

# Clearlake Oaks County Water District

P.O. Box 709 / 12952 East Highway 20  
Clearlake Oaks, CA 95423  
(707) 998-3322 Phone (707) 998-1245 Fax  
[www.clocwd.org](http://www.clocwd.org) website

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## Application for Water and/or Sewer Service

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By signing the attached application for service you are applying for Water and/or Sewer service with Clearlake Oaks County Water District. When applying for services you are guaranteeing that you will pay Clearlake Oaks County Water District in accordance with the schedule of rates which shall be enacted by Ordinance, for water and sewer service, and to conform to and abide by District rules and regulations relating to the purchase and sale of said service. You acknowledge the District's right to access the customer's premises to read the meter and service District equipment, in accordance with District ordinance. Delivery of service shall be to the property line. You understand that the District may have the right to access utility easements recorded against the real property in question. You further agree not to construct any permanent structure within any easement which the District has rights to.

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The following forms and documents must be submitted to establish an account with Clearlake Oaks County Water District.

- Completed Application for Service
- Copy of Recorded Grant Deed
- Signed Tenant Transfer Authorization Form (If Applicable)

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### Board of Directors

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Iris Hudson  
President

Judith Heeszal  
Vice President

Richard Kuehn  
Director

Dena Barron  
Director

Robert Kiser  
Director

**Clearlake Oaks County Water District**  
**Application For Water / Sewer Service**

Date: \_\_\_\_\_  
New Account # \_\_\_\_\_

**Account Holder / Owner & Co-Applicant**

_____	_____
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<b>Service Address</b>	<b>APN #</b>
_____	_____

**Mailing Address (If different from Service Address)**

\_\_\_\_\_

<b>City</b>	<b>State</b>	<b>Zip Code</b>
_____	_____	_____

<b>Telephone Number</b>	<b>Cell Phone Number</b>
_____	_____

<b>Social Security Number</b>	<b>Drivers License Number</b>
_____	_____
_____	_____

**FOR MASTER FILE ONLY**

**Type of Property:**    Commercial                  Single Family                  Other: \_\_\_\_\_

                                 Residential                  Duplex                  Number of Units: \_\_\_\_\_

**Previous Owner:** \_\_\_\_\_

**IF A TENANT IS TO RECEIVE THE MONTHLY BILLING STATEMENTS, THE  
PROPERTY OWNER MUST AGREE TO TERMS AND SIGN THE ATTACHED  
AUTHORIZATION FORM**

**Service Start Date:** \_\_\_\_\_                  **Meter Number:** \_\_\_\_\_

**IT IS THE OWNERS RESPONSIBILITY TO UPDATE ALL CONTACT AND MAILING  
INFORMATION WITH OUR OFFICE.**

**Applicant Signature:** \_\_\_\_\_                  **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_                  **Date:** \_\_\_\_\_

**A copy of your Grant Deed is required for any change of ownership**  
**Please Complete This Form And Submit It To Our Office Within 30 Days**



**Clearlake Oaks County Water District**  
**P.O. Box 709 / 12952 E. Hwy 20**  
**Clearlake Oaks, Ca 95423**

Updated: 7/23/13

**REF: Resolution No. 13-09**

**Standard Fees / Charges**

**All Modifications Effective August 15, 2013**

After Hours Service Call Out	\$150.00
Annual Back Flow Prevention Device Inspection and Testing Fee	\$45.00
Credit Card Fee (Per Transaction)	\$2.50
Delinquent Turn Off Fee	\$100.00
Foliage Removal Fee	\$37.50
Grease Trap Reinspection Fee	\$70.00
Illegal Cross Connection Fee	\$500.00
Installation Inspection Fee	\$96.00
<b>Late Charges</b>	<b><u>\$10.00 or 10% of current charges whichever is greater</u></b>
Non Compliant Back Flow Fee	
Failure to file annual test report	\$125.00
Filing a false or misleading survey	\$250.00
Failure to notify District of auxiliary source installation	\$175.00
Returned Check Fee	\$32.00
Transfer Fee (New Owner / Tenant)	\$50.00
Turn Off Fee	\$100.00
Turn On Fee	\$100.00

**Base Rate**

Water	\$32.36
Sewer	\$45.93
Consumption Allowance	2 units (200 Cubic Feet / approx. 1496 Gallons)
Billable Consumption (Per 100 Cubic Feet / 748 Gallons)	\$2.83
Sewer Surcharge	\$0.31 per 100 cf after 200 cf allowance

**Bulk Water Rate**

Bulk Water is billed at a rate of \$10.00 per 100 Cubic Feet or a minimum of \$10.00 per load which ever is greater. This service will be billed upon receipt of usage/consumption. This service is provided at the Clearlake Oaks Fire Station stand pipe and only authorized key holders are to use it.

**If for any reason this service appears abused it can and will be discontinued!**

PLEASE CONTACT OUR OFFICE AT :  
(707) 998-3322

Service personnel will be dispatched for all after hours emergencies.

**Clearlake Oaks County Water District**

P.O. Box 709 / 12952 E. Hwy 20

Clearlake Oaks, Ca 95423

Phone: (707) 998-3322 / Fax: (707) 998-1245

**Date:** \_\_\_\_\_

**Tenant Transfer Authorization Form**

**Physical Address:** \_\_\_\_\_

**Account #:** \_\_\_\_\_

I/We, the undersigned Owner(s) of the property listed on this application agree to water service being initiated as requested. I/We further acknowledge that water bills not paid by the applicant (tenant) are my/our responsibility and I/We agree to pay all charges associated with this account.

I/We, owner(s) of the property listed on this form agree to the terms and conditions of Clearlake Oaks County Water District's Tenant Landlord Transfer policy.

**Property Owner(s) Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**Owners Mailing Address:** \_\_\_\_\_

**Tenant's move in date :** \_\_\_\_\_

*Please indicate wheather you \_\_\_\_\_ or the tenant \_\_\_\_\_ is to pay the required \$50.00 Transfer Fee*

**Please PRINT Tenants Full Name**

\_\_\_\_\_

**Mailing Address**

\_\_\_\_\_

**City**

**State**

**Zip Code**

\_\_\_\_\_

**Telephone Number**

**Cell Phone Number**

\_\_\_\_\_

**It is the Owner / Tenants responsibility to update all contact and mailing information if it is to change.**

The owner of this property must sign and return this application within 15 days of the date on this form to:

**CLOCWD**

**P.O. Box 709**

**Clearlake Oaks, Ca 95423-709**

**FOR OFFICE USE ONLY**

**Processed By:** \_\_\_\_\_

**Transfer Fee:** \$50.00

**Transfer Date:** \_\_\_\_\_

**Fee Billed / Paid on:** \_\_\_\_\_

**Account Balance:** \_\_\_\_\_

# Clearlake Oaks County Water District

## Policy Governing Transfer of Information Service (Replaces Landlord Tenant Policy)

### Section 1 Title Pre-Requirements

If Transfer of Information service is desired, such a request must be made by the property owner. Upon receipt of such a request from the registered property owner, a form to authorize transferring information will be sent to the property owner; this form must be signed by the property owner and returned to the District. In addition to the completed authorization form mentioned previously, the required non-refundable \$50.00 transfer fee must be paid in full.

- Note: An authorization will not be considered active by the District until all pre-requirements are met.
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### Section 2 Title Services Granted

Once an authorization to transfer information becomes active, all regular billing statements will be sent to the address listed on the Transfer Authorization Form by the property owner. As stated in Ordinance #31, the actual account will remain the responsibility of, and therefore in the name of the property owner. All account status notices will then be sent to the property owner in care of the tenant, or authorized person(s). **Starting from the date the authorization becomes active**; all account status information will be released to the authorized person(s) upon their request.

Any time an account becomes delinquent, a copy of the regular monthly delinquent notice will be sent to the property owner, as notification that the account is in arrears. **At all times the property owner retains overall responsibility** and decision making capabilities for their account.

**Under normal circumstances**, an authorization to transfer information will remain active until either the property owner or the authorized person(s) requests in writing that the information is transferred back to the property owner.

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### Section 3 Title District Right to revoke Service

The District will reserve the right to revoke this service **at any time** if granting this service creates a requirement for excessive attention, the authorized person(s) become abusive to District personnel, or in the opinion of the District's Manager the authorized person(s) mismanages the service account, (i.e. returned checks for non-sufficient funds are received on the account, a water leak as shown thru the meter is allowed to continue, the authorized person(s) does not follow thru on prior payment arrangements).

- Note: Excessive attention will be recognized as any time spent on an account that is greater than the average expected time to perform the service as outlined in section 2.

If it is determined that an account with an active authorization deserves to have the service revoked, with manager approval, a notice will be sent to the authorized person and the property owner. If the problem continues, after manager notification a second (final) notice will be sent to both the property owner and the authorized person. After the second notice, if the problem continues, a notice of revocation will be sent to the authorized person along with a demand for any balance currently due on the service account. Copies of the same will also be sent to the property owner.

The transfer fee is non-refundable. In the event that the transfer authorization is revoked by the District for failure to comply with policy or notices, the transfer fee will not be refunded.

This service is merely a courtesy meant to provide convenience to our customers, who are the property owners within this District. Because this service is a courtesy, it is the opinion of the Management that providing this service should not prevent, or interfere in any way with District personnel continuing to provide all other regular services to the entire District.

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Section 4 Title Accounts Without an Active Authorization

It is the law and District policy that **no service account information shall be released to any person who is not the property owner**, unless the property owner authorizes the District to transfer information. This includes, but is not limited to balance due, consumption information, and any other information related to an account. Any person requesting service or service account information that is not the recorded property owner, shall be directed to contact the property owner to request said information.

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PO Box 709 / 12952 E. Hwy 20  
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Phone 707-998-3322, Fax 707-998-1247

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**Customer Shut-Off Valve & Pressure Regulator Policy**

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In addition to District Ordinance 31, all water service connections are required to have the following facilities:

- 1) a customer shut-off valve installed within two feet of the meter box, on the customer side of the meter, and
- 2) a pressure regulating device installed on the customer side of the meter box.

**All costs associated with the installation, maintenance, or repair of the above referenced facilities shall be the sole burden of the customer.**

As approved by the Board of Directors, of the Clearlake Oaks County Water District on the 24<sup>th</sup> day of May, 2002.