

Clearlake Oaks County Water District

WATER CODE



TABLE OF CONTENTS

Title 1 – General Provisions	4
Chapter 1 – Adoption of Code	4
Chapter 2 – Rules of Construction	5
Title 2 – District Policies	7
Title 3 – Potable Water Service	7
Chapter 1 – General	7
Chapter 2 – Commencement of Service	9
Article 1 – Application for Service	9
Article 2 – Fees and Deposits	12
Chapter 3 – Cross Connection Control Regulations	14
Article 1 – Definitions	14
Article 2 – Backflow Prevention	14
Article 3 – Protection of District Water Supply	15
Article 4 – Conditions Dictating Type of Device	15
Article 5 – Backflow Prevention Device Testing	16
Chapter 4 – Conditions of Service	16
Article 1 – General	16
Article 2 – Rates: Time and Manner of Payment	17
Chapter 5 – Delinquent Accounts	20
Chapter 6 – Fees	27
Title 4 – Water Conservation	29
Chapter 1 – General	29
Chapter 2 – Protective Measures	39

PURPOSE

The Clearlake Oaks County Water District formed and exists under the provisions of the County Water District Law, California Water Code, Division 12, section 30000, et seq. for the treatment and distribution of water. The purpose of this 'Code' is to form, regulate, organize and incorporate the charges designed for the use of water treatment facilities that have been constructed for the treatment and distribution of quality drinking water within its boundaries. The District shall require charges for use of water which is designed to recover the capital and operating costs. The regulations shall include provisions for enforcement and penalties for violations.

Our mission, to provide the best quality water and the safest, most efficient treatment and disposal of water at a reasonable cost.

Our vision, to provide high quality drinking water and environmentally safe disposal of Sewer.

This 'Code' requires no expiration date and is in full effect until amended, rescinded or superseded.

TITLE 1 - GENERAL PROVISIONS

Chapter 1 - Adoption of Code

1-1.101 TITLE

This Code shall be known as the “Clearlake Oaks County Water District Water Code.” Except as otherwise provided in this Code, this Code consists of regulatory, penal, and administrative rules related to the receipt of water service from Clearlake Oaks County Water District pursuant to the authority set forth in the County Water District Law, California Water Code, Division 12, section 30000, et seq.

1-1.102 EFFECTIVE CODE ON PAST ACTIONS AND OBLIGATIONS

Neither the adoption of this Code nor the repeal of any ordinance or resolution of the District by this Code shall in any manner affect the prosecution for violations of ordinances or resolutions, which violations were committed prior to the effective date of this Code, nor be construed as a waiver of any fee or penalty on such effective date due and unpaid under such ordinances or resolutions, nor be construed as affecting any of the provisions of such ordinances or resolutions relating to the collection of any such fees or penalties or the penal provisions applicable to the violation of such ordinances or resolutions, nor to effect the validity of any bond or cash deposit required to be posted, filed, or deposited pursuant to any ordinance or resolution, and all vested rights and obligations pertaining to such ordinances or resolutions shall continue in full force and effect.

1-1.103 REFERENCES TO SPECIFIC ORDINANCES

The provisions of this Code shall not in any manner effect deposits or other matters of record which refer to, or are otherwise connected with, ordinances or resolutions which are specifically designated by number or otherwise and which are included within this Code, but such references shall apply to the corresponding provisions set forth in this Code.

1-1.104 MAINTENANCE OF CODE

At least one copy of this Code, duly certified by the Secretary, shall be maintained on file in the District offices as the official copy of this Code. Additional copies of this Code shall be distributed to the departments of the District as directed by the General Manager.

A duly certified copy of each ordinance or resolution making a change in this Code shall be filed in the office of the Secretary in books for such purpose, properly indexed for ready reference.

At least quarterly, the Secretary shall cause the loose-leaf pages of this Code in which changes have been made to be reproduced, including a notation as to the ordinance or resolution number and date on which such change is adopted, and distributed so that the loose-leaf copies of this Code, prepared for the use and convenience of the officers and employees of the District and the general public may be brought up to date.

Chapter 2 - Rules of Construction

1-2.101 SCOPE

Unless the provisions of this Code otherwise specifically provide, or the context of this Code indicates to the contrary, the general provisions, rules of construction, and definitions set forth in this chapter shall govern the construction of this Code. The provisions of this Code and all proceedings under it are to be construed with a view to affect its object and to promote justice.

1-2.102 STATEMENT AND CONTINUATIONS

The provisions of this Code insofar as they are substantially the same as existing ordinances or resolutions relating to the same subject matter, shall be construed as restatements and continuations and not as new enactments; provided, the provisions of this Code shall govern over any differences between an ordinance or resolution existing at the time of adoption of this Code.

1-2.103 EFFECT OF HEADINGS

Title, Chapter, Article, and Section headings contained in this Code shall not be deemed to govern, limit, modify, or in any manner affect the scope, meaning, or intent of the provisions of any Title, Chapter, Article, or Section of this Code.

1-2.104 REFERENCES TO ACTS OR OMISSIONS WITHIN THE DISTRICT

The provisions of this Code shall refer only to the omission or commission of acts within the territorial limits of the District and to the territory outside the District over which the District has jurisdiction or control by virtue of the Constitution of the State or any law, or by reason of ownership or control of property.

1-2.105 REFERENCES TO ORDINANCES OR RESOLUTIONS

Whenever any reference in this Code is made to an ordinance or resolution, the reference shall apply to such ordinance or resolution of the District unless this Code expressly provides otherwise. Whenever any reference is made to any portion of this Code, or to any ordinance or resolution of the District, the reference shall apply to all amendments and additions made to this Code.

1-2.106 NOTICES

Whenever a notice is required to be given pursuant to the provisions of this Code, unless different provisions are otherwise specifically set forth in the text of this Code, such notice may be given either by personal delivery thereof to the person to be notified or by deposit in the United States Mail in a sealed envelope, postage prepaid, addressed to such person to be notified at his last known business or residence address as the same appears in the public records of the District or other records pertaining to the matter to which the notice is directed. Service by mail shall be deemed to have been completed at the time the notice is deposited in the Post Office.

1-2.107 SEVERABILITY

If any part of this Code is, for any reason, held to be invalid or unconstitutional, such decisions shall not affect the validity of the remaining portions of the Code. The Board hereby declares that it would have passed this Code by section, sub-section, sentence, clause, and phrase thereof, irrespective of the fact that any one or more other sections, sub-sections, sentences, clauses, or phrases be declared invalid or unconstitutional.

1-2.108 STATUTE OF LIMITATIONS

Whenever a limitation or a period of time prescribed in any existing ordinance, resolution, or statute for acquiring a right or buying a remedy, or for any other purpose, has begun to run before this Code goes into effect, the time which has already run shall be deemed a part of the time prescribed as such limitation.

1-2.109 DEFINITIONS

For the purposes of this Code, unless otherwise apparent from context, certain words and phrases use in this Code are defined as follows:

- (a) "Board" refers to the Board of Directors of the District.
- (b) "Customer" refers to the property owner of record as verified by the Assessor's office of the County of Lake or a tenant assigned to the service address.
- (c) "Director" refers to a member of the Board.
- (d) "District" refers to Clearlake Oaks County Water District.
- (e) "Employee" refers to a District employee.
- (f) "General Manager" refers to the General Manager of the District.
- (g) "Person" refers to any person, firm or corporation.
- (h) "President" refers to the President of the Board.
- (i) "Vice President" refers to the Vice President of the Board.
- (j) "Secretary" refers to the Secretary of the Board.
- (k) "State" shall mean the State of California.

- (l) “Section” shall mean a section of this code unless other source is specifically mentioned.
- (m) “Tenant” refers to the person who occupies land or property rented from a customer.
- (n) “Quarterly” where used to designate a period of time, shall mean the first three calendar months of any given year or any succeeding period of three calendar months.

TITLE 2 - DISTRICT POLICIES

2-1.101 GENERAL

The District shall, to the extent practicable, provide potable water service to District customers consistent with the County Water District Law and other State and Federal laws, rules, and regulations.

2-1.102 DISTRIBUTION AND SALE OF WATER

The Board has fixed the rates at which water shall be sold, and the regulations governing classes of service and the conditions of service. All water rates and regulations are set forth in this Code.

2-1.103 RATE REVIEW

At least annually, the Board shall review and confirm the rates, fees, and charges for potable water service. Adoption of the annual budget with rate assumptions included therein may constitute such review.

2-1.104 OPERATING COSTS

As near as practicable, the Board shall establish service charges at a level sufficient to recover the cost of operating and maintaining the service.

2-1.105 CAPITAL IMPROVEMENT COSTS

As near as practicable, the Board shall establish connection charges sufficient to recover the cost of constructing capital improvements required to provide service.

TITLE 3 - POTABLE WATER SERVICE

Chapter 1 - General

3-1.101 SCOPE

This Title applies to potable water service from the District; rates, fees and deposits to cover the cost thereof; the time and manner of payment for services rendered;

regulations regarding water usage; protection of the system from mechanical and health hazards; and rules and charges for connections to existing mains.

3-1.102 DEFINITIONS: GENERAL

The definitions in this Article shall be used to interpret this Title, unless otherwise apparent from the context.

3-1.103 SERVICE OR WATER SERVICE

“Service” or “Water Service” means the delivery of potable water through a meter turned on by the District for which fees and charges have been paid. “Service” does not refer to the physical connection or system of pipes and appurtenances to deliver water.

3-1.104 APPLICANT

“Applicant” means a person applying for water service from the District.

3-1.105 CLASS OF SERVICE

"Class of Service" refers to the type of water service provided to a customer. There are three classes of service.

"Single-Family Class" refers to service to one residential unit; an in-law or other axillary unit, not used for commercial purposes being served through a dedicated water meter.

"Multi-family Class" refers to service to 2 or more combined residential units served by a single water meter.

"Commercial Class" refers to service to business, institution, or government agency.

3-1.106 CONNECTION FEES

“Connection Fees” means fees levied by the District to recover the cost of facilities needed to provide water service, including “Meter Fees” to pay for the cost of the lateral pipeline from the distribution pipeline and the meter.

3-1.107 CUSTOMER

“Customer” refers to the property owner of record as verified by the Assessor’s office of the County of Lake or a tenant assigned to the service address

3-1.108 SERVICE FEES

“Service Fees” or “Miscellaneous Fees” means the fees levied to recover costs incurred to operate and maintain the water system. All properties for which service is readily available pay the base rate whether or not the property owner has applied for service.

3-1.109 TYPES OF SERVICE

- (a) District provides permanent service only.
- (b) “Permanent Service” means service to property, parcel and/or lot with a service connection to the District with or without a structure.
- (c) “Sewer Service” – See Clearlake Oaks County Water District ‘Sewer’ Code

“Residential” refers to a property, parcel and/or lot with a service connection to the District with or without a structure. Said property, parcel and/or lot will be billed a monthly residential base rate regardless of meter size as per the current enacted rate Ordinance. Residential includes: Single Family, Multi-Family, RV and Mobile Home Parks that service multiple single family residences with one (1) master meter. Classification when in question is to be determined at the discretion of the General Manager.

“Commercial” refers to a property, parcel and/or lot with a service connection to the District with or without a structure. Said property, parcel and/or lot will be billed a monthly commercial base rate according to meter size as per the current enacted rate Ordinance. Commercial includes: all uses of property excluding Single Family, Multi-Family, RV, and Mobile Home Parks. Classification when in question is to be determined at the discretion of the General Manager.

3-1.110 UNIT

“Unit” means one hundred cubic feet or 748 gallons.

Chapter 2 - Commencement of Service

Article 1 - Application for Service

3-2.101 COMMENCEMENT OF SERVICE: GENERAL

An applicant for water service or to change an existing water service shall: provide adequate property documentation, execute appropriate application process, pay the required service initiation fees, make the required deposits, and meet the conditions set forth herein.

- (a) No water service of the District shall be furnished to any premises or to any person free of charge except by authorization of the Board of Directors.

- (b) Each single-family dwelling shall be served through at least one water meter of at least 3/4" size.
- (c) Each unit of multi-family dwelling shall be served through at least one water meter of at least 5/8" in size.

3-2.102 COMMENCEMENT OF SERVICE: APPLICATIONS

- (a) The application for service shall include an agreement to abide by District regulations and such information as the General Manager may reasonably request. Such application shall be for service to a particular and identified property.
- (b) If the application is for service to property not previously served by the District, the applicant shall also present construction and/or site plans at the time the account is requested to be set up.
- (c) If the application is for an account in the name of a corporation or partnership, the applicant shall provide a personal guarantee from an owner or principal of the entity, regardless of the form of organization, as follows

3-2.103 APPLICANT'S RESPONSIBILITY

- (a) Multiple applicants for a commonly owned property shall be jointly and severally liable for water service. A single bill shall be sent to their designee.
- (b) Responsibility for service may be claimed by a customer as follows:
 - (1) An account can be changed from two spouses to one spouse with transfer of ownership paperwork, death certificate, or by written request signed by both owners of record.
 - (2) An account can be changed to a family member in "in care of" upon written request from the owner of record.
 - (3) A customer can direct billing information to a third party, and bills will be sent "in care of" the party who will make the payment.
 - (4) A tenant or lessee of a property with evidence of a valid lease agreement and a Tenant Transfer Authorization Form may apply for service, and the bill shall be sent to the tenant or lessee. The tenant or lessee is responsible for the payment of service fees and charges in accordance with District rules and regulations. The property owner shall be responsible for any unpaid service fees and charges of a tenant or lessee. Upon request by the property owner, the District will notify said owner and include the amounts owed and due dates. The District shall disclose whether or not an account held by a tenant or lessee is in good standing and, if there is an unpaid balance, the amount owed and due date.
 - (5) Interim non-owner transfer requests can be made on a case by case basis and must be approved by the General Manger. An agreement must be signed assuming responsibly of the bill upon transfer.

- (6) Real Estate Agents may request to transfer service(s) into their name for which they are facilitating the sale of real property by providing a listing agreement.
- (7) No customer shall supply water to any person, firm, or corporation other than the occupants of the premises of such customer.

3-2.104 METER REQUIRED

All water furnished by the District, except as provided in this Code, must pass through a meter. No by-pass or connection around a meter between the customers' plumbing and the District's main shall be made or maintained.

All meters, risers, service connections, and other equipment furnished by the District shall be placed, maintained, and repaired by the District. The customer shall provide a space for and exercise proper care to protect the property of the District. In the event of loss or damage to the District's property arising from neglect or misuse by the customer, the cost of necessary repairs or replacement shall be paid for by the customer.

All water passing through the meter is billable, if there is a maintenance or obstruction preventing the procurement of water usage, usage will be billed thereafter.

3-2.105 OWNERSHIP AND ACCESSIBILITY OF SERVICE CONNECTIONS

Service connections shall be kept safely and readily accessible for District personnel. The expense of maintenance, repairs, and renewal of such service connections and meters, due to normal wear and tear, shall be borne by the District. Water pipes, risers and appurtenances downstream of the meter are the property of the customer who is responsible for operation and maintenance.

Any person who covers or in any way obstructs Districts access to the water meter will be charged the base rate and any estimated usage calculated from 12-month prior usage charges or the start of their service, plus a Billing Obstruction Fee for each billing cycle the obstruction remains over the meter as stated in Section 3-6.104.

The District reserves the right to discontinue service which may seriously impair service to any other customer or to the District's service facilities.

It is unlawful for any plumber or other person to make connection with any District water main, or any conduit or pipe belonging to or under control of the District, without the prior approval of the District, or to make any such connection after service to the property has been disconnected, or to turn water service on or off to any property without permission of the District.

Article 2 - Fees and Deposits

3-2.201 FEES AND DEPOSITS: GENERAL

An applicant shall pay the applicable fees and deposits as set forth herein.

3-2.202 SERVICE FROM EXISTING SERVICE CONNECTION

The applicant is not required to pay capital expansion fees if the applicant's property can be served from an existing service connection. Outstanding connection fees and service fees shall be paid if the applicant requests that a forfeited service be activated.

3-2.203 SERVICE FROM NEW SERVICE CONNECTION

If the applicant's property cannot be served from an existing connection but can be served from an existing water main, the applicant shall pay Capital Expansion Fees prior to the connection being made. Each service connection is specific to only one (1) individual dwelling of unit and accessory structures.

3-2.204 CAPITAL EXPANSION

A person may obtain a connection to an existing District main by paying a Capital Expansion Fee based upon the size of meter which is required for the service.

All new connections or upgrades are required to have a completed Capital Expansion Fee quote on file, and all costs associated with service connection must be paid in full prior to connection.

Capital Expansion Fees for mobile home parks, approved subdivisions, or any other type of multi-unit development shall be charged on a per mobile home or unit basis at the same rate as for a single-family dwelling.

All costs associated with the installation, maintenance, or repair of the aforementioned connection(s), along with inspection fees, shall be the sole responsibility of the property owner. The District will provide an estimated cost sheet for the time and materials to install the connection, such fees will need to be paid prior to the connection.

Meter Size	Capital Expansion Fee	Administrative Fee	Account Fee	Inspection Fee	Total Installation Cost
1"	\$10,000.00	\$100.00	\$65.00	\$145.00	\$10,310.00
1 ½"	\$20,000.00	\$100.00	\$65.00	\$145.00	\$20,310.00
2"	\$27,000.00	\$100.00	\$65.00	\$145.00	\$27,310.00
3"	\$50,000.00	\$100.00	\$65.00	\$145.00	\$50,310.00
4"	\$85,000.00	\$100.00	\$65.00	\$145.00	\$85,310.00
6"	\$140,000.00	\$100.00	\$65.00	\$145.00	\$140,310.00

3-2.205 COMMENCEMENT

As used herein, "service commences" when a request for service has been completed and water can be delivered to the applicant's property through District facilities.

3-2.206 ASSURANCES OF SERVICE

When an applicant desires assurances (will-serve) that service will be provided at a future date, such assurances will be given only if the applicant agrees to be bound by District regulations, including regulations for the payment of connection fees existent when service commences, the applicant makes financial arrangements to pay connection fees in the future by depositing cash with the District, and the applicant agrees to be bound by the terms of the application for service.

Service connections installed by a customer are inspected prior to acceptance by the District to assure they meet District specifications. A person connecting to the system must do so in a business-like manner so that proper alignment of the facilities is in place.

3-2.207 DEPOSITS: SERVICE FROM EXISTING SERVICE CONNECTION

- (a) If the applicant has not promptly paid previous water bills or has a credit history indicating the applicant is a credit risk, the applicant shall make a cash deposit of twice the amount of the normal maximum bill for such property.
- (b) If the commercial applicant is not the owner of the property where service is requested, the applicant shall make a cash deposit of twice the amount of the normal maximum bill for such property.

- (c) A deposit shall be made by customers who have received a final notice five or more times within a two-year period, and from every customer whose service is disconnected for nonpayment of water charges. Deposits may be refunded to a customer after one year of service without more than one final notice. Refunds shall be made by check unless the customer expressly requests that the refund be made by crediting the amount of the deposit to the account.
- (d) Public agencies and public utilities are not required to make the deposits required by this section.

Chapter 3 - Cross Connection Control Regulations

Article 1 – Definitions

“Air Gap” refers to the unobstructed vertical distance through the free atmosphere between the lowest opening from any pipe or faucet supplying water to a tank, plumbing fixture, or other device and the flood level rim of said vessel. An approved air-gap shall be at least double the diameter of the supply pipe, measured vertically, above the top of the rim of the vessel, and, in no case less than one inch.

“Backflow” refers to the flow of water or other liquids, mixtures, or substances into the distribution pipe of a potable water supply from any source then the District’s source.

“Backflow Prevention Device” refers to the device or means designed to prevent backflow of water into the public drinking water supply

“Cross Connection” refers to any unprotected connection between any parts of the District’s water system and any source or system containing water or any other substance that is not or cannot be approved by the District as safe, wholesome and potable for human consumption

“Reduced Pressure Principle Device” refers to an assembly of two independently operating approved check valve, with an automatically operating differential relief valve, between the two check valves; tightly closing shut-off valves on either side of the check valves; plus properly located test cocks for the testing of the check and relief valves.

Article 2 – Backflow Prevention

Pursuant to State of California, Department of Health Services, Title 17, Chapter V, Sections 7583-7632, it is the responsibility of the District to protect its drinking water by instituting and enforcing a “Backflow Prevention” program herein pursuant to Chapter 3, Sections 1-5, in order to prevent the backflow of water into the public drinking water supply. Property receiving domestic water service with a secondary water source shall have an approved backflow prevention device.

- (a) A backflow prevention device is required to protect against contamination by a secondary water source, the customer shall pay an annual inspection fee set forth in Section 3-7.104 of this Code if the District has a certified Backflow Tester or hire an outside certified Backflow Prevention Device Tester.
- (b) The term “Approved Backflow Prevention Device” shall mean a device that has been manufactured in full confirmation with the standards established by the American Water Works Association entitled AWWA C506-679 or most current issue.
- (c) Backflow prevention devices shall be installed in the manner prescribed in the State Department of Health Services, Sanitary Engineering Branch’s “Manual of Cross Connection Procedures and Practices” or as prescribed by another acceptable authority and plans by which have been approved by the District.

Article 3 – Protection of the Districts Water Supply

No water service connection shall be installed or maintained by the District unless the District’s water supply is protected as required by State laws and regulations. If, in the sole judgement of the District, an approved backflow prevention device is required, but not installed, tested, and maintained, or if it is found that a device has been removed or by-passed, the District shall give notice in writing to said customer to install such approved device(s) at customer’s sole expense. Failure, refusal, or inability on the part of the customer to install said device(s) immediately shall constitute grounds for disconnecting water service to the premises until such device(s) have been properly installed or such conditions and defects have been corrected.

Article 4 – Conditions Dictating Type of Device

3-3.401 PROTECTION OF DISTRICT SYSTEM

If on any premises there is any material danger to health that is handled in such a fashion as to create an actual or potential hazard to the public water system, the District’s system shall be protected by an approved air-gap separation or an approved reduced pressure principle assembly device.

Special circumstances where approved backflow prevention assemblies are required:

- (a) If the nature and extent of any activity on the premises, or the materials used in connection with any activity on premises, could contaminate or pollute the drinking water supply in any way.

- (b) On premises having any cross connection, internal cross connections that are not correctable, or intricate plumbing arrangements that make it impractical to ascertain whether or not a cross connection exists
- (c) A repeated history of cross connections being established or re-established

An approved double check-valve assembly shall be used where water or other objectionable substances, but that not hazardous to health, could be introduced into the District's system.

3-3.402 STORAGE TANKS

If on any premises there is an auxiliary water supply or storage tank, the Districts system shall be protected by an approved air-gap separation or an approved reduced pressure principle assembly device, except single family residents shall be protected by an approved double check-valve assembly.

Article 5 – Backflow Prevention Device Testing

It shall be the duty of the owner of any premises where backflow prevention devices are installed to have a certified inspection and operational test completed annually. In those instances where there is a potential hazard, certified inspection at more frequent intervals may be required in the District's sole discretion. These inspections and tests shall be at the sole expense of the owner and shall be performed by a certified tester. These devices shall be repaired, overhauled, or replaced at the sole expense of the owner whenever said devices are found to be defective. Records of such tests, repairs, and overhaul shall be submitted to the District upon completion of testing.

Customers will receive an annual reminder notice during the first week of April, additional reminder notices will be mailed via United States Postal Service every 30-days the device remains untested. The Districts Backflow Testing Schedule remains open from April through October each year.

Chapter 4 - Conditions of Service

Article 1 – General

3-4.101 GENERAL

The District will exercise reasonable diligence and care to deliver a continuous and adequate supply of water to the customer at a reasonable constant pressure and to avoid shortage or interruption in delivery. The District offers water at its system pressure, and the applicant must install adequate plumbing and protective devices in accordance with the current Uniform Plumbing Code in order to utilize the available water at whatever reasonable constant pressure is available in the system. The District is not responsible for the maintenance of pressure and reserves the right to

discontinue service while making repairs required in the operation of the water system. Customers depending upon a continuous supply should provide for their own emergency storage.

3-4.102 AREAS SERVED

Lands lying within the boundaries of the District are eligible to receive water service.

Article 2 - Rates: Time and Manner of Payment

3-4.201 CONTINUATION OF SERVICE

A customer shall be entitled to continue to receive water service from the District by compliance with the provisions of this Chapter. Customers shall pay the following monthly base rate regardless of usage.

Each customer shall pay a monthly usage charge based on the units of water delivered, as follows:

Rate Code	2021-2022 Adjusted Rate	2022-2023 Adjusted Rate	2023-2024 Adjusted Rate	2024-2025 Adjusted Rate	2025-2026 Adjusted Rate
USM 5/8"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WMF 5/8"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSF 5/8" & 3/4"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSF 1"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSF 1 1/2"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WS1 5/8"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSM 5/8"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSM 5/8" & 3/4"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSM 1 1/2"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSM 6"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WC 5/8"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WZR 5/8"	\$31.89	\$32.69	\$33.50	\$34.34	\$35.20
WSM 1"	\$99.84	\$102.34	\$104.89	\$107.52	\$110.20
WC 1"	\$99.84	\$102.34	\$104.89	\$107.52	\$110.20
WC 1 1/2"	\$199.57	\$204.56	\$209.67	\$214.92	\$220.29
WZR 1 1/2"	\$199.57	\$204.56	\$209.67	\$214.92	\$220.29
WMF 2"	\$319.21	\$327.19	\$335.37	\$343.75	\$352.35
WZR 2"	\$319.21	\$327.19	\$335.37	\$343.75	\$352.35
WC 2"	\$319.21	\$327.19	\$335.37	\$343.75	\$352.35
WC 3"	\$598.54	\$613.50	\$628.84	\$644.56	\$660.68
WZR 3"	\$598.54	\$613.50	\$628.84	\$644.56	\$660.68

WC 4"	\$997.60	\$1,022.54	\$1,048.10	\$1,074.31	\$1,101.16
WZR - 4"	\$997.60	\$1,022.54	\$1,048.10	\$1,074.31	\$1,101.16
VZX - 4"	\$997.60	\$1,022.54	\$1,048.10	\$1,074.31	\$1,101.16
Usage Rate	\$2.07	\$2.12	\$2.17	\$2.23	\$2.28

Each customer shall pay a monthly charge for the “Capital Replacement Project” for the repair and replacement of infrastructure within the District’s boundaries.

Year	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
CRW	\$15.80	\$16.20	\$16.61	\$17.03	\$17.46
C58	\$15.80	\$16.20	\$16.61	\$17.03	\$17.46
CRP PC	\$22.00	\$22.00	\$22.00	\$22.00	\$22.00
C1 - CRP Commercial	\$34.75	\$35.62	\$36.51	\$37.42	\$38.36
C15 - CRP Commercial	\$65.81	\$67.46	\$69.15	\$70.88	\$72.65
C2 – CRP Commercial	\$104.64	\$107.26	\$109.94	\$112.69	\$115.51
C3 - CRP Commercial	\$194.25	\$199.11	\$204.09	\$209.19	\$214.42
C4 - CRP Commercial	\$322.41	\$330.47	\$338.73	\$347.20	\$355.88

3-4.202 BILLING ADJUSTMENTS

- (a) For the purpose of computing water charges, each meter upon the customer's premises will be computed separately.
- (b) Adjustments will be made when a billing error occurs.
- (c) The presence of a leak on the customer side does not qualify for a billing adjustment.

3-4.203 BILLS DUE WHEN PRESENTED

All bills and charges shall be due upon receipt, but are not considered late until after the specified due date on the statement. A late fee of \$10.00 or 10%; whichever is greater, will be applied to the account.

The District is authorized to waive the late fee one time per billable account in a twelve-month period in the sole discretion of the General Manager.

3-4.204 PAYMENT OPTIONS

The District offers the following payment options for all customers:

- (a) Payments are accepted in person at the Administrative Office or over the phone. We accept cash, check, credit cards or money orders
- (b) Credit Card Payments: Visa, MasterCard and Discover are accepted
- (c) View and Pay your bill via credit card in office, online or with an automated phone system by dialing (707) 216-2006.

(d) Payment by mail or drop box

3-4.205 BILLING FREQUENCY

All services will be billed monthly on or about the 25th of every month.

3-4.206 FAILURE TO RECEIVE A BILL

Customers are to notify the District if they haven't received a bill, failure to receive a bill does not relieve a customer of liability for payment.

Bills are sent via United States Postal Service. Customers can also opt-in to E-Bills along with paper bills or in place of paper bills

Bills will be addressed to the address on file from the application of service or grant deed. If a customer wishes to change their mailing address, a change of address form is available in office or on our website and all sections must be filled out.

3-4.207 NOTICE OF BILLING DISCONTINUANCE REQUIRED

Customers desiring to discontinue billing in their name shall notify the District at least 24 hours prior to vacating the premises.

Water service will not be interrupted during a transfer of ownership or change in tenancy, unless the service is off for delinquency.

3-4.208 MULTIPLE DISTRICT SERVICES

The rates and charges for all services and facilities furnished by the District shall be collected with its water rates and charges. All such charges shall be included within the same bill and collected as one item. In the event of failure to pay the whole or any part of the bill, the District may discontinue any or all service for which the bill is rendered.

3-4.209 PRORATION OF CHARGES FOR ODD PERIODS

Bills for water service for periods of time less than one month or a specified billing period will be prorated.

3-4.210 ESTIMATED BILLS

(a) If a meter in working condition cannot be read for any reason, an estimate shall be made of the quantity of water used and a bill rendered for the estimated quantity. Should the succeeding reading indicate that the estimate is materially in error, an adjustment shall be made in the succeeding bill.

- (b) If a meter becomes inoperable, billing shall be based on the quantity used in a similar period, unless circumstances indicate clearly a material change in the rate of consumption, in which case the Billing Department shall estimate the quantity used, considering all pertinent factors, and render a bill accordingly.

3-4.211 CHANGE OF CUSTOMERS WITHOUT NOTICE

A person taking possession of premises and using water from an active connection without having made application to the District for water service, shall be held liable for the water delivered from the date of the last recorded reading, and if the meter is found inoperative, the quantity consumed will be estimated by the Billing Department. If proper application for water service is not made upon notification to do so by the District, and if accumulated bills for service and the fees herein provided are not paid immediately, the service may be discontinued by the District without further notice. All properties for which water service is readily available shall pay the base rate whether or not the owner has applied for service.

3-4.212 CHECK NOT HONORED BY BANK

Applicants or customers who pay bills rendered for service, fees, deposits or penalties by check or electronic funds transfer (EFT) will be held responsible for the payment being honored by the Bank upon which it is drawn. If a check or EFT transaction is refused for payment by the Bank, the writer, upon notification, will be charged a fee set forth in Section 3-7.104 of this Code, after which the customer will not be permitted to pay with a check for six months.

In the event the District receives a personal check to prevent a delinquent shut off is not honored by the bank, the District may terminate service immediately. Customer will be required to pay any outstanding balance listed on the account in order to have services reinstated in accordance with Chapter 5. Payments must be in the form of Credit Card, Cash, Money Order, or Cashier's Check

If any fee or charge is paid to the District by check and said check is not honored by a bank, a forty-five dollar (\$45.00) charge, or the maximum amount allowed by law, will be charged to the account in addition to any other charges assessed to the District. The District may proceed with discontinuance of service upon receipt of a returned check.

Chapter 5 – Delinquent Accounts

3-5.101 APPLICATION OF DEPOSITS TO DELINQUENT ACCOUNTS

If a consumer who has made a deposit fails to pay his delinquent bill or bills, together with all added penalties, his deposit shall be applied on his account and the service

may be discontinued until such time as the deposit is restored to the amount provided herein after all delinquencies and charges are paid.

3-5.102 DELINQUENT CUSTOMER AT SAME OR NEW ADDRESS

Should any customer fail, or refuse to pay for service furnished and charged for in accordance with the rates herein specified, the customer shall not again be furnished service at the same or any other location until all of his delinquent bills plus the fees and charges herein provided have been paid; and they shall be required to make a deposit sufficient to cover future services as provided herein.

3-5.103 GENERAL

- (a) The District shall provide an opportunity for customers who cannot pay their charges, in full or in part, to continue receiving service through such options as deferred or reduced payments or alternative payment schedules. In addition, the District shall provide a formal mechanism for a customer to contest or appeal a bill.
 - (1) The District shall not discontinue residential service for nonpayment until a billing statement has been delinquent for at least 60 days.
 - (2) No less than seven business days before discontinuation of residential service for nonpayment, the District shall contact the customer named on the account by telephone or written notice.
- (b) If the District contacts the customer named on the account by telephone, it shall offer to provide in writing to the customer the District's policy on discontinuation of residential service for nonpayment. The District shall offer to discuss options to avert discontinuation of residential service for nonpayment, including, but not limited to, alternative payment schedules, minimum payments, and petition for bill review and appeal.
- (c) If the District contacts the customer named on the account by written notice, the written notice of payment delinquency and impending discontinuation shall be mailed to the customer of the residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the address of the property to which residential service is provided, addressed to "Occupant." The notice shall include, but is not limited to, all of the following information in a clear and legible format:
 - (1) The customer's name and address.
 - (2) The amount of the delinquency.
 - (3) The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service.
 - (4) A description of the process to apply for an extension of time to pay the delinquent charges.
 - (5) A description to petition for bill review an appeal.
 - (6) If the District is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned

through the mail as undeliverable, the District shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment and the District's policy for discontinuation of residential service for nonpayment.

- (7) All written notices shall be provided in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by 10 percent or more of the customers in the District's service area.
- (d) If an adult at the residence appeals the water bill to the general manager or any other administrative or legal body to which such an appeal may be lawfully taken, the District shall not discontinue residential service while the appeal is pending.
- (e) The District shall not discontinue residential service for nonpayment if all the following conditions are met:
 - (1) The customer, or a tenant of the customer, submits to the General Manager the certification of a primary care provider, as defined in Welfare and Institutions Code section 14088 (b)(1)(A), that discontinuation of residential service will be life threatening to, pose a serious threat to the health and safety of, a resident of the premises where residential service is provided; and
 - (2) The customer demonstrates that he or she is financially unable to pay for residential service within the District's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the District's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and
 - (3) The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with the District policies.
- (f) If the conditions listed in subdivision (a) are met, the District shall offer the customer one or more of the following options:
 - (1) Amortization of the unpaid balance.
 - (2) Participation in an alternative payment schedule.
 - (3) Temporary deferral of payment.
- (g) The District may choose which of the payment options described in Section 3-5.105 the customer undertakes and may set the parameters of that payment option. Ordinarily, the repayment option offered should result in repayment of any remaining outstanding balance within 12 months. The District may grant a longer repayment period if it finds the longer period is necessary to

avoid undue hardship to the customer based on the circumstances of the individual case.

- (h) Residential service may be discontinued no sooner than 5 business days after the District posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:
 - (1) The customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more; or
 - (2) While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the customer does not pay his or her current residential service charges for 60 days or more.
- (i) If the District discontinues residential service for nonpayment, it shall provide the customer with information on how to restore residential service.
- (j) If a residential customer demonstrates a household income below 200 percent of the federal poverty line, the District shall do both of the following:
 - (1) Set a reconnection of service fee for reconnection during normal operating hours at fifty dollars (\$50), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021. For the reconnection of residential service during nonoperational hours, the District shall set a reconnection of service fee at one hundred fifty dollars (\$150), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021; and
 - (2) Waive late fees on delinquent bills once every 12 months.
- (k) The District shall deem a residential customer to have a household income below 200 percent of the federal poverty line if any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.
 - (1) If the District furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, mobile home park, or permanent residential structure in a labor camp, and the owner, manager, or operator of the dwelling, structure, or park is the customer of record, the District shall make every good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least 10 days prior to the termination. The written notice shall further inform the residential

occupants that they have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

- (2) The District is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and District's rules and regulations. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the District, or if there is a physical means legally available to the District of selectively terminating service to those residential occupants who have not met the requirements of the District's rules and regulations, the District shall make service available to those residential occupants who have met those requirements.
- (l) If prior service for a period of time is a condition for establishing credit with the District, residence and proof of prompt payment of rent or other credit obligation acceptable to the District for that period of time is a satisfactory equivalent.
- (m) In the case of a detached single-family dwelling, the District may do any of the following:
 - (1) Give notice of termination at least seven days prior to the proposed termination.
 - (2) In order for the amount due on the delinquent account to be waived, require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Civil Code section 1962.

3-5.104 PAYMENT ARRANGEMENTS

A delinquent customer may request a payment arrangement, the payment arrangement shall not exceed 12 months. The customer must pay, in addition to payments under the plan, each month's charges during the period of the payment plan. The District will not charge late fees, unless a payment is not made by the stated due date in the plan. A payment arrangement will not be effective unless and until signed by the District and customer.

The billing department will establish payment arrangements at the request of the customer. A down payment will be required to establish said arrangement.

APPEALS

The procedure to be used to appeal the amount set forth in any bill for residential water service is as follows:

- (a) Initial Appeal. Within ten (10) days of receipt of the bill for water service, the consumer has a right to initiate an appeal or review of any bill or charge rendered by the District. Such request must be made in writing and be delivered to the District’s office. For so long as the consumer’s appeal and any resulting investigation is pending, the District cannot discontinue water service to the consumer.
- (b) Overdue Notice Appeal. In addition to the appeal rights provided under subdivision (a), above, any consumer who receives an Overdue Notice may request an appeal or review of the bill to which the Overdue Notice relates at least five (5) business days after the date of the Overdue Notice. Any appeal or request for review under this subdivision must be in writing and must include documentation supporting the appeal or the reason for the review. The request for an appeal or review must be delivered to the District’s office within that five (5) business day period. For so long as the consumer’s appeal and any resulting investigation is pending, the District cannot discontinue water service to the consumer.
- (c) Appeal Review. Following the receipt and review of a request for an appeal, the appeal will be agenzized at the next regularly scheduled board meeting for review
 - (1) If water charges are determined to be incorrect, the District will provide a corrected invoice and payment of the revised charges will be due within ten (10) calendar days of the invoice date for the revised charges. If the revised charges remain unpaid for more than sixty (60) calendar days after the corrected invoice is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) calendar day period; provided that the District shall provide the consumer with the Overdue Notice. Water service will only be restored upon full payment of all outstanding water charges, penalties, and all applicable disconnection charges.
 - (2) If the water charges in question are determined to be correct, the water charges are due and payable within two (2) business days after the review by the Board of Directors.
 - (3) When a hearing before the Board of Directors is requested, such request shall be made in writing and delivered to the District’s office. The consumer will be required to personally appear before the Board and present evidence and reasons as to why the water charges on the bill in question are not accurate. The Board shall evaluate the evidence presented by the customer, as well as the information on file with the District concerning the water charges in question, and render a decision as to the accuracy of said charges.
 - (a) If the Board finds the water charges in question are incorrect, the consumer will be invoiced for the revised charges. If the

revised charges remain unpaid for more than sixty (60) calendar days after the corrected invoice is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) calendar day period; provided that the District shall provide the consumer with the Overdue Notice. Water service will be restored only after outstanding water charges and any and all applicable disconnection charges are paid in full.

- (b) If the water charges in question are determined to be correct, the water charges are due and payable within two (2) business days after the decision of the Board is rendered. In the event that charges are not paid in full within sixty (60) calendar days after the original billing date, then the District shall provide the consumer with an Overdue Notice and may proceed in potentially discontinuing water service to the consumer's property.
- (c) Any overcharges will be reflected as a credit on the next regular bill to the consumer, or refunded directly to the consumer, at the sole discretion of the Board.
- (d) Water service to any consumer shall not be discontinued at any time during which the consumer's appeal to the District or its Board of Directors is pending.
- (e) The Board's decision is final and binding.
- (f) For an initial appeal under subdivision (a) of this section, above, if the consumer does not timely appeal to the District's Board of Directors, the water charges in question shall be immediately due and payable. In the event the charges are not paid in full within sixty (60) calendar days after the original billing date, then the District shall provide with the Overdue Notice, and may proceed to discontinuing service to the consumer's property.
- (g) For an Overdue Notice appeal under subdivision (b) of this section, above, if the consumer does not timely appeal to the District's Board of Directors, then the water service to the subject property may be discontinued on written or telephonic notice to the consumer to be given at least twenty-four (24) hours after the latter to occur of: (i) the expiration of the original sixty (60) calendar day notice period set forth in the Overdue Notice; or (ii) the expiration of the appeal period.

3-5.106 RESTORATION OF WATER SERVICE

When service is terminated for failure to comply with the District's rules and regulations other than payment of fees and charges, service shall not be restored to the former customer or property of the former customer until assurances satisfactory to the General Manager are provided that the customer will comply with District

rules and regulations, and the District is reimbursed for costs incurred to terminate and restore service.

When service is terminated for failure to pay rates, fees, or charges, service shall not be restored to the former customer unless and until arrearages that resulted in the termination and costs incurred to terminate and restore service are paid to the District. Payment shall be by cash, credit or debit card, cashier’s check, or money order. Payment processing through Doxo Pay does not qualify for restoration of service until funds have been received by District.

The District will endeavor to make such reconnection as soon as practicable as a convenience to the consumer. The District shall make the reconnection no later than the end of the next regular working day following the consumer’s request and payment of any applicable Disconnection Fee.

If a customer’s delinquent account balance has been charged to the County of Lake Tax Roll, the customer is required to pay the County Tax Collector prior to restoration of services. The District will only restore services once the entire tax balance has been paid, confirmed by the County of Lake and the remaining balance owed to the District has been paid.

Chapter 6 - Fees

3-6.101 SCOPE

This Chapter applies to District fees, penalties, and deposits.

3-6.102 FEES: INSTALLATION CHARGES

A person may obtain a connection to an existing District main by paying to the District the following installation charges based upon the size of meter which is required for the service:

Size of Meter	Installation Charge July 1, 2020		
3/4" – 5/8"	\$269.00		
1"	\$269.00		
1-1/2" (or larger)	Actual Cost to District		

3-6.103 MISCELLANEOUS FEES

- (a) If the District takes steps to discontinue service for failure to comply with this Code, the customer shall pay the following additional charges before service is reinstated:
- (1) A \$45.00 “Door Hanger Fee” for each trip to the property to deliver notice of disconnection of service.
 - (2) A \$50.00 “Turn On Fee” for each trip to the property during regular business hours at the request of the customer to reactivate water service previously disconnected for nonpayment.
 - (3) A \$175.00 “After Hours Service Fee” for each trip made to the property after regular business hours at the request of the customer.

3-6.104 BILLABLE FEES

Account Fee	All new accounts, new or existing owner	\$65.00
Administrative Fee	Minimum of \$100.00 or actual time at hourly rate	\$100.00
After Hours Service Fee		\$175.00
Backflow Device Inspection Fee	(If District has a Certified Backflow Tester, this fee will be charged to the customer’s account)	\$45.00
Billing Obstruction Fee	Minimum of \$100.00 and actual repair or replacement	\$100.00
Delinquent Turn Off Fee		\$150.00
Door Hanger Fee		\$45.00
Foliage Removal Fee	Minimum of \$85.00 and actual repair or replacement	\$85.00
Grease Trap Reinspection Fee		\$115.00
Illegal Cross Connection Fee	Minimum of \$750.00 and actual repair or replacement	\$750.00
Illegal Tamper Fee	Minimum of \$350.00 and actual repair or replacement	\$350.00
Inspection Fee		\$145.00
Penalty (Late) Fee	\$10.00 or 10.0% whichever is greater	
Property Tax Roll Fee		\$85.00
Meter Reset Fee	Minimum of \$100.00 and actual repair or replacement	\$100.00
Returned Check Fee		\$45.00
Service Forfeit Reconnect Fee	Minimum of \$150.00 and actual repair or replacement	\$150.00
Service Reduction Inspect Fee		\$145.00
Service Turn On Fee		\$50.00
Transfer Fee (New Owner/Tenant)		\$65.00

TITLE 4 – WATER CONSERVATION

Chapter 1 – General

4-1.101 USE OF WATER - SUPPLYING ANOTHER PERSON

Water shall not be supplied to any property other than described in the application for service except as provided in this section.

The General Manager may permit a customer to supply water to a holder of a public works contract or private contractor. Such permit shall be denied to any person who is indebted to the District for any prior water or damage charges, or who has failed to comply with the rules and regulations of the District or previously issued permit.

No customer of the District shall deliver or permit to be delivered any water outside of this District's boundaries or for use outside of the boundaries, from a service connection, or other facilities connected to the District's facilities, without the consent of the Board.

Service of water shall not be made through a single meter to two or more parcels of separately owned property. A temporary exception may be made to this rule if approved by the General Manager, provided that there is no main contiguous to the property from which separate service may be had, and provided further that the customer for whom the meter was installed shall give satisfactory guarantee of payment for all water delivered. Such service shall be charged as though separate meters existed for each separate use. Whenever a District main is installed from which separate service can be rendered, the General Manager will notify the parties and the common service will be discontinued after the time limit noted in the notices.

4-1.102 PENALTIES FOR WASTEFUL WATER USE

- (a) No customer shall knowingly permit waste or leaks of water. Where water is wastefully or negligently used on the customer's premises, the District may discontinue the service, if such conditions are not corrected within five days after the General Manager gives the customer written notice.
- (b) In the event of a water shortage, a water budget shall be established for each customer of the District, and customers shall be notified of the basis for calculating their water budgets. Water use exceeding twice a customer's water budget is a waste of water, a violation of the District's rules and regulations, and shall be subject to escalating administrative penalties.
- (c) For the first penalty, the customer shall receive a written warning from the District including the amount of the exceedance, the penalty that would have been levied absent the provision of a warning and notice that further exceedances will result in monetary penalties as described herein.

- (d) For the second penalty, the customer shall also receive a written warning from the District showing the amount of the penalty that will be levied on the same quantity of water in the event of a third exceedance.
- (e) Penalties shall be collected on the customer's water bill. Any penalties shall be the responsibility of the customer of record for the property where the violation occurred and shall be paid in addition to the fees the District imposes for the cost of water service to the property. Non-payment of penalties imposed pursuant to this section shall be subject to the same remedies as available to the District for the non-payment of fees for water service. The receipt of a water bill with any applicable penalties shall serve as notice of violation.
- (f) Penalties, including the written warning, may be appealed. A customer who wishes to appeal the imposition of a penalty shall:
 - (1) Pay all amounts stated on the bill except for the disputed penalties; and
 - (2) Submit a completed Appeal Request Form to the District within 15 calendar days of the date of the appellant's water bill for the billing cycle in which the penalty was imposed.
- (g) An appeal will be granted if the District finds that competent evidence supports a reasonable conclusion that:
 - (1) The excessive water use was the result of a malfunction of the District's water system or a billing error by the District;
 - (2) The water was needed for health or safety reasons; or
 - (3) A leak occurred on the property during the subject billing cycle.
- (h) The District will respond to appeals within 30 calendar days of receipt. The District may require additional documentation prior to making a decision on an appeal. In the event an appeal is denied, the appellant shall pay the District within 10 days of denial of the appeal.

4-1.103

UNAUTHORIZED USE OF FIRE HYDRANTS

Except as provided herein, no person shall use water from a fire hydrant for any purpose other than fire suppression, said person must have prior approval from the General Manager.

Water may be used to maintain or test a fire sprinkler system. Authorization to use water through a fire service connection for the purpose of maintaining or testing a fire sprinkler system will be granted up to four times per year with advance notification to the District. Exceptions may be made upon the estimated quantity of water to be used. The General Manager may restrict or prohibit such non-emergency flows as may be detrimental to the District's system.

When it is found that a fire service or a fire hydrant has been used for any purpose other than for suppression, or a single service has exceeded the allowable capacity of the by-pass meter, the District may charge the sum of \$200.00 for the first offense, \$300.00 for the second offense, and \$500.00 for the third and subsequent offenses;

if warranted by the estimate of water usage for each and every incident of authorized use. (Each day of use may be construed as a separate incident.)

If the General Manager determines that leakage has occurred, totaling less than 0.03 units of water per period delivered during 3 consecutive billing periods to the customer's fire service or fire hydrants, the General Manager shall notify the customer of the usage and encourage customer to fix the leak.

If the General Manager determines that leakage has occurred, totaling less than 15 units but more than 0.03 units of water per period have been delivered to the customer's fire system or fire hydrant, the customer shall present satisfactory evidence that the leak has been repaired, or pay \$75.00 per billing period in addition to the regular charge described herein.

If the General Manager determines that leakage has occurred, totaling more than 15 units of water per period during three consecutive billing periods to the customer's fire service or fire hydrant, the customer shall be required either to present satisfactory evidence that the leakage has been fixed, or he must remove the detector check valve and purchase a water meter of the appropriate size. If the customer chooses to purchase a water meter, the customer shall pay all fees and charges normally associated with the purchase of the meter.

If repeated unauthorized use of a fire service or hydrant occurs, the General Manager shall notify the fire department and the occupant of the properties served by the fire service or fire hydrant that within 10 days the fire service or fire hydrant shall be disconnected until all charges for each violation have been paid and until assurances, satisfactory to the General Manager, have been given that no further unauthorized use will occur.

The District shall not be liable or responsible for any losses by fire by reason of any lack of supply of water or water pressure at the time of fire alarms or at any other time. Water is supplied for domestic purposes, not for fire protection to any consumer, and all contracts for water are made subject to this rule.

4-1.104

OPERATION OF DISTRICT FACILITIES RESTRICTED

No one except an employee or representative of the District shall at any time, in any manner, operate service valves, main valves or gates of the District's system, or interfere with meters or their connections, water mains or other parts of the District's water system.

Tampering with equipment or theft of service will be grounds for discontinuance of water service. Theft of service shall include, but not limited to the following:

- (a) Opening or closing valves at the curb or meter;
- (b) Breaking, picking, damaging, or cutting off locks;

- (c) Taking unmetered water from hydrants by anyone other than authorized official of a recognized fire department, fire insurance company or District personnel for any purpose other than fire protection;
- (d) Removing, disabling, or adjusting meter registers;
- (e) Connecting to or intentionally damaging water lines, valves, or other appurtenances for the purpose of stealing or damaging the Districts equipment;
- (f) Moving the meter or extending service without permission of the District;
- (g) Any other intentional act of defacement, destruction, or vandalism to District property or act that affects District;
- (h) Any intentional blockage or obstruction of District equipment;

A “Notice of violation” may be mailed or otherwise delivered at the discretion of the Districts General Manager if:

- (a) Evidence suggests the possibility of theft of water service at the customer’s property;
- (b) The violation does not constitute an immediate threat of safety or equipment integrity to the system

The customer will be ordered to immediately cease any unlawful practice. In addition, the customer will be subject to a \$100.00 Illegal Tampering Fee as well as any other time and materials charges as detailed by the District.

4-1.105 DAMAGE TO PROPERTY

In no case will the District be liable for damages occasioned by water running from opened or faulty fixtures, or from opened or damaged pipes on the customer side of the meter. The customer shall be liable for any damage to the District’s service facilities when such damage is from any act or omission of the customer or their family, tenants, agents, employees, squatters, occupants, contractors, licensees, or permittees.

The customer shall be liable for any damage to the meter or other equipment or property owned by the District, which results from any intentional or negligent act by the customer, their tenants, agents, employees, contractors or licensees. The District shall be reimbursed by the customer for any such damage promptly on receipt of a District invoice. If an invoice remains unpaid for an excess of 60 days, the invoice shall be added to the customer’s monthly bill.

4-1.106 FRAUD

Service may be discontinued, if necessary, to protect the District against fraud or abuse.

4-1.107**REQUIREMENTS**

Customers shall conserve water supplied by the District by the prevention and elimination of all waste or leakage of water.

All fixtures must be approved by the State Department of Housing and Community Development, and toilets, urinals and showerheads must have a certification of volume by a reputable independent testing organization.

Where requirements of this subsection would cause hardship or if suitable fixtures are not available, hot water re-circulating systems or point of use hot water heaters may be substituted as water conserving measures for up to two toilet installations per single family dwelling.

In commercial uses, developers/owners may install fixtures that use up to 3.5 gallons per flush when rest room facilities must meet County handicapped use requirements and/or when vandalism of tank style toilets is likely. All water conserving fixture installations may be subject to compliance inspection, prior to issuance of final occupancy permits.

4-1.108**WATER CONSERVATION MEASURES**

- (a) Customers shall comply with the following water conservation measures:
- (1) Potable water shall not be used to clean or sweep hard surfaces such as sidewalks, walkways, driveways, or parking areas, and only as necessary to protect the public health and safety.
 - (2) Hotels, motels and other places for commercial transient occupancy shall offer guests who stay more than one night the opportunity to retain towels and linens during their stay.
 - (3) Car washing is permitted only with the use of a nozzle having an automatic shut-off.
 - (4) Fountains and other decorative water features shall recirculate water.
 - (5) Drinking water shall be served only upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased.
 - (6) Limit the number of watering days, if and as determined by the Board, except that watering is permitted at any time with a hand-held hose equipped with an automatic shut-off, a faucet filled bucket of five gallons or less, or a drip irrigation system.
- (b) Customers shall use the following irrigation practices:
- (1) Irrigation shall occur after 5:00 p.m. and before 10:00 a.m. No irrigation is permitted during and within 48 hours after measurable rainfall.
 - (2) Irrigation shall not run off to streets, gutters or adjacent properties.

- (c) The District shall assist in the promotion of water efficient irrigation practices under the Water Conservation in Landscaping Act.

4-1.109 CONSERVATION INCENTIVES

Customers are encouraged to make the most efficient use of the potable and recycled water supplies. The District may offer, when available, incentives to customers who replace high volume water use equipment, appliances, and devices with low volume water use equipment, appliances, and devices.

4-1.110 ENFORCEMENT

Customers shall be notified in writing when the first violation of this article is discovered by the District. The notice shall include a warning that further violations could result in stricter penalties as set forth below:

- (1) Customers who violate this article for a second time within a twelve-month period have committed an infraction punishable by a fine of up to \$100.
- (2) Customers who violate this article for a third time within a twelve-month period an infraction punishable by a fine of up to \$200.
- (3) Customers who violate this article for a fourth time within a twelve-month period have committed an infraction punishable by a fine of up to \$500.
- (4) The District may terminate service to customers who have violated provisions of this article five times within a twelve-month period.
- (5) Customers may appeal enforcement fines to the General Manager, to be reviewed by the Board of Directors at the first Regularly Scheduled Board Meeting following the date of the appeal.

4-1.111 WATER SHORTAGE RESPONSE – DROUGHTS AND EMERGENCIES

The District hereby establishes four levels of escalating response to a water shortage caused by droughts and emergencies. Each stage may be triggered by a declaration from federal or state authorities, or the District to address events that result in a water shortage.

- 1. Pursuant to Water Code section 376 and Government Code section 6061, the Clearlake Oaks County Water District shall publish in a newspaper of general circulation this resolution adopting a water conservation program within 10 days after its adoption; and
- 2. This resolution establishes regulations to be implemented during times of declared water shortages, or declared water shortage emergencies. It establishes four levels of drought response actions to be implemented in times of shortage, with increasing restrictions on water use in response to worsening drought conditions and decreasing available supplies; and

3. Pursuant to Water Code sections 351 and 352, Clearlake Oaks County Water District will hold a public meeting to discuss any declaration of Drought Response condition, the status of the District's water supply and further actions which need to be taken. Clearlake Oaks County Water District will publish in a newspaper of general circulation notice of the time and place of the public hearing at least seven days prior to the date of hearing, and
4. The four levels of drought response outlined in detail below (items 6-10) will be triggered by the following conditions to meet the specified goals as follows:

Level 1: a) Lake Elevation is at or below +2.00 feet Rumsey on May 1st of the calendar year.
 b) The recorded annual rainfall is at or below 20"
 c) Clearlake Oaks County Water District's Board of Directors has declared a Level 1 Drought Response condition.
 GOAL: Voluntary measures to achieve 10% reduction in usage.

Level 2: a) Lake Elevation is at or below +1.00 feet Rumsey on May 1st of the calendar year.
 b) The recorded annual rainfall is at or below 20",
 c) Emergency conditions related to reduced source, raw water quality, and/or treatment capacity,
 d) Clearlake Oaks County Water District's Board of Directors has declared a Level 2 Drought Response condition.
 GOAL: Voluntary measures to achieve 20% reduction in usage

Level 3: a) Emergency conditions related to reduced source, raw water quality, and/or treatment capacity.
 GOAL: Mandatory measures to achieve 30% reduction in usage.

Level 4; a) Emergency conditions related to severely reduced source, raw water quality, and/or treatment capacity.
 GOAL: Connection moratorium and further mandatory measures to achieve 40% reduction in usage.

5. During a Level 1 Drought Response condition, Clearlake Oaks County Water District will increase its public education and outreach efforts to emphasize increased public awareness of the need to implement the following voluntary water conservation practices:
 - a. Stop washing down paved surfaces, including but not limited to sidewalks, driveways, parking lots, tennis courts, or patios, except when it is necessary to alleviate safety or sanitation hazards.
 - b. Stop water waste resulting from inefficient landscape irrigation, such as runoff, low head drainage, or overspray, etc. Similarly, stop water flows onto non-targeted areas, such as adjacent property, non-irrigated areas, hardscapes, roadways, or structures.

- c. Irrigate residential and commercial landscape before 10 a.m. and after 6 p.m. only.
 - d. Use a hand-held hose equipped with a positive shut-off nozzle or bucket to water landscaped areas, including trees and shrubs located on residential and commercial properties that are not irrigated by a landscape irrigation system.
 - e. Irrigate nursery and commercial grower's products before 10 a.m. and after 6 p.m. only. Watering is permitted at any time with a hand-held hose equipped with a positive shut-off nozzle, a bucket, or when a drip/micro-irrigation system/equipment is used. Irrigation of nursery propagation beds is permitted at any time. Watering of livestock is permitted at any time.
 - f. Use re-circulated water to operate ornamental fountains.
 - g. Wash vehicles using a bucket and a hand-held hose with positive shut-off nozzle, mobile high pressure/low volume wash system, or at a commercial site that re-circulates (reclaims) water on-site. Avoid washing during hot conditions when additional water is required due to evaporation.
 - h. Serve and refill water in restaurants and other food service establishments only upon request.
 - i. Offer guests in hotels, motels, and other commercial lodging establishments the option of not laundering towels and linens daily.
 - j. Repair all water leaks within five (5) days of notification by the Clearlake Oaks County Water District unless other arrangements are made with the General Manager.
 - k. Use recycled or non-potable water for construction purposes when available.
6. During a Level 2 Drought Response condition, all persons using Clearlake Oaks County Water District water will voluntarily use Level 1 Drought Response water conservation practices during a Level 2 Drought Alert, and will voluntarily use the following additional conservation measures:
- a. Limit residential and commercial landscape irrigation to no more than three assigned days per week on a schedule established by Clearlake Oaks County Water District. During the months of November through May, landscape irrigation is limited to no more than once per week on a schedule established by the General Manager and posted by the Clearlake Oaks County Water District. This section shall not apply to commercial growers or nurseries.
 - b. Limit lawn watering and landscape irrigation using sprinklers to no more than ten (10) minutes per watering station per day. This provision does not apply to landscape irrigation systems using water efficient devices, including but not limited to: weather based controllers, drip/micro-irrigation systems and stream rotor sprinklers.
 - c. Water landscaped areas, including trees and shrubs located on residential and commercial properties, and not irrigated by a landscape irrigation system governed by section 6 (b) (1), on the same schedule set forth in section 6 (b) (1) by using a bucket, hand-held hose with positive shut-off nozzle, or low-volume non-spray irrigation.

- d. Repair all leaks within seventy-two (72) hours of notification by the Clearlake Oaks County Water District unless other arrangements are made with the General Manager.
 - e. Stop operating ornamental fountains or similar decorative water features unless recycled water is used.
7. During a Level 3 Drought Response condition, all persons using Clearlake Oaks County Water District water shall comply with Level 1 and Level 2 Drought Response conditions and shall also comply with the following additional mandatory conservation measure, along with a revised rate structure to financially discourage non-essential water use:
- a. Limit residential and commercial landscape irrigation to no more than two assigned days per week on a schedule established by the General Manager and posted by the Clearlake Oaks County Water District During the months of November through May, landscape irrigation is limited to no more than once per week on a schedule established by the General Manager and posted by the Clearlake Oaks County Water District. This section shall not apply to commercial growers or nurseries.
 - b. Water landscaped areas, including trees and shrubs located on residential and commercial properties, and not irrigated by a landscape irrigation system governed by section 7 (b) (1), on the same schedule set forth in section 7 (b) (1) by using a bucket, hand-held hose with a positive shut-off nozzle, or low-volume non-spray irrigation.
 - c. Stop filling or re-filling ornamental lakes or ponds, 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 declaration of a drought response level under this resolution.
 - d. Stop washing vehicles except at commercial carwashes that re-circulate water, or by high pressure/low volume wash systems.
 - e. Repair all leaks within forty-eight (48) hours of notification by the Clearlake Oaks County Water District unless other arrangements are made with the General Manager.
 - f. Tier one and tier 2 water rates subject to 15% and 25% increase respectively.
 - g. Additionally, no new potable water service shall be provided, no new temporary meters or permanent meters shall 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) shall be issued, except under the following circumstances:
 - i. A valid, unexpired building permit has been issued for the project; or
 - ii. The project is necessary to protect the public's health, safety, and welfare; or
 - iii. 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 Clearlake Oaks County Water District

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

8. During a Level 4 Drought Response condition, all persons using Clearlake Oaks County Water District water shall comply with Level 1, Level 2, and Level 3 Drought Response conditions and shall also comply with the following additional mandatory conservation measures:
 - a. Stop all landscape irrigation, except crops and landscape products of commercial growers and nurseries. This restriction shall not apply to the following categories of use unless the Clearlake Oaks County Water District has determined that recycled water is available and may be lawfully applied to the use.
 - i. Maintenance of trees and shrubs that are watered on the same schedule set forth in section 7 (b) (1) by using a bucket, hand-held hose with a positive shut-off nozzle, or low-volume non-spray irrigation;
 - ii. Maintenance of existing landscaping necessary for fire protection as specified by the Fire Marshal of the local fire protection agency having jurisdiction over the property to be irrigated;
 - iii. Maintenance of existing landscaping for erosion control;
 - iv. Maintenance of plant materials identified to be rare or essential to the wellbeing of rare animals;
 - v. Maintenance of landscaping within active public parks and playing fields, day care centers, school grounds, cemeteries, and golf course greens, provided that such irrigation does not exceed two (2) days per week according to the schedule established under section 7 (b) (1);
 - vi. Watering of livestock; and
 - vii. Public works projects and actively irrigated environmental mitigation projects.
 - b. Repair all water leaks within twenty-four (24) hours of notification by the Clearlake Oaks County Water District unless other arrangements are made with the General Manager.
9. Violation of the mandatory requirements of the Water Conservation Program shall constitute a misdemeanor, subject to the following penalties:
 - a. Each violation of this resolution may be prosecuted as a misdemeanor punishable by imprisonment in the county jail for not more than thirty (30) days or by a fine not exceeding \$1,000, or by both as provided in Water Code section 377.
 - b. Each day that a violation of this resolution occurs is a separate offense.

Administrative penalties may be levied for each violation of a provision of this resolution in accordance with Water Code section 71590.

Chapter 2 - Protective Measures

4-1.201 RELIEF VALVE RECOMENDED

To protect the customer's plumbing system, when pressure regulating valves or other protective devices are connected to a water heater of any type, a suitable pressure relief valve shall be installed and maintained by the customer, in accordance with the Uniform Plumbing Code.

4-1.202 SERVICE CONNECTION SHUT-OFF VALVES

A customer shut-off valve is recommended to be installed within two feet of the meter box on the customer side, this valve is at the sole expense of the customer and is to be maintained by the customer.

Customers are prohibited from operating the valve on the District side of the meter.

4-1.203 CROSS-CONNECTION PREVENTION: GENERAL

These regulations are intended to protect the District's potable water supply and are not intended for protection of users from the hazards of cross-connections within their own premises.

CLEARLAKE OAKS COUNTY WATER DISTRICT

**P.O. Box 709, 12952 E. HWY. 20
CLEARLAKE OAKS, CA 95423
(707) 998-3322**

RESOLUTION NO. 23-07

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF CLEARLAKE OAKS COUNTY WATER DISTRICT
AMENDING A WATER CODE**

WHEREAS, Clearlake Oaks County Water District is organized and existing pursuant to the County Water District Law, California Water Code section 30000, *et seq.* (the “Act”);

WHEREAS, the District is authorized by the Act to set rates and establish rules and regulations for the provision of water service to District customers;

WHEREAS, the District desires has established a Water Code that contains the rates, rules, and regulations related to the receipt of water service from the District;

WHEREAS, the Board of Directors desires to make certain changes to the Water Code as set forth below

NOW, THEREFORE, BE IT RESOLVED:

1. The amendments to the Water Code specified in Exhibit 1, attached hereto and incorporated herein by reference, are hereby approved.
2. These amendment to the Water Code shall be effective as of April 20, 2023.

THE ABOVE RESOLUTION is hereby passed and adopted by the Board of Directors of the Clearlake Oaks County Water District at a regular meeting thereof held on the 20th day of April 2023, by the following vote:

AYES: ARCHACKI/BOUCHER/HERMAN/BURTON


NOES:

ABSTAIN:

ABSENT: MEDEIROS



CLEARLAKE OAKS COUNTY WATER DISTRICT

By: 
Stanley Archacki, Vice President

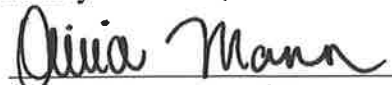
Attest: 
Olivia Mann, Board Secretary

EXHIBIT 1

Amendments (noted in red) to the Water Code as approved on April 20, 2023

3-2.204 CAPITAL EXPANSION

Meter Size	Capital Expansion Fee	Administrative Fee	Account Fee	Inspection Fee	Total Installation Cost
1"	\$10,000.00	\$100.00	\$65.00	\$145.00	\$10,310.00
1 ½"	\$20,000.00	\$100.00	\$65.00	\$145.00	\$20,310.00
2"	\$27,000.00	\$100.00	\$65.00	\$145.00	\$27,310.00
3"	\$50,000.00	\$100.00	\$65.00	\$145.00	\$50,310.00
4"	\$85,000.00	\$100.00	\$65.00	\$145.00	\$85,310.00
6"	\$140,000.00	\$100.00	\$65.00	\$145.00	\$140,310.00

3-4.212 CHECK NOT HONORED BY BANK

If any fee or charge is paid to the District by check and said check is not honored by a bank, a **forty-five** dollar (**\$45.00**) charge, or the maximum amount allowed by law, will be charged to the account in addition to any other charges assessed to the District.

Article 2 – Backflow Prevention

Pursuant to State of California, Department of Health Services, Title 17, Chapter V, Sections 7583-7632, it is the responsibility of the District to protect its drinking water by instituting and enforcing a “Backflow Prevention” **program herein pursuant to Chapter 3, Sections 1-5**, in order to prevent the backflow of water into the public drinking water supply. Property receiving domestic water service with a secondary water source shall have an approved backflow prevention device.