortage emergency and notifies District residents and businesses of the emergency. Upon the declaration by the Engineer of a Level 3 Water Supply Shortage condition, the Director shall implement the mandatory Level 3 emergency conservation measures identified in this section, effective on the date determined by the Director.

1-K-4b In addition to the prohibited uses of water identified in Part 1 – Section K – Rules 1-K-2, Level 1 Water Supply Shortage, and 1-K-3, Level 2 Water Supply Shortage, and Part 1 – Section L – Permanent Water Conservation Restrictions, the following water conservation measures apply during a declared Level 3 Water Supply Shortage Emergency:

- (i) No Watering or Irrigating: Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited. This restriction does not apply to the following categories of use, unless it is determined by the Director that recycled water is available and may be applied to the use:

- a. Maintenance of vegetation, including trees and shrubs, that are watered using a hand-held bucket or similar container or hand-held hose equipped with a positive self-closing water shutoff nozzle or device.
 - b. Maintenance of existing landscape necessary for fire protection.
 - c. Maintenance of existing landscape for soil erosion control.
 - d. Maintenance of plant materials identified to be rare or essential to the well-being of protected species.
 - e. Maintenance of landscape within active public parks and playing fields, day-care centers, golf course greens, and school grounds, provided that such irrigation does not exceed two (2) days per week according to the schedule established in Rule 1-K-3b(i) and time restrictions in Rule 1-L-2h.
 - f. Actively irrigated environmental mitigation projects.
- (ii) Obligations to Fix Leaks, Breaks or Malfunctions: All leaks, breaks or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty-four (24) hours of notification as set forth in Rule 1-L-2b unless other arrangements are made with the District.
- (iii) No New Potable Water Service: Upon declaration of a Level 3 Water Supply Shortage Emergency, no new potable water service will be provided, no new temporary meters or permanent meters will be provided, and no statements of immediate ability to serve or provide potable water service (such as will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:
- a. A valid, unexpired building permit has been issued for the project; or
 - b. The project is necessary to protect the public health, safety, and welfare; or
 - c. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of the District.

This provision does not preclude the resetting or turn-on of meters to provide continuation of water service or the restoration of service that has been interrupted for a period of one year or less.

1-K-5 **NO NEW ANNEXATIONS:** Upon the declaration of a Level 3 Water Supply Shortage condition, the District will suspend consideration of annexations to its service area. This subsection does not apply to boundary corrections and annexations that will not result in any increased use of water. ²¹

1-K-6 **DISCONTINUED SERVICE:** The Director, in his or her sole discretion, may discontinue service to consumers who willfully violate the Level 3 Water Supply Shortage provisions. ²¹

1-K-7 **PROCEDURES FOR DETERMINATION/NOTIFICATION OF WATER SUPPLY SHORTAGE**

- 1-K-7a **DECLARATION AND NOTIFICATION OF WATER SUPPLY SHORTAGE:** The existence of a Level 1, Level 2 or Level 3 Water Supply Shortage condition shall be declared by the Board or Engineer. If the declaration is made by the Engineer, the Engineer shall seek ratification of the declaration from the Board at its first meeting following the declaration. Upon such declaration, all District customers shall be notified in writing of the applicable mandatory conservation measures, the date the measures are to take effect and, by reference to rule 1-L-4a of these Rules and Regulations, the penalties that may be imposed for failing to comply with the measures.²¹
- 1-K-8 **HARDSHIP WAIVER:** ²¹
- 1-K-8a Undue and Disproportionate Hardship: If, due to unique circumstances, a specific requirement of this section would result in undue hardship to a person using water or to property upon which water is used, that is disproportionate to the impacts to water users generally or to similar property or classes of water users, then the person may apply for a waiver to the requirements as provided in this section. ²¹
- 1-K-8b **WRITTEN FINDING:** The waiver may be granted or conditionally granted only upon a written finding of the existence of facts demonstrating an undue hardship to a person using water or to a property upon which water is used, that is disproportionate to the impacts to water users generally or to similar property or classes of water use due to specific and unique circumstances of the user or the user's property. ²¹
- (i) Application: Application for a waiver shall be on a form prescribed by the District and shall be accompanied by a non-refundable processing fee in an amount set by the District.
 - (ii) Supporting Documentation: The application shall be accompanied by photographs, maps, drawings, and other information, including a written statement of the applicant
 - (iii) Required Findings for Waiver: An application for a waiver shall be denied unless the Approval Authority finds, based upon the information provided in the application, supporting documents, or such additional information as may be requested, and on water use information for the property as shown by the records of the District, all of the following:
 - a. That the waiver does not constitute a grant of special privilege inconsistent with the limitations upon other residents and businesses;
 - b. That because of special circumstances applicable to the property or its use, the strict application of this section would have a disproportionate impact on the property or use that exceeds the impacts to residents and businesses generally;
 - c. That the authorizing of such waiver will not be of substantial detriment to adjacent properties, and will not materially affect the ability of the District to effectuate the purpose of this section and will not be detrimental to the public interest; and
 - d. That the condition or situation of the subject property or the intended use of the property for which the waiver is sought is not common, recurrent or general in nature.

- 1-K-8c **APPROVAL AUTHORITY:** The Director shall have approval authority and act upon any completed application no later than twenty (20) days after submittal and may approve, conditionally approve, or deny the waiver. The applicant requesting the waiver shall be promptly notified in writing of any action taken. Unless specified otherwise at the time a waiver is approved, the waiver will apply to the subject property during the term of the mandatory water supply shortage condition. ²¹
- 1-K-8d **APPEALS TO THE DISTRICT:** An applicant may appeal a decision by the Director to deny or conditionally approve a waiver application by filing a written request for hearing with the Engineer within ten (10) days of Director's decision. The request for hearing shall state the grounds for the appeal. At a public hearing, the Engineer shall act as the Approval Authority and review the appeal in accordance with the standards established in this rule. The decision of the Engineer is final. ²¹

PART 1. SECTION L - PERMANENT WATER CONSERVATION MEASURES ²²

RULE

- 1-L-1 **WATER SAVING DEVICES:** All new customers shall install and use the following water efficient plumbing fixtures:
- (i) Ultra low volume toilets (1.6 gallons per flush or less).
 - (ii) Low flow shower heads (2.0 gallons per minute or less).
- 1-L-2 **WATER WASTE PROHIBITED:** No person shall use or permit the use of District water as follows:
- 1-L-2a Watering of turf, ornamental landscape, open ground crops and trees, in a manner or to an extent which allows water to run to waste. ²²
- 1-L-2b In any manner such that the escape of water through leaks, breaks or malfunction within the water user's plumbing or distribution system occurs for any period of time beyond which such break or leak should reasonably have been discovered and corrected. It shall be presumed that a period of forty-eight hours after the water user discovers such leak, break or malfunction, or receives notice from the District of such condition, whichever occurs first, is a reasonable time within which to correct such situation.
- 1-L-2c Using water to wash or clean a vehicle, including but not limited to washing automobiles, trucks, trailers, boats, or other types of mobile equipment, without the use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility. ²²
- 1-L-2d Operating any ornamental fountain, or similar structures, unless water for such use is recycled for lawful reuse without substantial loss.

- 1-L-2e Washing down hard or paved surfaces, including but not limited to washing of sidewalks, walkways, driveways, parking lots or any other hard-surfaced areas by hose or flooding, except as otherwise necessary to prevent or eliminate conditions dangerous to the public health and safety or for other legitimate uses approved by the District, and then only by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, a low-volume high-press cleaning machine equipped to recycle any water used, or a low-volume high-pressure water broom. ²²
- 1-L-2f Serving water in eating or drinking establishments, including but not limited to restaurants, hotels, cafés, bars or other public places where food or drinks are sold or served, to customers without first being expressly requested by the customer. ²²
- 1-L-2g For any indiscriminate running of water or washing with water not otherwise prohibited above which is wasteful and without reasonable purpose.
- 1-L-2h Watering of residential, commercial, industrial, and governmental outdoor irrigation from 9:00 a.m. to 4:00 p.m. except for a short duration, not to exceed 3 minutes per station, for the limited purpose of testing or making repairs to the irrigation system. ²²
- 1-L-2i Running of water or spraying of water onto other properties. ²²
- 1-L-2j Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended for more than ten (10) minutes watering per day per station. This rule does not apply during the establishment period, as determined by the District, for new landscaping. ²²
- 1-L-2k For laundry purposes by hotels, motels and other commercial lodging establishments, except where customers are given the option of not having towels and linens laundered daily through the prominent display of written notice of such option in each bathroom using clear and easily understood language. ²²
- 1-L-2l Through the installation of single pass cooling systems in buildings requesting new water service. ²²
- 1-L-2m Through the installation of non re-circulating water systems in new commercial conveyor car wash and new commercial laundry systems. ²²
- 1-L-2n Through the use of non-water conserving dish wash spray valves by food preparation establishments, such as restaurants and cafes. ²²
- 1-L-2o Through a commercial conveyor car wash operating without a re-circulating water system, or without first securing a waiver of this requirement from the Director. ²²
- 1-L-3 **IRRIGATION SCHEDULES:** The Manager may impose irrigation schedules for outdoor use, to address water conservation and limited water supply. ²²
- 1-L-4 **FAILURE TO COMPLY.**
- 1-L-4a **CIVIL PENALTIES:** In addition to any other penalties or sanctions provided by law, the following civil penalties shall be imposed for violation of any of the provisions of these rules, to be paid by the customer at the premises at which the violation occurred. ²²
- (i) For the first violation of any of the provisions of these rules a written notice will be given to the customer.

- (ii) For the second violation of any of the provisions of these rules within the preceding (12) twelve calendar months, a penalty of one hundred dollars (\$100.00) shall be imposed by written notice to the customer. This penalty is payable as part of the water bill, by the customer at the premises at which the violation occurred. ²²
- (iii) For the third violation of any of the provisions of these rules within the preceding (12) twelve calendar months a penalty of two hundred and fifty dollars (\$250.00) shall be imposed by written notice to the customer. This penalty is payable as part of the water bill, by the customer at the premises at which the violation occurred. ²²
- (iv) For the fourth violation of any of the provisions of these rules within the preceding twelve (12) calendar months, a penalty of five hundred dollars (\$500.00) shall be imposed by written notice to the customer. This penalty is payable as part of the water bill, by the customer at the premises at which the violation occurred. ²²

The District may also give written notice to the customer indicating that it will install a flow restricting device of 1 GPM capacity for services up to one and one half inch meter size, and comparatively sized restrictors for larger services, on the service of the customer at the premises at which the violation occurred for a period of not less than forty-eight (48) hours. The charge for installing such a flow restricting device will be based upon the size of the meter and the actual cost of installation. The charge for removal of the flow restricting device and restoration of normal service shall be based on the actual cost involved. Said charges shall be payable by the customer as part of the water bill. Restoration of normal service will be performed during the hours of 8:00 a.m. to 4:00 p.m. on regular working days. In addition, a surcharge penalty of \$100.00 shall be imposed for restoration of normal service, payable by said customer as part of the water bill. ²²

- (v) If there are five violations of any of the provisions of these rules within twelve (12) consecutive calendar months, the District may, following notice to the customer as described herein, discontinue water service to the customer at the premises at which the violation occurred. ²²

1-L-4b

NOTICE: The District will give notice of each violation to the customer at the premises at which the violation occurred, as follows:

- (i) For a first, second or third violation, the District may give written notice of such violation to the customer personally or by regular mail.
- (ii) If the penalty assessed is, or includes the installation of a flow restrictor or the discontinuance of water service to the customer for any period of time whatever, notice of the violation will be given in the following manner:
 - a. By giving written notice thereof to the customer personally; or²²
 - b. If the customer is absent from or unavailable at the customer's billing address, place of residence, or place of business, by leaving a copy with an adult at such places, and by sending a copy through the United States mail addressed to the customer at such places, via registered mail, return receipt requested. ²²

- c. If notice as provided in a and b above is not successful, notice can be given by affixing a copy in a conspicuous place on the property where the failure to comply has occurred and also by delivering a copy to a person residing at the premises, if such person can be found.²²
- d. All notices will contain, in addition to the facts of the violation, a statement of the possible penalties for each violation, a statement informing the customer of his or her right to a hearing on the violation, a brief summary of the appeal process specified herein, copies of Rules 1-L-4c and 1-L-4d, and the date and time installation of the restrictor or discontinuance of the service will occur.²²

1-L-4c **HEARING:** Any customer against whom a penalty is to be levied pursuant to this section shall have a right to a hearing, in the first instance by the Director with the right of appeal to the Engineer or his or her designee, on the merits of the alleged violation, upon the written request of that customer to the Director within fifteen (15) days of the date of giving notice of the violation. Penalties, including termination of water service, will be stayed until any such hearing is conducted and a written decision is made by the Director or his or her designee and given to the customer.²²

1-L-4d **APPEAL OF DECISION OF DIRECTOR:** A request for an appeal must be in writing and filed with the Engineer or his or her designee. The filing by a customer of a request for an appeal for any form of relief must be made within fifteen (15) days of the giving of the decision of the Director to the customer. Filing of such a request will automatically stay the implementation of the proposed course of action, pending the decision of the Engineer or his or her designee. No other or further stay will be granted. The appeal hearing will be scheduled to occur within a reasonable, prompt period of time following the written notice of appeal. The customer may present any evidence that would tend to show that the alleged wasteful water use has not occurred. Formal rules of evidence will not apply and all relevant evidence customarily relied upon by reasonable persons in the conduct of serious business affairs will be admissible, unless a sound objection warrants its exclusion by the Engineer or his or her designee. The decision of the Engineer or his or her designee shall be final.²²

1-L-4e **RECONNECTION:** Where water service is disconnected, as authorized above, it will be reconnected upon correction of the condition or activity and the payment of the estimated reconnection charge.

1-L-4f **PUBLIC HEALTH AND SAFETY:** Nothing contained in these rules shall be construed to require the District to curtail the supply of water to any customer when, in the discretion of the Engineer or his or her designee, such water is required by that customer to maintain an adequate level of public health and safety.²²

PART 2 – WATER RATES AND SERVICE CHARGES

PART 2. SECTION A. – STANDARD RATES AND SERVICE CHARGES

RULE

2-A-1 The Schedule of Rates, shall contain all current water rates, rate structures, monthly service charges and other regular charges or fees for customers of the Waterworks District. These shall be determined by Resolution of the Governing Board of each Waterworks District and shall be made publicly available by, at a minimum, posting them on the website of the Ventura County Public Works Agency, Water and Sanitation Department. ⁴¹

2-A-2 DELETED ⁴¹

2-A-2a DELETED ⁴¹

2-A-3 **DEPOSIT FROM APPLICANTS:** A prepaid³⁷ deposit shall be required in an amount sufficient to cover an average bill for water. Where an average bill amount cannot be determined or is deemed inappropriate by the Director or his or her authorized representative, a minimum deposit will be charged of \$50 per Billing Unit (for each month in one billing cycle) for water service.³⁷ Public agencies, public utility companies, public institutions, and private customers who have demonstrated an acceptable payment history may be exempted³⁷ from the deposit requirement, at the option of the District.²³

A customer of the District applying for service for a new account who, during the prior 12 consecutive months, has paid all water bills without a “Notice of Pending³⁷ Disconnection” being issued for nonpayment, and who has demonstrated an overall timely payment history shall have the deposit waived.³⁷

The deposit may be waived at the discretion of the Director or his or her authorized representative, for a property owner who applies for service at the property that the property owner does or intends to occupy, or for renters of a property where the property owner co-signs the application, providing the property owner has not previously had a history of delinquency with any District managed by the Department. Deposits may also be waived at the discretion of the Director or his or her authorized representative for applicants for service for a short term purpose, such as in the case of “clean and show” properties for sale or rent. ³⁷

An existing customer who has received a “Notice of Pending Disconnection,” and has established a pattern of delinquency, may be required to re-establish a deposit. A customer who has received a “Shut-off Notice” for nonpayment may, at the option of the District, be required to establish a deposit equal to two times the average bill during the past twelve months. ³⁷

Any customer who, during a 12-month period, has two or more returned checks will be required to pay all billings for a period of one year with cash, a cashier's check, a money order, or, if approved by the Director, through automatic withdrawal, and may at the option of the District be required to post a deposit, in an amount up to two times the average bill. This “cash-only” requirement may be continued indefinitely, for customers with an established pattern of multiple returned checks. ³⁷

Deposit amounts may be rounded, at the option of the District, for ease of posting and accounting purposes. At the option of the District, deposits may be charged to the account for water service and may be payable with the next ensuing water bill. Deposits are refunded as a credit to the account for water service at the end of one year, provided payments have been made on a timely basis or upon receipt of a satisfactory credit rating as calculated by the billing system, and are without interest. ³⁷

- 2-A-3a **DELETED**³⁷
- 2-A-3b **DELETED**³⁷
- 2-A-3c **DELETED**³⁷
- 2-A-4 **DELETED**⁴¹
- 2-A-4a **DELETED**⁴¹

2-A-4b **PASS THROUGH AND REFUND OF SURCHARGES**⁴¹

The Calleguas Municipal Water District (Calleguas) from time to time may impose surcharges against one or more of the County's Waterworks Districts for excessive water consumption. In anticipation of the imposition of such surcharges, if the Director determines, in his or her sole discretion, that Calleguas is reasonably likely to impose a surcharge, the District may, in its sole discretion, after notice to affected customers (parcel owners or directly-billed tenants), impose and collect surcharges from certain customers, subject to the refund rights, described below.

In the event that a surcharge is imposed by the District and paid by or on behalf of the customer, but Calleguas does not impose a corresponding surcharge against the District, the District shall refund the surcharge (without interest), in the manner determined by the Director, within 60 days after the District determines that Calleguas will not impose a corresponding surcharge. If the Director determines, in his or her sole discretion, that Calleguas is unlikely to impose a corresponding surcharge, the Director may allow customers to defer payment of these surcharges until and unless Calleguas imposes a corresponding surcharge on the District.

- 2-A-4c **DELETED** ⁴¹
- 2-A-4d **DELETED** ³³
- 2-A-4e **DELETED** ³³
- 2-A-4f **DELETED** ⁴¹
- 2-A-4g **DELETED** ⁴¹
- 2-A-5 **DELETED** ⁴¹

PART 2. SECTION B. - WATER USE AND SERVICE CHARGES

RULE

2-B-1 **DELETED**₄₁

2-B-2 **DELETED**₁₅

2-B-3 **DELETED**₄₁

2-B-4 **CONSTRUCTION WATER SERVICE (UNMETERED TRUCK LOADS):**
 Unmetered water service shall be considered a temporary water supply and is interruptible. Charges for unmetered water supplies for construction purposes shall be computed at the Temporary Construction water rate.⁴¹

2-B-4a **CONSTRUCTION/FIRE HYDRANT WATER SERVICE (METERED):**
 The District may require that all water used in construction be metered, in which event, the District will furnish, install and remove the meter, valve, and fittings to be located at a fire hydrant or other convenient point in the system.
 If the Ventura County Fire Protection District requests that the fire hydrant openings be unobstructed at all times, a charge of \$100.00 shall be paid for the installation and removal of a tee and extra valve.
 The applicant shall be responsible for the loss or damage to the meter or other equipment used.
 The fire hydrant meter requires a deposit of \$650 plus an installation fee of \$45 payable in advance, unless waived by the Director. Charges for metered water supplies in any District for construction purposes shall be computed at the Temporary Construction rate. ⁴¹

2-B-5 **MISCELLANEOUS CHARGES:**

Water availability letter	\$40.00
Water will-serve letter	\$40.00
Fire flow test and letter	\$80.00
Annual average water consumption letter or any other letter not specified herein	\$25.00

2-B-5a **PERSONALIZED SERVICE:** ¹⁵

Penalty/Late Fee	10.0% of balance (\$10.00 minimum)
48 Hour Notice of Pending Shut-Off	\$20.00
Returned Check/Non-Sufficient Fund Notice	\$20.00
Shut-Off Notice	\$25.00
Service Turn-on After Business Hours	\$50.00
2-B-5b Returned Check Charge	\$25.00
2-B-5c Backflow Noncompliance Notice	\$20.00

	i) Service turn-off due to backflow non-compliance	\$60.00
	(ii) Removal and installation of meter due to backflow non-compliance.	Actual cost incurred by District
2-B-5d	Meter Inaccessible Notice (reread)	\$20.00
2-B-5e	After hour's service turn-on for nonpayment and/or NSF checks nonpayment requires full payment including all charges. The customer service maintenance worker will not accept partial payments and in no event can an NSF check be paid with another check.	
2-B-5f	All payment arrangements must be prearranged with the business office prior to service interruption. Service turned off for nonpayment and/or NSF checks will not be restored until full payment, including all charges, is presented in the business office. This shall not preclude the Director or his or her authorized representative from approving an alternate payment arrangement for a customer experiencing an extreme financial hardship or medical emergency. The District representative will otherwise not accept partial payments, and in no event will payment for an NSF check be accepted in the form of another check, unless it is a certified or cashier's check, or unless by written statement from the customer's banking institution it is determined that the NSF check resulted from an error on the part of the banking institution or through no fault of the customer. In order to avoid the after-hours turn-on charge, payment must be presented prior to the close of business on normal work days. ²⁶	
2-B-5g	No customer with a backflow device noncompliance shut-off will be turned back on other than between the hours of 8:00 A.M. and 5:00 P.M. All backflow device shut-offs must have verification of inspection available before turn on can be requested.	

PART 3. - SCHEDULE OF RATES AND CHARGES FOR CONSTRUCTION SERVICE

PART 3 - SECTION A - TYPES OF CHARGES

RULE

3-A-1 Charges shall be made for services rendered by the District for the herein described classes of service. Such charges so collected shall be deposited in the General Fund of the District.

3-A-2 **INTERCONNECTION CHARGES:** The District will supervise interconnections between the existing water system of the District and system as follows:

Such connections shall not be made final until all charges therefore have been paid.

(a) For interconnections done by the developer, the District will operate all valves and directly supervise the work of the developer in making the connection between the existing system of the District and the system installed by the developer. The private contractor shall furnish all materials and other labor to make the interconnections, including performing all resurfacing and other work necessary to complete the work.

1. For interconnection to 6" and smaller water main \$150.00
2. For 8" water main \$200.00
3. For 10" water main \$250.00
4. For 12" water main \$320.00
5. For interconnection to larger sized mains, the charge will be determined based on engineering determination of current costs.

(b) For interconnection done by the District, the District will perform all work and furnish all materials to make the interconnection for a charge based on engineering estimate of current costs approved by the District.

3-A-3 **INSTALLATION CHARGES FOR PERMANENT METERS AND SERVICES FURNISHED BY THE DISTRICT:** Charges for furnishing and installing service connections and meters with District forces are as follows:

(a) Meter installed on existing service connections including all necessary fittings: (Note: These charges do not include the installation of service connection from main to meter or meter box.)

1. 3/4" Meter - \$125.00 + \$25.00 (hand valve) = \$150.00
2. 1" Meter - \$165.00 + \$35.00 (hand valve) = \$200.00
3. 1 1/2" Meter - \$300.00 + \$75.00 (hand valve) = \$375.00
4. 2" Posi or Turbo - Including hand valve strainer = \$650.00
5. 3" Meter - Including hand valve strainer = \$750.00
6. 4" Meter - Including hand valve strainer = \$1200.00

Customer applications for service are required at time of meter purchase or before meter will be installed.

7. Charges for larger and/or compound meters shall be determined by the District from current costs. A minimum charge of \$800.00 will be required at time of request for the meter Applicant will be billed for said cost minus the minimum charge.
- (b) Service connections without meters, including tapping the water main, tubing from main to meter, meter box, all valves and necessary fittings, labor, jacking or boring, excavating, backfilling, resurfacing, road encroachment permit and all other necessary work:

A minimum charge of \$800.00 for 1-inch, \$1,500 for 2-inch and \$2,500 for 4-inch will be required from the applicant at the time of request for service installation.

Applicant will be billed by invoice for additional labor and materials if installation costs exceed the minimum amount prepaid.
- (c) Inspection fee for service connection performed by a licensed contractor for a customer: \$200.00

The contractor shall obtain a Construction Permit from the District and file a copy of insurance certificate with the District.

3-A-4 **DOMESTIC USE RATE CHARGES:** The charges for water used through domestic meters^{s27} shall include a fixed charge for service and commodity rate for the quantity of water used plus a charge for fire protection when applicable. In addition, those customers which require the water to be pumped to a higher pressure or service zone shall be charged a lift charge. The component parts of the domestic use rates shall be determined as follows:

- (a) Service Charge - shall be determined by the District based on fixed costs of operating the system.
- (b) Commodity Rate - shall be in addition to the service charge and is the cost per 100 cubic feet of water as read on the meter for the billing period. The commodity rate shall be set by the District.

3-A-5 **WATER MAIN EXTENSION CHARGE:** For the extension of water mains by the District forces, the charges made shall be determined by an engineering estimate of current costs.

3-A-6 **CHARGES FOR RELOCATING METER:** The District will move a water meter and box from one service to another existing service for an applicant who owns property at both services. The charges shall be determined by the District from an engineering estimate of current costs.

3-A-7 **AUTOMATIC FIRE SPRINKLER SERVICE CHARGE:** The monthly charge shall be a fixed amount as set by the District dependent upon the size of the connection.

3-A-8 **MISCELLANEOUS CHARGES:** The District shall collect charges for work performed or for damages incurred. The charges shall be based on the costs incurred including an amount for overhead as set by District:

- (a) Charges to change the size of a meter or the location of the meter.
- (b) Charges to replace a damaged meter box where the party responsible for the damage is known.
- (c) Charges to replace meter box covers if requested by a customer or damaged by the customer.
- (d) Charges for damage to fire hydrants or any other public water facilities where the responsible party is known. The damage can be either accidental or a result of tampering. The responsible party shall be charged for the costs of repairs plus the cost for any water lost or consumed. Unless the charges are paid within the specified time period, the District may discontinue water service to the customer and/or bring legal action for collection.

3-A-9 **CHARGES FOR EXTENDING AN EXISTING SERVICE CONNECTION:**
 The District will extend an existing service connection in the parkway with the same size pipe for the following charges:

3/4" or 1" service pipe \$175.00 min.

Additional charges for other size pipes will be determined by the District.

3-A-10 **CHARGES FOR REPLACING METER BOX:** The District will replace meter boxes upon request by a customer or if damaged by known persons and charge the following charges therefore:

- | | | |
|----|---------------------|-----------------|
| 1. | 3/4" and 1" meter | \$20.00 per box |
| 2. | 1 1/2" and 2" meter | 40.00 per box |

3-A-11 **CHARGES FOR REPLACING METER BOX COVERS:** And under similar conditions for the following charges:

- | | | |
|----|----------------------|---------|
| 1. | 1" and smaller meter | \$12.00 |
| 2. | 1 1/2" and 2" meter | 16.00 |

All meter vaults, including covers, larger than two inches in size shall be charged based upon an estimate prepared by the District.

3-A-12 **FIRE HYDRANT INSTALLATION CHARGES:** The District will furnish and install fire hydrants, including all necessary labor, materials, and permits for a charge based on an engineering estimate of current costs approved by the District.

3-A-12a **FIRE HYDRANT INSTALLATION INSPECTION CHARGE:** If the fire hydrant is installed by a licensed contractor, District shall inspect and approve the installation. The customer shall pay inspection charge of \$200.00.

3-A-13 **CAPITAL IMPROVEMENT CHARGE:** The charge for Capital Improvement shall be computed, at the option of the District, from the schedule listed below. When the charge is based on acreage, it shall be computed on the gross area of the parcel which includes streets that lie within the parcel. When an acreage charge is used, commercial development shall include, but not be limited to, motels, hotels, trailer parks and multiple residential developments. **NOTE:** A single residential lot is considered to be 8,000 square feet or less.

The Capital Improvement charges shall be:

3-A-13a **RESIDENCE, UNIT OR SPACE**

Single family	\$3,295
Condominium Unit	\$3,295
Apartment Unit	\$3,295
Mobile Home Space	\$3,295

3-A-13 b **METER SIZE**

3/4 inch met	\$ 3,295
*1 inch	\$ 6,590
1 1/2 inch	\$ 13,180
2 inch	\$ 23,065
3 inch	\$ 49,425
4 inch	\$ 98,850
6 inch	\$197,700

**Where a 1-inch meter is necessary for residential fire sprinklers, or other means of fire protection required by the Fire Protection District, the 3/4 inch meter charge shall apply.*

3-A-13c **PER ACRE OR ANY FRACTION THEREOF:**

Residential Development	\$3,295
Commercial Development.	\$4,945
Industrial Development	\$7,580

3-A-14 **FIRE FLOW REQUIREMENT:** When any parcel of land and/or building requires a fire flow over 1,500 gpm, such additional fire flow shall be provided by the owner of the parcel or the building and at the owner's expense.

3-A-15 **STANDBY WATER CHARGES:** Water standby charges shall be set by the District in accordance with provisions of the Water Code.

3-A-16 **UNAUTHORIZED USE OF WATER CHARGES:** Any person or organization using District water without a meter where such use has not received prior approval shall be charged for the estimated water used at an amount double the normal rates and such use shall be stopped immediately.

- 3-A-17 **SERVICE CONNECTIONS AND METER CHARGES:** When installed by the District, the charge for and the installation of a service connection shall be based on the prevailing costs of materials and labor, plus an amount for overhead. The deposit amounts shall be determined administratively as set forth in these Rules and Regulations herein, and shall be required prior to any installation of the meter and/or service. If the deposit amount exceeds the actual cost of the work, a refund will be provided to the customer. If the actual cost exceeds the deposit amount, the customer shall be required to pay the difference prior to receiving water service. Said costs shall be the responsibility of the developer or owner.
- 3-A-18 **MISCELLANEOUS REPAIR AND/OR MAINTENANCE COSTS:** Where the District is involved in repairs or maintenance wherein such work is either done for the protection of the District's system or where the work is a result of damage to the District's facilities by a private individual or company, then the District shall charge that individual or company. Such charges shall include materials, equipment, labor, all as determined by the Director and overhead at a rate set by the Director. ²⁷
- 3-A-19 **PLAN CHECK FEES:** A Plan Check Fee of one and one-half (1½) percent of the approved Managers²⁷ estimate shall be deposited as non-refundable with the District at such time water improvement plans are submitted for review by the District.
- 3-A-20 **CONSTRUCTION INSPECTION FEES:** A Construction Inspection Fee of five (5) percent of the first \$20,000, plus three and one-half (3½) percent of the next \$80,000, plus three (3) percent of the approved estimated cost in excess of \$100,000 shall be deposited as non-refundable with the District prior to approval of the water system plans.
- 3-A-21 **CONSTRUCTION PERMIT FEES:** A Construction Permit Fee in the amount of \$60.00 shall be deposited as non-refundable with the District prior to District approval of any proposed connections to District water mains. ⁵

PART 4 - SECTION A - STANDARD CRITERIA FOR THE PREPARATION AND PROCESSING OF PLANS AND ALL SUPPLEMENTAL DOCUMENTS FOR WATER SYSTEM IMPROVEMENTS UNDER THE JURISDICTION OF VENTURA COUNTY WATERWORKS DISTRICT NO. 38

PART 4 SECTION A - GENERAL

RULE

- 4-A-1 The owner/developer shall determine if the proposed development is entirely within Ventura County Waterworks District No. 38. Any portion of the development not within the District shall be annexed to the District or other arrangements made to obtain water service. This determination shall be made at the earliest possible date as plans shall not be approved by the District until annexation is complete.

PART 4 SECTION B - WATER SYSTEMS FOR DEVELOPMENTS WITHIN THE DISTRICT

RULE

- 4-B-1 The water system improvements for developments within the District shall be designed, furnished and installed by the owner/developer the owner/developer's expense or the owner/developer shall be charged for said improvements and pay the District the cost thereof computed as the rates set forth in Part 3 hereof or as computed by the Director. Said improvements shall be as required to meet the design criteria and standards of the District set forth in this and other sections of the Rules and Regulations as stipulated by the Director.²⁸

- 4-B-2 The water system improvements shall be designed and plans shall be prepared by a Civil Engineer registered in the State of California, said engineer to be hereafter referred to as the Owner's Engineer.

- 4-B-3 For design of the distribution system and for establishing pipe sizes, one of the following formulas shall be used, whichever gives the larger value for peak demand rate:

1. Peak demand rate (gpm) =

$$\frac{\text{Number of residential units} \times 1.65}{2} + \text{Fire Flow}$$

The amount of fire flow required by the District shall be 1000 gpm for residential development, 1500 gpm for commercial development, and 2000 gpm for industrial development. A higher fire flow may be required by the Fire Department.

2. Peak demand rate (gpm) =

$$\text{Number of residential units} \times 1.65$$

4-B-4 The District shall be contacted to obtain the water pressure that is available at points where the new system will be tied into the existing system. The District strives to maintain a minimum pressure of 40 psi but under extenuating circumstances a waiver may be obtained from the Director.²⁸ In no case shall the pressures allowed be less than the Ventura County minimum standards.

4-B-5 Water system improvement plans shall be twenty-two inches by thirty-six inches in size with a two inch margin on the left and a one-half inch margin on each of the other sides, and shall be prepared on a permanent-type reproducible material suitable for microfilming. Each sheet shall contain a north arrow. The horizontal scale shall be one inch to forty feet and the vertical scale shall be one inch to four feet. All scales shall be graphically shown. Under unusual circumstances, a variation in scale may be approved by the Director. ²⁸

4-B-6 The plans shall contain an overall plan at a preferred scale of one inch to two hundred feet showing general layout of water lines, fire hydrants, proposed and existing valves, named streets, development boundary and sheet index. All bench marks shall be graphically shown on this overall plan and the elevations, descriptions, locations, etc., shall be illustrated as below:

B.M. No. _____ Elev. _____ F.B. _____ Page _____

Type of Marker _____

Location _____

The elevations used shall be based on U.S.C. and G.S. mean sea level, 1929 datum, with the Director specifying what adjustment was used. When practical, the 1970 adjustment shall be used.

4-B-7 If these water improvement plans are not part of a set of plans which include a vicinity map, a vicinity map shall be shown on the water plans showing the development site in relation to one of the major communities of the County.

4-B-8 The water system shall be shown in plan and profile and shall include, but not be limited to, adequate stationing, curve data, location in regard to survey lines and structures, easement limits and pipe size, type, class and cover. In addition, a detail of any radical change in vertical alignment shall be shown. All sewer facilities within the right-of-way or easement shall be shown and labeled on the plan view. Any pipelines two inches or more in diameter which cross the water main (especially gas, storm, irrigation, sewer, telephone, power, television, and oil lines) shall be shown and labeled on the profile.

4-B-9 All drawing sheets shall be provided with title and signature blocks that agree with those currently in use by the Ventura County Public Works Agency. In addition, the following signature block shall appear on each water system sheet:

Approved by Ventura County Waterworks District No. 38

Director²⁸

Date

4-B-10 The General Notes shall include a note stating that the water system shall be constructed in accordance with the District Rules and Regulations. There shall be a note on the plans stating that the Director²⁸ shall be notified 48 hours prior to the construction of tie-ins to existing lines.

4-B-11 Ventura County Waterworks Districts (Districts) Standard Designs No. 78 through 83 and any additional standard designs that may hereafter be adopted by the Districts shall be included as part of the improvement plans. Reproduces of these Standard Designs are on file in the Water and Sanitation Division of the Ventura County Public Works Agency from which the owner/developer can obtain reproduces for inclusion in the water plans.

4-B-12 **EASEMENTS AND LANDS IN FEE**

4-B-12.1 Whenever possible, any easement or land in fee required for installation of the water system improvements shall be dedicated and accepted on the final map. The owners of land included within the development shall offer to dedicate for public use the water line easements and/or lands in fee so designated on the final map. The form of dedication shall be as follows:

"We also grant to Ventura County Waterworks District No. 38 all water line easements (and lands in fee*) delineated and designated on the map."

* Add if applicable

The form of acceptance shall be as follows:

"Ventura County Waterworks District No. 38 hereby accepts for public use all water line easements (and lands in fee*) delineated and designated on the map, when said map is approved and recorded."

* Add if applicable

The limits of these easements and/or lands in fee shall be shown and labeled on the map.

4-B-12.2 If there are easements or lands in fee required for installation of the water system improvements which do not fall within the limits of the final map, these easements shall be granted to the District by deeds of conveyance on a form as approved by the District. The developer shall work with the District to have these deeds written in proper form and dedicated to the District.

4-B-13 **CHECKING OF IMPROVEMENT PLANS AND FINAL MAP**

4-B-13.1 The above mentioned plans shall be submitted to the District for checking and approval before any final map is approved or before construction is commenced, whichever occurs first. The submittal of these plans for checking shall include the following:

1. Approved tentative map (if not previously submitted). (1 print)
2. Final map including title sheet. (1 print)
3. Development improvement plan title sheet. (1 print)
4. Water improvement plans. (2 prints)
5. Street, sewer, and drainage improvement plans. (1 sheet)
6. Grading plan. (1 sheet)
7. Cost estimate of water system improvements. (1 copy)
8. Hydraulic calculations (signed by a Registered Civil Engineer for this specific unit of development or for the entire tract/development if plans submitted are for one unit of the tract/development only. (1 copy)
9. Plan check fees computed in accordance with Part 4, Section C.

10. Construction inspection fees computed in accordance with Part 4, Section D.

4-B-13.2 The plans, cost estimate and calculations shall be checked by the Manager who shall, within fifteen working days, approve them as filed or require them to be modified as he deems necessary. Any corrections required on the water plans or final map will be marked in red by the District. When the Owner's Engineer submits his plans for rechecking he shall include the check prints with his resubmittal.

4-B-13.3 All corrections, all financial arrangements and all arrangements for dedication of easements to the District shall be signed by the Owner's Engineer before the plans will be approved and signed by the Director.²⁸

4-B-14 **APPROVAL AND ACCEPTANCE OF PLANS, SECURITY, AND AGREEMENTS**

4-B-14.1 The District requires that construction of the water system improvements be covered by a written agreement, a soils engineering report and good and sufficient security of the type specified in Section 66499 of the Government Code for faithful performance and labor and materials, each in the amount equivalent to the total estimated cost of the work. Such security shall be satisfactory to the District. It shall guarantee correction of faulty workmanship and replacement of defective materials for a period of one year from date of acceptance of the work by the District.

Upon request of the subdivider, the Director²⁸ may, at his or her discretion, reduce the amount of the water improvement security by partial exoneration in an amount not exceeding 50% of the initial amount of such security when a corresponding percentage amount of improvements has been fully completed to the satisfaction of the Director²⁸.

A fee of one and one-half percent of the Director's estimate of the cost of the water system improvements to be constructed shall be deposited with the District. Plan check costs in excess of the deposit shall be paid by the developer upon written notification by the District. Upon completion of the project, the District will refund the remaining funds to the developer. ²⁸

4-B-14.2 The Owner's Engineer shall submit the following items to the District:

1. Tracings of the final map (if applicable).
2. Three copies of the agreement (Form No. WW-166).
3. Three copies of security (Labor and Materials).
4. Three copies of security (Performance).
5. Three copies of Agreement to Pay for Soils Engineering (Form No. WW-169).
6. Separate deeds of conveyance for easements and/or lands in fee if these are not conveyed on the final map.
7. The number which the County has assigned to the Environmental Impact Report for the development.

4-B-14.3 The District shall take all necessary action to have said water system improvement plans, agreement and security approved and accepted by the Board and shall forward copies of same to the developer and the developer's engineer.

- 4-B-15 **INSPECTION:** The District shall employ a qualified person or persons to inspect the installation and testing of said water system improvements.
- 4-B-16 **ACCEPTANCE OF WATER SYSTEM IMPROVEMENTS BY THE DISTRICT**
- 4-B-16.1 The actual location of all water system improvements, including but not limited to the stationing of each water service, shall be accurately determined after construction and shall be recorded on "As Built" plans. Water services shall be right angle to the water main.
- 4-B-16.2 A permanent-type reproducible set of these "As Built" plans, which have been certified as being correct, signed and dated by the Owner's Engineer, shall be submitted to the Director²⁸.
- 4-B-16.3 The District shall take the necessary action to have the improvements accepted by the Board and to have the security exonerated under the terms set forth in the agreement.

PART 4 SECTION C - PLAN CHECK FEES FOR DISTRICT WATER SYSTEM IMPROVEMENTS

RULE

- 4-C-1 The plan check fees for District water system improvements shall be as set forth below:
 - 4-C-1.1 **SINGLE RESIDENTIAL WATER SERVICE CONNECTION:** There shall be no plan check fee for a single residential water service connection.
 - 4-C-1.2 **MULTIPLE RESIDENTIAL, COMMERCIAL, INSTITUTIONAL, INDUSTRIAL OR MISCELLANEOUS WATER SYSTEM IMPROVEMENTS PLAN CHECK FEE:** The multiple residential, commercial, institutional, industrial or miscellaneous water system improvements plan check fee shall be not less than \$100.00 per connection to the District's water system, and shall be computed on the following schedule:

A fee of one and one-half percent of the Director's²⁹ estimate of the cost of the water system improvements to be constructed shall be deposited with the District. Plan check costs in excess of the deposit shall be paid by the developer upon written notification by the District. Upon completion of the project, District will refund the remaining funds to the developer.
 - 4-C-1.3 **SUBDIVISION FINAL MAP OR PARCEL MAP WATER SYSTEM IMPROVEMENTS PLAN CHECK FEES:** The water system improvements to be constructed as a condition of approval by the Governing Body of a final tract map or parcel map, require the following fees be paid the District in order for the water system improvements to be constructed in a publicly dedicated street, waterline easement or right of way dedicated to the District:

A fee of one and one-half percent of the Director's²⁹ estimate of the cost of the water system improvements to be constructed shall be deposited with the District. Plan check costs in excess of the deposit shall be paid by the developer upon written notification by the District. Upon completion of the project, District will refund the remaining funds to the developer.

PART 4 - SECTION D - CONSTRUCTION INSPECTION FEES FOR DISTRICT WATER SYSTEM IMPROVEMENTS

RULE

4-D-1 The construction inspection fees for District water system improvements shall be as set forth below:

4-D-1.1 **SINGLE RESIDENTIAL WATER SERVICE CONNECTION:** There shall be no construction inspection fee for a single residential water service connection.

4-D-1.2 **MULTIPLE RESIDENTIAL, COMMERCIAL, INSTITUTIONAL, INDUSTRIAL OR MISCELLANEOUS WATER SYSTEM IMPROVEMENTS CONSTRUCTION INSPECTION FEE:** The water system improvements construction inspection fee for multiple residential, commercial, institutional, industrial or miscellaneous developments shall be not less than \$150.00 per connection to the District's water system, and shall be computed on the following schedule:

- a. A fee of 5% of the first \$20,000 of the Director's²⁹ estimate of the cost of the water system improvements.
- b. A fee of 3 1/2% of the next \$80,000 of estimated water system improvement costs.
- c. A fee of 3% of the estimated water²⁹ system improvement costs over \$100,000.

The fee specified in a, b and c above shall be deposited with the District. Construction inspection costs in excess of this deposit shall be paid by the developer upon written notification by the District. Upon completion of the project, the²⁹ District will refund the remaining funds to the applicant/developer.

4-D-1.3 **SUBDIVISION FINAL MAP OR PARCEL MAP WATER SYSTEM IMPROVEMENTS CONSTRUCTION INSPECTION FEES:** The construction inspection fees for water system improvements to be constructed as a condition of approval by the Governing Body of a final tract map or parcel map shall be computed on the same basis as those fees set forth in Section 4-D-1.2a, 4-D-1.2b, and 4-D-1.2c hereof.

4-D-2 If a refund of the construction inspection fee is requested within 90 days after the fee has been paid and no construction work has been commenced, 80% of the fee may be refunded to the applicant.

APPENDIX

Change Number	Effective Date	Rule Number	Reference
1	4-9-91	1-H-24(f)	Payment of Water Bills
1	4-9-91	1-L (Add)	Water Conservation
1	4-9-91	2-A-4	Service Charges
1	4-9-91	2-A-4a	Commodity Charges
2	4-30-91	2-A-4a	Incremental Interruption Plan
3	11-19-91	2-A-3	Deposit from Applicants
3	11-19-91	2-A-4	Service Charges
3	11-19-91	Part 4 (Add)	Standard Criteria for Preparation and Processing of Plans and Documents
4	10-6-92	2-A-4a	Commodity Rates
4	10-6-92	2-A-4b, c, d, e	Incremental Interruption Plan
5	4-19-94	1-A-11, 12	Definition of Terms
5	4-19-94	1-D-1	Application for Service
5	4-19-94	1-H-23d, 24, 24a, 24f, 24g, 28a	Service Rules
5	4-19-94	2-A-3	Deposit from Applicants
5	4-19-94	2-A-4f	Water Use
5	4-19-94	2-B-4, 4a, 5a	Water Use and Service Charges
5	4-19-94	3-A-21	Construction Permit Fee
6	3-16-99	2-1-4c	Incremental Interruption Level Plan No. 1. Tiered Allocation
7	7-17-01	2-A-4a	Commodity Rates
8	7-15-03	2-A-4a	Commodity Rates
9	8-30-05	2-A-4a	Commodity Rates
10	7-25-06	2-A-4a	Commodity Rates
11	02-05-08	2A-4a	Commodity Rates
12	12-16-08	1-A-6b, 1-H-24e,1-H-24j(add)	AG Water/Delinquent Water Bills
13	12-16-08	2-A-3, 4a,4c(ii),4d(ii), 4e(ii)	Commodity and Tiered Rates
14	12-06-08	2-A-4c(iv), 4d(iv),e(iv)	Industrial Commercial & Other Rates
15	12-06-08	2-B-2, 2-B-5a,b,c,d, 2-B-5f	Ag Water Service, Personalized Service, Payment Arrangements

16	12-08-09	1-A-5,11,11B,12	Definition of Terms
17	12-08-09	1-B-1, 1-C-3	Service Area Maps, Classes of Service
18	12-08-09	1-E-1	Service to users outside of District
19	12-08-09	1-H-2,2a,5,5a,	AG, Temporary Services, Meter Services, Payment Arrangements
19	12-08-09	1-H-7b,15, 16,23c,23j,26c	AG, Temporary Services, Meter Services, Payment Arrangements
20	12-08-09	1-I-2b, 1-J-2	Backflow, Capital Improvement Charges
21	12-08-09	Part 1, Section K	Water Shortages
22	12-08-09	Part 1, Section L	Permanent Water Conservation Measures
23	12-08-09	2-A-1,2-A-2,a,3,3c 2-A-4c(i)a,b,(iii),(iv)	Rate Schedules, Service Charges, IIP1
24	12-08-09	2-A-4d(i)a,b,(iii),(iv)	IIP2,Tier Allocations
25	12-08-09	2-A-4e(i)a,b,(iii),(iv), 2-A-4f, 4g	IIP3, Tier Allocations, Allocation Appeals
26	12-08-09	2-B-3,4,4a,4b,f	Miscellaneous Water Rates
27	12-08-09	3-A-4,3-A-18	Types of Charges
28	12-08-09	4-B-1,4,5,9,10,4-B-13,13.3,14,14.1,16.2	Water Systems for Developments
29	12-08-09	4-C-1.2, 4-C-1.3, 4-D-1.2	Water Systems Improvement Fees
30	12-15-09	2-A-4A, (i) (ii) (iii)	Commodity Rates
31	01-11-11	2-A-4A, (i) (ii) (iii)	Commodity Rates
32	01-10-12	2-A-4A (i)(ii), 2-A-4b	Commodity Rates, IIP
33	01-10-12	2-A-4c, 2-A-4d,e	Tier Allocations, IIP2, IIP3
34	01-15-13	1-C-3, 1-D-1(g)	Types of Account Services/Application for Service
35	01-15-13	1-H-23, a,c	Reading of Meters and Billing
36	01-15-13	1-H-24, a,e,f,g	Payment of Water bills
37	01-15-13	2-A-3 a,c	Deposit from Applicants
38	12-17-13	2-A-4a	Tier Allocations
39	12-09-14	2-A-4a	Tier Allocations
40	08-04-15	2-A-4a,2-A-4c,2-A-4d	Commodity Rates, Tier Allocations, Surcharges
41	02-14-17	1-A-7, 1-C-3, 1-E-1, 1-H-1, 1-H-5, 1-H-7b, 2-A-1, 2-A-4b, 2-B-4, 2-B-4a,	Schedule of Rates, Customer & Water Service Classifications, Services to Users Outside District, Domestic Service, Temporary Water Supply, Temporary Supply from Fire Hydrants, Pass Through and Refund of Surcharges, Construction Water Service (Unmetered and Metered)