

4.04.020 - Water service application and turn on procedure, deposit requirements, and miscellaneous charges.

1. **Establishing Service.** Any person desiring water service shall apply for service in person at the District offices or by telephone, fax or website, and pay a nonrefundable turn-on processing charge as established in subsection 13 of this section. It is recommended that the customer be present when the water service is being turned on to insure that water is not running on the property. If water is running when the turn-on is being made, the service will be turned off to avoid potential property damage. A notice that the service is in the off position, due to flow will be left at the property. The subsequent return to the property to turn-on the service will be subject all turn-on, same day turn-on and after hour turn-on fees as established in subsection 13.

The District will ask all applicants to provide their Social Security Number, Driver's License number, and provide a telephone number at the time of application to properly identify all new service applicants, prior to the establishment of water service, to ensure credit worthiness, as well as to insure proper billing and collection of the account and its charges. New businesses requesting service shall provide a taxpayer ID number. If the information provided by the customer is deemed to be incorrect, if they are not willing to provide the information, or if they do not have the pertinent required information they will be required to come into the District offices in person to establish their identification and they will be required to provide the appropriate deposit as outlined in subsection (4) up front prior to the account being activated.

2. **Responsibility of Charges and Fees.** A person, who applies for and establishes a specified water service, shall be responsible for all charges and fees, which accrue on the account until the account is closed. The customer is responsible for notifying the District of the date that water service should be discontinued in their name.

- (a) **Landlord/Tenant Requirements:** Any person desiring water service from the District shall identify themselves as an owner (landlord) or tenant (renter).

In cases where a service connection supplies multiple tenants, the property owner or manager cannot allocate a tenant to be responsible for the account. These types of accounts including domestic, landscape, or fire services must remain in the name of the property owner or manager.

Provided that there are no unpaid water charges and as long as the service supplies only the tenant's location, water service may be requested and established on the account of either the tenant or the property owner. Tenants may be required to file an affidavit with the District, signed by the owner of the premises.

- (b) **Delinquent Accounts in the Name of the Property Owner:** If the water service to a commercial or residential rental property becomes delinquent due to non-payment by a property owner, landlord or manager, the District shall make every good faith effort to inform the tenant(s), by means of written notice that service will be terminated in ten (10) days. The notice will further inform the tenants/actual users that they have the right to become customers of the District without being required to pay the amount due on the delinquent account. Said opportunity and requirements for becoming a customer will be in accordance with Government Code Section 60370 et seq. and other applicable requirements.
    - (c) **Delinquencies on Accounts in the Name of a Commercial or Residential Tenant:** In the event that a tenant of a residential or commercial rental property, where water service is furnished in the tenant's name, leaves delinquent and unpaid water charges when the tenant vacates the premises, the District will require any future service to be only in the name of the property owner and not in the name of any subsequent tenant.

3. **Deposit Requirements:** The District will require a deposit at the time of the application if an applicant's credit is considered unacceptable based on the following circumstances:

- (a) The credit check developed from the critical information used to establish service deems the customer an unacceptable credit risk.
- (b) The applicant is not willing to provide the District with the critical information required to start service or if the information provided is deemed incorrect by the credit check, the customer must come into the office in person to establish service and all deposits will need to be paid up-front before the service can be activated.
- (c) The applicant has had a prior water service discontinued due to non-payment of a bill or returned payments for nonsufficient funds.
- (d) The applicant has a history of submitting nonsufficient fund payments to the District.
- (e) The applicant has a previous outstanding delinquent balance owed to the District.

The District may apply all, or part, of said deposit to eliminate any unpaid delinquent charges as described in subsection 3(e).

4. Calculation of Deposit: All District service accounts shall be subject to deposit requirements except governmental agencies (i.e., federal, state and local) and pre-sale developer services. The deposit requirements according to customer class are as follows:

- (a) Construction: As set forth in Exhibit "A" (Chapter 4.08.070 subsection G).
- (b) Agricultural: As set forth in Exhibit "A" (Chapter 4.08.070 subsection G).
- (c) Fire Service: Deposits for fire service shall be twice the monthly standby fee as set forth in Exhibit "A" (Chapter 4.08.050).
- (d) Sewer Only Class: As set forth in the Sewer Ordinance (Chapter 5.08).
- (e) All Other Classes:
  - (1) Existing Accounts: The deposit requirement for existing accounts shall be dependent on the billing history of each account and shall be calculated each month. The deposit for each account shall be the second highest bill in the billing history file for the account rounded down to the nearest multiple of five dollars (\$5.00). If there is insufficient billing history data available to meet this criterion, the deposit shall be one hundred dollars (\$100.00).
  - (2) New Accounts: The deposit requirement for new residential accounts (single-family dwellings) shall be determined by the following calculation:

Deposit = ~~5~~ 10 (x) ~~Bimonthly~~ Monthly Water Service Charge for service location meter size

(+)

~~Bimonthly~~ 2 (x) Monthly Sewer Charges (if any)

(+)

~~Average Bimonthly~~ 2 (x) Average monthly water usage for that service location

(See Exhibit "A" of this Water Ordinance for the water service charges set forth, and Exhibit "A" of the Sewer Ordinance for the sewer charge).

The deposit requirement for all other customer classes shall be determined by analyzing each account on an individual basis. From the analysis, the average ~~bimonthly~~ monthly water usage and sewer charges will be estimated. The deposit required for each account shall be the sum of the ~~bimonthly~~ monthly water service charge, the estimated water usage charge, and the estimated sewer charge, if any, with the total rounded down to the nearest multiple of five dollars (\$5.00).

5. Return of Deposit: A customer's deposit will be credited to the customer's account after two years of acceptable payment history. An acceptable payment history is defined as never having service disconnected for non-payment, never having a payment returned for nonsufficient funds, or never appearing on the list for service termination. Any customer meeting these criteria shall have the deposit immediately credited to his or her account, and the customer's next bill shall indicate this action. Any customer not qualifying for return of deposit in this manner after two years shall continue to be tested each month thereafter.

Any credit balance of ten dollars (\$10.00) or more on the closing bill will be mailed to the customer within thirty (30) working days if a valid forwarding address is available. Any credit balance of less than ten dollars (\$10.00) will have to be claimed by the customer at the District office. Any remaining credit balance under these conditions that is not claimed within twelve (12) months after the discontinuance of service will be forfeited by the customer.

6. Customer Review of Deposit: Upon applying for water service, any customer may request a review by Customer Service of the calculated deposit amount. If an error has been made, or the customer has valid projection of lower water usage, the Customer Service staff may adjust the deposit amount with the approval of the General Manager or his designee.
7. Transferring Accounts: Any deposit made for water service by a person remains the property of that person unless that person gives written authorization to the District to transfer the deposit to another person assuming responsibility for the account in question. When a person moves from one service location to another within the District and has had the original deposit returned in accordance with Subsection 5, a new deposit for the new premises shall not be required if the customer meets the criteria for "an acceptable payment history," as defined in Subsection 5, at the time of the move.
8. Returned Payment and Bankruptcy Policy: When a customer has had two nonsufficient fund payments within the preceding 12-month period or files bankruptcy, the customer shall deposit with the District an amount equal to twice the deposit amount as described in Subsection 4.
9. Illegally Obtaining Water Service: Any person who obtains water without establishing service as outlined in Subsection 1 will be liable for the required deposit and all charges for water services rendered. The amount of water delivered may be determined by the District from the meter, or on the basis of estimated consumption for the length of time service was rendered without proper application. Upon the discovery that a water service has not been properly established, the District will discontinue water service immediately. In such an event, the District will collect a reconnection charge as set forth in Exhibit "A" (Chapter 4.08) in addition to the deposit required and water charges, before water service is resumed. In addition, the District may pursue any and all legal and equitable remedies as may be applicable.
10. Customer Letter of Agreement: Customers that have had their service turned off for non-payment and request that their water service is turned on after normal business hours must sign a "Letter of Agreement" with the District. The "Letter of Agreement" stipulates that the customer agrees to pay all charges for reinstating service. As part of this agreement the customer must come to the District the next business day before noon to pay by cash, money order or credit card for their charges the amount due and owing for delinquent charges and charges for reconnection.
11. Delinquent Accounts: When the District sends a ~~reminder~~ delinquent notice to a customer concerning a delinquent bill, a delinquent charge will be added to the amount of the delinquent bill, which shall be paid with the delinquent bill. If it is necessary for the District to mail a notice of service disconnection to a customer with a delinquent account, a Termination Notice Charge ~~will~~ may be added to the amount of the delinquent account, which shall be paid with the delinquent account.
12. Extensions: A customer may request an extension on the payment of an account only after they have received their reminder notice. The District may grant an extension, in its sole discretion, and any such extension may not exceed two weeks from the shut-off date. An extension less than or equal to seven days past the shut-off date will be subject to the extension fee as described in Subsection 13. An extension of eight days up to or equal to fourteen (14) days will be subject to a second extension fee as described in Subsection 13. Customers are not eligible to receive any

extension greater than fourteen (14) days past the shut-off date. An extension is never to be granted when two or more bills are outstanding.

13. Other Customer Service Charges: Under the conditions indicated, customers shall be subject to the following miscellaneous charges as set forth in Exhibit "A" (Chapter 4.08). None of these charges are refundable unless an error in applying the charges has been made by the District.

Turn-on Processing Charge	The charge required to initiate any water service.
Refund Charge	The charge required for refunding overpayments for water service when the overpayment is due to an error on the part of the customer. This charge is not applicable to closing bills or closed account overpayments.
Disconnect Processing Charge	The charge required once a customer has been processed for disconnect due to being delinquent on their account.
"After Hours" Reconnection Charge	The charge required to resume water service after being turned-off during the hours of 5:30 p.m. to 7:30 a.m., Monday through <del>Friday</del> <b>Thursday, after 4:30 on Fridays and</b> on weekends and District-observed holidays.
Extension Charge	The charge required if a customer requests and is granted an extension of time beyond the final cutoff date. The extension must not exceed a period of more than ten <del>(10)</del> <b>fourteen (14)</b> days beyond the final cutoff date. A payment must be received by the end of this extension period in order for water service to continue uninterrupted.
Returned Payment Charge	The charge required if a customer's payment for water and/or sewer service is returned by the bank.
Delinquent Charge	The charge added to a customer's unpaid bill if the bill becomes delinquent.
Termination Notice Charge	The charge <b>may be</b> required if a notice is mailed or delivered to the customer prior to service disconnection due to an unpaid bill.
Broken or Missing Lock Charge	The charge required if a meter lock is either broken or removed by other than District personnel.
Broken Angle Meter Stop Charge	The charge required if the angle stop of the meter is either broken or damaged by other than District personnel.
Broken or Missing Meter Register	The charge required if the meter register is either broken or removed by other than

Charge	District personnel.
Broken AMR Equipment	The charge required if the AMR equipment is broken or damaged by other than District personnel.

(Ord. No. 30-H, § 2, 8-27-2013)

4.04.030 - New and existing service connections.

1. Application For Service Connection. An application for a service connection must be made on a form furnished by the District. The applicant shall specify the size of the water meter that is desired; however the District ultimately reserves the right to determine the size of the service connection as outlined in Subsection 6. The applicant shall also specify the location of the service connection along the frontage of the property to be served, and the purpose for which the water is to be used. The information supplied by the applicant in such application shall be considered as authoritative and final. If any error in such application shall cause installation of a service connection that is improper, either in size or location, the cost of all changes required shall be borne by the applicant.

When the proper application for water service has been completed and signed, all associated development fees and charge paid, a service connection is installed, the meter set, and the water turned on, the charge for water service shall begin. If water service is not required when the service connection is installed, the water meter will not be installed. The angle meter stop governing the supply will be left shut off and locked. When service is required, the applicant must make proper contacts with the District for water service pursuant to Subsection 1.

2. Automated Meter Reading Devices. All new development shall install automated meter reader device as the standard meter for all new metered services. The cost of the installation for these devices shall be paid by the Developer as set forth in Exhibit "A".
3. Connection Charges and Advance Payment. Where a charge has been fixed (Exhibit "A") for the installation of the size of the service connection desired, such charge shall be paid when service is requested by the applicant. Where no such charge is fixed, the District reserves the right to require applicant to deposit an amount equal to the estimated cost of the installation of such service connection.
4. Conditions of Service. By acceptance of water service, every customer accepts and consents to such conditions of pressure and service as may, from time to time, exist under the current operating practice of the District prevailing at the location of the service connection; and waives any claim against the District for damages caused by, or arising from low pressure, high pressure, fluctuations in pressure, or interruptions of service.
5. Service Connection Property Limits. The District reserves the right to limit the number of houses, buildings, or the area of the land, under one ownership, to be supplied by one service connection. A service connection shall not be used to supply adjoining property, or to supply property of the same owner on opposite sides of a public street or alley.

When property provided with a service connection is subdivided, the service connection shall be considered as belonging to the lot, or parcel of land, which it directly enters.

6. Determining Service Connection Size. The District reserves the right to determine the size of the service connection, and its location in relation to the boundaries of the premises to be served. The customer's pipe to the outlet side of the meter should not be installed until the service connection is completed. In the event the customer's pipe is installed to the outlet side of the meter prior to the

time the service connection is installed, and its location does not correspond with that of the service connection specified on the application form, then the customer shall pay the additional cost for completing the service connection from the outlet side of the meter to the customer's pipe. The service connection and all equipment appurtenant thereto, including the meter and meter box, shall be the sole property of the District, and no part of the cost thereof shall be refunded to the applicant.

7. Service Connection Specifications. Every new service connection, whether installed by the District or the customer, shall be equipped with an angle stop, or valve, on the inlet side of the meter. Such angle stop or valve is intended for the exclusive use of the District in controlling the use of water through the service connection and/or meter. If an angle stop, or valve, is for any reason damaged by the customer to the extent it requires replacement, the District shall have the right to charge the customer for the cost to replace or repair such valve or angle meter stop.
8. Customer Performed Improvements. Any customer making improvements or changes necessitating the cutting and refitting for the raising or lowering of a service connection, water main, fire hydrant, stand pipe, meter, valve, or other part of the District's water system, will be required to agree in writing to indemnify the District for all costs incurred by the customer in making such changes. All improvements or changes must be approved by the District and associated fees paid prior to starting the work. All work shall be performed by a licensed, bonded contractor under the supervision of the District.
9. Moving Customer Meter. When the location of a meter is changed at the customer's request, the responsibility and cost of making such change will be borne by the customer. If requested work is performed by District forces, all necessary costs and/or fees will be paid in advance of said work being started. Whether, and to what extent, the District elects to perform any such work shall be determined in the District's absolute discretion.
10. District Responsibility. All service connections, including water meters and meter boxes, and/or vaults installed by either the Developer's contractor or the District forces shall be maintained at the District's expense, except as otherwise provided for herein.
11. Backflow Prevention Assembly. The District reserves the right to require an approved backflow prevention assembly to be installed on any service connection, including single-family residences with multiple service connections. The District may make this determination at any time. Any such device shall be installed as set forth in the CVWD Cross-Connection Ordinance 29-A (Chapter 4.12).
12. Prohibition of Service. No service connection shall be installed on the private side of any service lateral that is intended to service joint or adjacent parcels of land.
13. Master Meters. For any apartments, condominiums, or townhouses that are master metered the meter size shall be determined by the District based on the required fire flow demands as set forth by the applicable fire protection agency.
14. Commercial and Industrial Meters. Each new commercial and industrial building shall be served by individual meters for domestic use. Each service shall include an approved backflow prevention assembly as set forth in the CVWD Cross-Connection Ordinance 29-A (Chapter 4.12). Existing services that do not comply with the requirements of Ordinance 29-A (Chapter 4.12) shall be required to upgrade all services in question to current minimum requirements when significant improvements or changes are made to said facility or as the District may otherwise determine in its discretion.
15. Landscape Meters. Separate service connections shall be installed for irrigation service on all commercial, industrial, and institutional lots or developments. Where applicable, master meter landscape services shall be allowed to service master planned complexes. Each service shall include an approved backflow assembly as determined in the CVWD Cross-Connection Ordinance 29-A (Chapter 4.12). Existing services that do not comply with the requirements of Ordinance 29-A (Chapter 4.12) shall be required to upgrade all services in question to current minimum requirements when significant improvements or changes are made to said facility or as the District may otherwise determine in its discretion.

(Ord. No. 30-H, § 3, 8-27-2013)

4.04.040 - New facility installation other than service connection.

1. Application for Water Service. Every Developer shall file a written application for water service on a form furnished by the District.
2. Installation of Off-Site Water Facilities. Whenever the General Manger determines that new Off-Site Water Service Facilities must be installed in order to transport water to a parcel of land or the subdivision of a parcel of land, the Developer shall be responsible for construction, or having constructed, such Off-Site Water Service Facilities as deemed necessary. Off-Site Water Service Facilities shall only be constructed following District approval of plans submitted by the Developer in an approved format as required by the Engineering Department.
3. Developer Responsibilities for On-Site Water Facilities. The Developer shall be responsible for construction, or having constructed, such onsite water service facilities as are required by the District. On-Site Water Service Facilities shall only be constructed following District approval of plans submitted by Developer in a format as required by the Engineering Department. Under no circumstances will such construction take place unless streets are well defined, both in plan and elevation. The water mains and service connections shall be installed following the construction of curb and gutter or as otherwise determined by the General Manager.

The Developer shall be required to pay a "Water System Capacity Fee" based on the size of the meter(s) supplying their development as defined by the Water System Capacity Fee Table in Exhibit "A" (Chapter 4.08).

The Developer shall be responsible for relocating any existing water service facilities that are found to be in conflict with the design of the proposed development. Relocation of water service facilities shall only be contingent upon the District approval of the plans, which are to be submitted by Developer in a format as required by the Engineering Department. Under no circumstances will such relocation take place unless streets are well defined, both in plan and elevation. The water mains and service connections shall be installed following the construction of curbs and gutters unless otherwise granted in writing by the Engineering Department.

The Developer is responsible for the abandonment of any existing facilities that, through the plan checking process, are deemed unnecessary or inadequate for usage by the new construction. Any abandonment will be done in accordance with the approved plans in conjunction with the construction of the new facilities or in a manner as directed by the District inspector. At all times the contractor will coordinate all work with the District to minimize waterline shut downs.

Street sub-grade must be established and well defined in new subdivisions before the water mains and services are installed. If, recently installed mains and services are required to be removed, relocated or adjusted to grade as a result of changes requested by the developer or, because of incorrect survey information as to the grade of curbs and street, location of property lines or other utilities etc., all expenses incurred by making said changes shall be borne by the Developer. For newly surfaced streets, all trench restoration and resurfacing charges shall be paid by the Developer.

4. Off-Site Water Facilities. At the request of the Developer, and pursuant to the eligibility requirements set forth in the applicable rules and regulations, the District will enter into a ten-year Refund Agreement for qualifying Off-Site Water Service Facilities, wherein the District shall agree to collect from all new connections, and refund to the Developer, the proportional costs of the Off-Site Water Service Facilities listed in the approved refund agreement. Such refunds shall not include interest, permit or development fees, or facilities specifically required for a Developer's development.

The amount to be refunded, with respect to any new connections to such facilities, will be from the proceeds of the applicable fee or charge which is imposed and collected from the property owners/applicants who apply for service to be provided from the subject Off-Site Water Service Facilities, as established in the agreement, served by the installation of said off-site water service facilities. Said sums will be payable with respect to the connections made to the offsite water service facilities in the

preceding twelve (12) months. The District may waive the above provisions and enter into different contractual arrangements with Developers only by action of the Board of Directors.

When the District requires over-sizing of pipelines larger than eight-inches, and the increased size is not required to meet the needs of the particular development which has applied for service, the District will reimburse the Developer, through an established reimbursement agreement as set forth herein for the additional costs incurred to increase the line size. The Developer shall provide comparable cost estimates for the facilities that are required to be installed as a basis in determining the costs to be reimbursed pursuant to the applicable reimbursement agreement.

5. Refund Agreements. Refund Agreements may be assigned, or transferred, providing such assignments, or transfers, are accomplished in a manner approved by the District and upon proper notice to the District as to the successors and assigns. In the event such approval and/or notice are not provided and refunds become available under a refund agreement, any heir, successor or assign of the Developer shall be required to claim refunds within sixty (60) days after the same become due and payable under the refund agreement in order to be eligible to receive said payment. If the original Developer is a partnership or corporation, the District shall pay any refunds to the successor in title to the assets of such partnership or corporation, provided due proof is made of the right to receive the same, and claim therefore is made within sixty (60) days after the same becomes due. If claims by successors in interest of a Developer are not made within the prescribed time, the right to refund shall terminate.
6. Easements. No water main shall be installed in any street or other location not formally dedicated for public use, except by consent of the property owner and the District. Such consent shall be prepared by the developer, reviewed and approved by the District, in an approved easement deed format prepared by the District, and recorded in favor of the District.
7. Title of Water Facilities. Title to all Off-Site Water Service Facilities, whether installed by the District or a Developer, shall be vested in the District upon completion of all work, testing, chlorination, inspection and acceptance for use.
8. Automatic Fire Sprinklers. When an Automatic Fire Sprinkler Service Connection is installed, the control valve thereon will be left closed and sealed until a request to turn on the water is received from the customer. After the water is turned on, the District shall not be liable for damages of any kind, whatsoever, that may occur on or to the premises served by reason of the installation, maintenance, or use of such service connections, or because of fluctuation of pressure, or interruption of water supply. The District shall bill the customer a ~~bimonthly~~ monthly standby fire service charge as set forth in Exhibit "A" (Chapter 4.08) herein.

Water is not to be used through an Automatic Fire Sprinkler Service Connection for any purpose other than the extinguishing of fires, or a related purpose. The District reserves the right to discontinue service to the premises through such service connections if water is being used for other than the intended purpose.

The District shall require the customer's contractor to install on all new Automatic Fire Sprinkler Service Connections, a double check valve detector assembly (D.C.D.A.) or a reduced pressure detector assembly (R.P.D.A.) of a type approved by the National Board of Fire Underwriters and the Foundation for Cross-Connection Control and Hydraulic Research, and may require said valve to be equipped with a by-pass meter.

(Ord. No. 30-H, § 4, 8-27-2013)

#### 4.04.050 - Water system capacity fee.

1. Each developer making written application for water service from the District shall pay a "Water System Capacity Fee" in an amount determined based on the size and number of meters installed for the Developer's development pursuant to the Water System Capacity Fee Table contained in



Exhibit "A" (Chapter 4.08) of this ordinance, or in the amount determined in a Refund Agreement, whichever is greater.

2. The primary purpose of the Water System Capacity Fee is to recover the costs of current and future facilities and assets needed to provide utility service to new or expanded service connections to the District's water system. Such costs shall include the repayment of any debt incurred by the District to construct such facilities.

Revenues from the Water System Capacity Fee shall also fund master planning and studies related to water facilities, the capital facilities and equipment necessary to operate and maintain the water system, and an allocated share of costs related to general facilities and equipment required to administer the overall operations of the District.

3. The principal basis of the determination of the amount of the Water System Capacity Fee is to recover costs for capital assets, including existing and/or future facilities that provide benefit to new connections to the District's water system. The Fee to users is designed to recognize the value of providing the capacity necessary to serve additional users.

The method for calculating the Water System Capacity Fee is based on the combination approach (Buy-In methodology + Incremental Fee methodology). The Water System Capacity Fees includes the value of the existing system assets, minus accumulated depreciation and contributed assets to calculate the Buy-In component of the Capacity Fee. The cost of planned, future improvements is used to calculate the Incremental Fee component of the Capacity Fee. The sum of these two components is the total cost basis, which is allocated to existing and future users. The total costs for existing and future assets allocated to future users is divided by the number of future customers, measured in equivalent dwelling units (equivalent to a ¾-inch size meter) that are expected to connect to the system.

4. The Water System Capacity Fee shall be reviewed biennially and will be adjusted according to the outcome of the biennial review.

(Ord. No. 30-H, § 5, 8-27-2013)

#### 4.04.060 - Rates and billings.

1. Water Rates & Monthly Service Charge. Rates for water service shall be adjusted from time to time by Ordinance of the Board of Directors of the District, and attached hereto as Exhibit "A" (Chapter 4.08).

Bills for the several classes of water service shall be based on meter size and meter readings at such intervals as shall be fixed from time to time by Ordinance of the Board of Directors of the District. The interval shall appear on Exhibit "A" (Chapter 4.08).

2. Due Date, Disconnection and Delinquency Charge. Bills for water service are due and payable upon presentation, and become past due on the date indicated on the customer billing statement. Reminder notices ~~shall~~ **may** be sent for any bills with an outstanding balance of fifty dollars (\$50.00) or more on the past due date, ~~and shall~~ **which will** specify a final due date on which turn-off procedures will commence. For any bills with an outstanding balance of fifty dollars (\$50.00) or more on the final due date, a turn-off notice shall be submitted to the customer pursuant to Government Code Section 60373 as follows: A notice of the delinquency and impending termination shall be given, at least ten (10) days prior to the proposed termination, by means of a notice mailed, postage prepaid, to the customer to whom the service is billed not earlier than nineteen (19) days from the date of mailing the District's bill for service, and the 10-day period shall not commence until five days after the mailing of the notice. District shall make a reasonable, good faith effort to contact an adult person residing at the premises of the customer by telephone or in person at least forty-eight (48) hours prior to any termination of service except that whenever telephone or personal contact cannot be accomplished, the District will give, by mail or by posting in a conspicuous location on the premises, a notice of termination of service, at least forty-eight (48) hours prior to termination. For any bills with an outstanding balance of fifty dollars (\$50.00) or more on the turn-off date water

service shall be discontinued. Any customer requiring reconnection after turn-off shall be subject to reconnection charges as set forth in Exhibit "A" (Chapter 4.08) in addition to the outstanding balance of the bill. These procedures conform to the existing government code as to notification requirements. Payments shall be made at the offices of the District.

3. Bill Pro-Rating. Whenever service is initiated or discontinued within the service period, at the request of the customer, the water service charge shall be pro-rated as set forth in Exhibit "A" (Chapter 4.08).
4. Dispute of Charges. Whenever the accuracy of any bill for water service is questioned, the District will cause an investigation to be made. Bills reflecting clerical or meter errors shall be adjusted, taking into consideration the volume of business, seasonal demand, and any other factors that may assist in determining an equitable charge.

(Ord. No. 30-H, § 6, 8-27-2013)