

**PLACER COUNTY WATER AGENCY
PERSONNEL AND ADMINISTRATIVE MANUAL
CHAPTER 4
RULES, REGULATIONS, RATES AND CHARGES
GOVERNING THE DISTRIBUTION AND USE OF WATER**

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Article 1: Definition of Terms

ACCESSORY DWELLING UNIT. For the purpose of this Chapter, an Accessory Dwelling Unit has the same meaning as provided for in Government Code Section 66313(a). If the property that an Accessory Dwelling Unit is located on is subdivided such that the Accessory Dwelling Unit becomes located on a separate property from the primary, the Accessory Dwelling Unit will no longer be considered an Accessory Dwelling Unit for the purposes of this chapter.

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

AGENCY or PCWA. The Placer County Water Agency.

BOARD. The Board of Directors of the Agency.

CANAL TURNOUT. Facilities to deliver untreated water from the canal or ditch system into a customer's Service Box.

CHARGES FOR WATER SERVICE. The Agency's charges for water service include:

- FIXED CHARGE. A fixed monthly charge, based upon the customer's estimated maximum demand or the customer's meter size, to fund operations.
- RENEWAL AND REPLACEMENT CHARGE. A fixed monthly charge, based upon the customer's estimated maximum demand or the customer's meter size, used to fund capital improvements to the treated and untreated water systems that are unrelated to expansion of capacity to serve new customers.
- COMMODITY CHARGE. Charge for a volume of water delivered to fund operations.

CLASSIFICATIONS of WATER SERVICE: The Agency has the following customer rate classifications for treated and untreated water service.

- TREATED RETAIL SERVICE. Retail treated water rate categories include:
 - RESIDENTIAL SERVICE. The furnishing of water for household residential purposes for single dwellings.

- MULTI DWELLING SERVICE. The furnishing of water for household residential purposes for multiple dwellings.
- COMMERCIAL AND GOVERNMENTAL SERVICE. The furnishing of treated water for commercial or governmental purposes.
- LANDSCAPE SERVICE. The furnishing of treated water for dedicated landscape irrigation purpose.
- INDUSTRIAL SERVICE. The furnishing of treated water to a customer who contracts to take an average of more than 10,000 Billing Units per month.
- CUSTOMERS INVOLUNTARILY DEPRIVED OF UNTREATED WATER SERVICE. This rate applies to those customers who have been involuntarily deprived of untreated water service by the Agency and have only treated water available to meet their irrigation water needs.
- TREATED RESALE SERVICE. The furnishing of treated water to a county or state regulated water utility for resale purposes to non-PCWA customers who have contracted for such service.
- CONSTRUCTION WATER SERVICE. The provision of treated water from a hydrant, or untreated water from a canal, for construction purposes, or temporary treated water service to a building under construction for testing purposes.
- PRIVATE FIRE PROTECTION SERVICE. A connection to the water system, which is used exclusively, except for 1-inch combined retail treated and fire residential service, to supply water to a private fire sprinkler system or private fire hydrants.
- UNTREATED RETAIL SERVICE. The furnishing of untreated water for irrigation use. Rate categories include:
 - GENERAL IRRIGATION SERVICE. The furnishing of untreated water for irrigation purposes, measured in Miners' Inches through an orifice.
 - GENERAL METERED SERVICE. The furnishing of untreated water measured in Billing Units with a meter.

- UNTREATED RESALE SERVICE. The furnishing of untreated water for subsequent treatment by the customer and resale to non-PCWA customers.

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

DRINKING WATER SYSTEM. Separate portions of the treated water system that are operated by the Agency under permits issued by the State Water Resources Control Board, Division of Drinking Water. Each Drinking Water System has its own water treatment, storage, transmission, distribution, and in some cases groundwater infrastructure. The Agency's seven drinking water systems are Alta, Monte Vista, Colfax, Weimar, Applegate, Auburn/Bowman, and Foothill/Sunset/Ophir.

FACILITIES AGREEMENT. An agreement between the Agency and another party for construction of facilities to be accepted for ownership and use by the Agency. These agreements are commonly used for construction of water distribution facilities by land developers and commonly include a commitment of water service to proposed developments.

GENERAL MANAGER. The General Manager of the Agency or other person designated by the General Manager to perform the services or make the determinations permitted or required under these rules and regulations.

MULTIPLE DWELLING UNIT. Two or more dwellings established on a parcel of land for residential use, including but not limited to condominiums, townhomes, apartments, mobile homes, duplexes, or other residential dwellings on a common property. A Multiple Dwelling Unit does not include Accessory Dwelling Units or commercial uses that serve transient occupancy, such as hotels and motels.

POINT OF DELIVERY. The location where the Agency delivers service and privately owned facilities begin.

SEVERANCE OF WATER SERVICE. Means a permanent termination of water service and a Severance of the Agency's obligation to serve a parcel. Severance may be initiated either by a customer or by the Agency. Once a Severance occurs, a reinstatement may require the payment of a portion of the Water Connection Charge based upon the date of the Severance.

SERVICE BOX. A receiving facility for irrigation water service, owned and provided by the customer.

SERVICE CONNECTION. Facilities which connect the water main to the customer meter, which typically include a service saddle, corporation stop, service line, curb stop and meter box.

SINGLE DWELLING UNIT. A dwelling established on a single parcel of land for residential use. Single dwellings may include buildings for residential accessory use, such as: swimming pools, changing rooms, workshops, studios, greenhouses, or garages, but does not include an Accessory Dwelling Unit.

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

TERMINATION OF WATER SERVICE. Means to temporarily terminate water service to a customer, by placement of a lock on the customer's curb stop or Canal Turnout, due to payment delinquency, an outstanding health hazard(s), or any other violation of Agency Rules and Regulations.

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

TREATED WATER SYSTEM. That portion of the water system that conveys potable water to customers for domestic and other uses.

UNIT OF CAPACITY. A unit of measure for the maximum daily demand on the capacity of the Agency's treated water system that is required to serve a customer. One Unit of Capacity is 1,150 gallons per day.

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

UNTREATED WATER. All water other than treated water.

VOLUMETRIC MEASURES. The following are the volumetric measures subject to a commodity charge:

- BILLING UNIT. Is equal to 100 cubic feet or 748 gallons.
- MINERS' INCH. A maximum available rate of flow of untreated water equal to one-fortieth (1/40) cubic foot per second and regulated through an orifice.

WATER USE LIMIT. A limit of allowable maximum day demand prescribed upon a service connection based upon the assessed Units of Capacity and the Water Connection Charge paid.

WESTERN WATER SYSTEM. All PCWA owned and operated treated and untreated water systems within service Zone 6.

Article 2: General Policies

- Sec. 40201 APPLICABILITY OF RULES. These Rules and Regulation apply to PCWA's Western Water System – Zone 6. In the past PCWA created Zones 1, 2, 3, 3A, 3B, 4 and 5. All of the land within Zones 1, 2, 3, 3A, 3B and 5 has been incorporated into Zone 6. The water facilities within Zone 4, located in the Martis Valley near Truckee, are now owned by the Northstar Community Facility District. Although all of the historic Zones created by PCWA continue to exist, they are only relevant within the context of contracts that remain applicable to any given Zone.
- Sec. 40202 GENERAL RESPONSIBILITY FOR OPERATION AND MANAGEMENT OF WATER SYSTEMS. All Agency-owned water systems, including all measuring devices, shall be under the exclusive control of the Agency and managed and operated under the direction of the General Manager. The Agency shall be responsible for operating, maintaining, and replacing all portions of the water system up to the Point of Delivery to the customer.
- Sec. 40203 APPLICATION FOR SERVICE. Persons requesting water service, through an existing meter or canal turnout, or which requires the installation of a Service Connection or meter or Canal Turnout, shall apply to the Agency for such service on forms prescribed by the Agency. No such service shall be provided unless an application or record for service is on file at the Agency office.
- Sec. 40204 DETERMINATION OF STATUS AS CUSTOMERS. Customers are all persons purchasing water from the Agency, whether their individual connection is off of a private facility or Agency property. The following are examples of persons who are not customers of the Agency:
- a) Persons living in areas supplied with treated water by a Resale customer of the Agency.
 - b) Persons living within commercial establishments such as hotels, motels, mobile home courts, apartments, rest homes and the like, that are being furnished Commercial or Multi-Dwelling service.
 - c) Individuals or entities formed or represented by a mutual water association, an HOA, or other private agreement receiving untreated water

resold to them from a single point of delivery are not customers of the Agency. For example, when a customer account is set up under the name of an HOA with one authorized representative, each member of the HOA is not a customer of the Agency, rather the HOA itself would be the customer account in the Agency billing system.

Sec. 40205 REQUESTED CHANGES TO AGENCY FACILITIES. Customers may make application to the Agency requesting the Agency make changes to Agency facilities, for example: modifying or moving a meter box or canal turnout. The Agency shall make such changes if the Agency deems that the requested changes are suitable for continued service and do not add an undue burden to the Agency's operations, and after deposit of the funds estimated by the Agency to be sufficient to cover the cost of the work to be done. Upon completion of the work any funds remaining after actual costs have been determined shall be refunded.

Sec. 40206 SERVICE FROM PRIVATELY OWNED FACILITIES. Generally, the Agency prefers that each customer be served directly from Agency owned facilities. However, there are instances, due to historic practices and consideration of cost and geography where Agency customers may be served from private, cooperatively owned lines in both the treated and untreated water systems.

In these instances, for treated water services, the Agency requires the installation of a monitor meter at the terminal point of Agency owned facilities, which shall be the Point of Delivery, and a separate meter at the location where each individual customer's service line connects to the cooperatively owned pipeline.

When an Agency measuring device is required to be installed on private property or within a portion of a water distribution system not owned by the Agency, it shall not create any obligation on the part of the Agency for operation, maintenance, or replacement of any segments of the works or facilities owned by others.

Existing Party lines. The Agency will not add additional accounts to existing shared deliveries or "party lines." Current customers on a party line may choose to increase their deliveries to accommodate requests from adjacent parcels as long as (1) there is capacity on the Agency canal and the Agency

pipeline serving the customer(s) and (2) only after the installation of an isolation valve, with the ability to isolate the entire party line, is installed after the Agency's canal turnout.

Customers on an existing party line may choose to form an association and consolidate billing to one account.

New Party line. After April 1, 2023, the Agency will only authorize the installation of one canal turn out and the setup of one account to serve a new shared delivery or "party line." All new untreated water connections are required to install an isolation valve.

Sec. 40207 RESPONSIBILITY TO PAY FIXED CHARGES. The continued operation of the Agency's water system provides a benefit to all its customers and all customers have a responsibility to pay monthly Fixed Charges and Renewal and Replacement Charges in order to maintain the water system whether they take delivery of any water or not. The Agency will not prorate service during outages, planned or unplanned, or private side repairs, including those on party lines.

Sec. 40208 PROHIBITION AGAINST WASTE OF WATER. Customers are required to operate and maintain their facilities in a suitable condition to prevent waste of water. If the Agency determines that a customer is wasting water, that customer may be subject to a Water Waste Charge as set forth in Section 40921; or to termination of service or a reduction in the amount of water that the customer is allowed to purchase as set forth in Section 41005; or both.

Sec. 40209 VARIANCES AND WAIVERS. If special conditions warrant, the Board may grant a variance or waiver for any rules, regulations, rates, and charges governing the distribution and use of water. Charges to apply for a variance or waiver are set forth in Section 40919.

The General Manager has the authority to grant a variance to allow a new customer, whose property does not abut an Agency pipeline, to connect, under terms and conditions established by the Agency.

Article 3: Service Through Treated Water System

Sec. 40300 **APPLICATIONS FOR SERVICE.** The Agency shall review all applications for service to determine what, if any, facilities must be installed prior to furnishing service; if there is sufficient water and capacity in the system to meet the requested service; and, that the applicant has complied with all other requirements for service.

The Agency reserves the right to review the anticipated water demands based upon type of service, number of fixtures, landscape area, irrigation plans, and all other factors likely to affect total water use or maximum rate of delivery, and the right to require a larger service connection and/or meter if anticipated demands exceed the capacity of the meter size requested; or to require a separate dedicated landscape meter.

If it is determined that facilities, other than a Service Lateral and/or meter, must be installed prior to providing service the applicant shall apply for a Mainline Extension as provided in Article 5 of this chapter.

If no facilities other than a Service Lateral and/or meter must be installed, the Agency shall furnish the service requested upon payment of the applicable deposit and charges set forth in Sections 40914, 40916, 41000 and Article 7 of this Chapter.

Sec. 40301 **MEASURING DEVICES – METERS.** The number of service connections and measuring devices required for water service shall be as follows:

- a) **Metered Service.** Each residential dwelling or building under separate ownership must be provided with a separate service connection and meter. Two or more residential dwellings or buildings under single ownership and on the same lot or parcel of land may be supplied through a single meter, provided that the Agency reserves the right to limit the number of houses, buildings, or the area of land under single ownership to be supplied by a single meter or service connection. A meter shall not be used to supply adjoining property of a different owner or to supply property of the same owner across a property line, except for golf courses, parks, and greenbelt areas. When property presently serviced is

subdivided, the existing meter shall be considered as belonging to the lot or parcel of land upon which it is located or serves and the new parcel(s) shall require the installation of a new service.

- b) Monitor Meter. In instances where privately owned water lines are connected to the Agency's treated system to provide service to more than one individually metered customer, the Agency shall install a monitor meter at the head of the private line. This monitor meter will be installed and maintained by the Agency at no charge to the individual connections. The monitor meter and all individual metered connections on the private line will be read monthly or bimonthly and the usage compared. Unaccountable water use will be equally distributed to each open connection and billed for at the Metered Service Treated Water Schedule 1.

Sec. 40302 METER SIZE CHANGE. Any person desiring to change the size of any meter that has been installed shall make application to the Agency for such change. If in its judgment, the Agency deems such a change to be necessary or advisable, the Agency shall cause the change to be made after the applicant has paid the applicable charge provided for in Section 40914 for the installation of the new meter.

Sec. 40303 CHARGES FOR INCREASING METER SIZE. Any customer requesting the installation of a larger meter than is presently serving their property, with the exception of a required residential fire service, shall pay the current difference between the Water Connection Charge for the larger meter being requested, and the meter being replaced.

Sec. 40304 CHARGES FOR METER SETS AND INSTALLATIONS. The Agency shall collect the charge, or a deposit, as set forth in Section 40914, prior to the installation of a service connection and/or meter set. The service lateral connection and meter shall remain the property of the Agency. A meter must be installed at the same time the service lateral connection is made, except in the case of approved subdivisions.

If the applicant does not request the service connection and meter to be installed within one year after applying for and paying the appropriate

charges, then the charge shall be returned without interest and the application canceled.

Sec. 40305 WCC CHARGES FOR REINSTATEMENT OF SERVICE. Notwithstanding any other provisions in this Article 3, any person requesting reinstatement of water service for property which was previously served treated water, or which had treated water service previously available to it, shall pay the Water Connection Charge that would be required for new service to that property less a credit equal to the amount of the Water Connection Charge in effect on the date that service was terminated. Credits are attached to the property previously served and not transferable to other property, nor are they refundable. If a parcel previously had more than one service connection, the credits for those connections shall be given to applicants for new service to that parcel, or to portions thereof, in the order in which they apply until the credits are fully used. Also, if the Agency recorded a Notice of Severance of Service to the property, the Agency shall, if requested, record a "Release Agreement" stating that the water service is being reinstated, if the person requesting reinstatement of service pays the Agency any required recording fees assessed by others.

Sec. 40306 CHARGES FOR THE INSTALLATION OF ADDITIONAL METERS. Notwithstanding any other provisions in this Article 3, any person requesting the installation of an additional meter or meters to serve non-residential property or Multiple Dwelling Units currently being served treated water will be required to pay a Water Connection Charge for any increase in peak day demand that may result from the installation of an additional meter(s). Historical water demands, if available, will be used to verify demands prior to the request of an additional meter. The determination of available unused capacity will be at the Agency's sole discretion. The applicant will be required to pay the applicable Service Installation and Meter Set Charge for the installation of the additional meters as set forth in Section 40914.

Article 4: Service Through Untreated Water System

Sec. 40400 APPLICATIONS FOR SERVICE. The Agency shall review all applications for service to determine if there is sufficient water and capacity in the system to meet the requested service. When the applicant has complied with all other requirements for service, the Agency shall furnish the service requested upon payment of the applicable Service Set Up, Service Installation, and Demand Impact Charges as set forth in Sections 40913, 40916, and 41000.

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

Customers who receive untreated water deliveries agree to complete an agreement as a condition of untreated water service. Failure to complete the agreement may result in termination or permanent severance of service.

All new customers after April 1, 2023, must install a valve to isolate the delivery to their parcel(s) as a condition of service. Existing customers who wish to receive additional seasonal deliveries will also be required to install a shutoff valve as a condition of any increase in seasonal delivery.

Sec. 40401 MEASURING DEVICES.

a) General Irrigation Service. A service for irrigation water shall include a Canal Turnout and a Service Box with an orifice/slide plate for measuring the amount of water delivery.

b) Metered Irrigation Service. The Agency may allow the installation of a Metered Irrigation Service when it determines that conditions both: prevent the installation of a General Irrigation Service; and, accommodate the use of a meter. The Agency may include such terms and conditions as the Agency finds appropriate for Metered Irrigation Service.

Sec. 40402 IRRIGATION SERVICE. Each untreated water customer shall be provided service through a Canal Turnout, which shall be located at the place determined by the Agency as being most suitable for service to the customer. The charges for installation of a Canal Turnout as set forth in Section 40913.

- a) Non-transferable. Irrigation water is not transferable. However, in the event of a parcel split the existing irrigation delivery may be split among those parcels created by the parcel split, as set forth in Section 40206.
- b) Whenever, in the Agency's discretion, it is necessary to enlarge an existing turnout in order to provide service to a new customer, the cost of enlarging the turnout shall be paid to the Agency in advance by the new customer
- c) Two or more customers, may be served from the same Canal Turnout or private facility, provided that: the turnout or private facility has sufficient capacity to provide each customer with their requested delivery, or a minimum of one (1) half Miners' Inch of service to each party, whichever is greater; and the Agency reserves the right to limit the number of customers to be supplied by one turnout.
- d) Point of delivery. Water deliveries to customers will be made and measured at Agency's canal or conduits, or as near thereto as practicable, which shall be the Point of Delivery. The customer, i.e., individual or party line, is solely responsible for carriage of the water, and any water losses, from the Point of Delivery to his/her point of use.

When purchasing water from a spill, channel or waterway, the Agency's delivery point shall be at the spill adjacent to the Agency's canal or pipeline. It is the customer's responsibility to secure his own easement to the spill channel or waterway and the Agency assumes no responsibility for delivery between the Agency canal and the applicant's point of diversion from the spill channel or waterway. The Agency will not deliver water to compensate for water loss, in excess of the amount purchased.

Effective February 2, 2023, the Agency will no longer accept new customers, nor requests from existing customers for additional water delivery, where water would be received off of a spill.

- e) In the event of a catastrophic canal failure the General manager shall have the authority to suspend untreated water service, which may include customer billing. The General Manager shall report the canal failure at the next regularly scheduled Board meeting. During the suspension period, Agency staff shall evaluate the economic feasibility of a repair and present it to the Agency Board of Directors within one year of the failure for appropriate action.

Sec. 40403 INSTALLATION OF CANAL TURNOUTS, SERVICE BOX AND MEASURING DEVICES.

- a) Customers receiving General Irrigation Service are responsible to install a Service Box, tank, or pipe to receive canal water. The Service Box, tank, or pipe must meet the Agency's specifications and the installation must be in a location acceptable to the Agency. The elevation of the top of the Service Box, tank, or pipe must be higher than the water level in the canal so that water does not overtop the Service Box, tank, or pipe when the customer is not taking water.
- b) Canal Turnouts and measuring devices shall be installed only after Agency approval and the Service Box is complete. Canal Turnouts shall be installed only by or under the direct supervision of Agency employees.
- c) When connection to a privately-owned pipeline is necessary to receive water service, all required facilities shall be installed by the customer. After inspection by the Agency and determination that private facilities meet Agency requirements, or are suitable for the intended purpose, the Agency will install the measuring device.
- d) In addition to any Agency charges for the installation of Canal Turnouts or measuring devices, the customer or person requesting such installation shall pay to the Agency an amount equal to any permit fees or charges required by any other governmental entity in order to make such installations.

Sec. 40404 NON-IRRIGATION SERVICE. All requests for untreated water service for other than irrigation purposes shall require a written agreement and approval by the Board.

Sec. 40405 DELIVERY ORIFICE CHANGE. Any customer with a General Irrigation Service desiring to increase or decrease irrigation water delivery rate shall make application to the Agency. There is no service charge for changing a delivery orifice.

Customers that have a current delivery of between 2 and 19 Miners' Inches may request temporary flow adjustments not more than three times during the summer irrigation season and not more frequently than 30 days between the adjustments. Customers whose delivery is greater than 20 Miners' Inches, may contact staff to coordinate adjustments to their deliveries throughout the summer season.

Sec. 40406 CANAL TURNOUT SIZE CHANGE. Any person desiring to change the size of a canal turnout that has been installed shall make application to the Agency for such change. If the Agency, in its judgment, deems such a change to be necessary or advisable, the Agency will cause the change to be made after the applicant has paid the applicable charges set forth in Section 40903 for the installation of a new turnout.

Sec. 40407 SPECIAL CONDITIONS FOR WATER THROUGH UNTREATED WATER SYSTEM.

- a) Interruptible supply. Agency does not guarantee a continuous and uninterrupted supply and reserves the right to temporarily suspend the delivery of water when it is necessary to take the whole or any part of its water system out of service for the purpose of cleaning, maintaining, or repairing, or when necessary to allocate available water supplies during supply interruptions or drought. The Agency may temporarily suspend service for up to 48 hours to allow a customer to install a shutoff valve between the Agency's delivery point and the private delivery served directly off a canal or between the Agency's delivery point and a shared delivery point. The Agency does not temporarily suspend service in order to resolve private side issues (e.g. repairs, disputes, etc.). Untreated Water from open ditches, canals, and conduits is not intended nor offered for fire protection/firefighting purposes.
- b) Non-Potable. Water supplied from open ditches, canals, conduits, and flumes is untreated, non-potable and unsuitable for human consumption.

Any Resale customer who makes said water available to others for human consumption shall take all necessary precautions to make the water potable and shall assume all risks and liabilities in connection therewith.

- c) Irrigation seasons. Irrigation service during the calendar year is defined as having two seasonal delivery periods: summer irrigation season and winter irrigation season.

The summer irrigation billing period is from April 15 through October 15. The winter irrigation billing period is from October 16 through April 14.

The annual PG&E maintenance outage for the lower system generally starts on the weekend just prior to October 15 of each year. PCWA must change out all of its customer's delivery orifices, from summer delivery rates to winter delivery rates before PG&E cuts its water for the outage. Customers should expect to have their orifices changed to winter delivery the week prior to the beginning of the PG&E outage. Customers who purchase 5 inches or more of summer water may apply to have their bill for summer prorated from October 15 to the date the winter orifice is installed if their summer water service is cut before October 12.

- d) Canal screens. Recurring requests to clean screens that are outside of the normal patrol of canal operations may incur a service charge as set forth in Section 40916. Requests that require a trip and are determined to be a private side issue beyond the Agency's control, will incur a service charge as set forth in Section 40916.
- e) Demand water. Demand water service will be provided, if canal capacity is available, for customers who want to extend summer delivery into the fall, or to start summer delivery early in the spring, at winter season rates.
- f) Pumps. In those instances where a customer is using a pump to deliver water from the Agency's untreated water system, a low water protection device should be installed by the customer and at the customer's expense prior to the commencement of water service.

- g) Additional Service Boxes. Water deliveries to customers may be through one or more additional or alternate Service Boxes upon the Agency's approval.
- h) Minimum delivery. Water will be sold in minimum increments of 1/2 Miners' Inch up to two Miners' Inches, and then in one-inch increments from two inches and above.
- i) Maximum delivery. The General Manager is authorized to approve service to new customers, provided there is sufficient capacity in the system.
- j) Miners' Inch Restricted Canals. The Agency's untreated water system has physical constraints in certain locations that prevent the Agency from delivering more water than is currently ordered by existing customers. These canals are designated as "restricted". The Agency maintains a waitlist of individuals that wish to establish new untreated water service and existing customers who wish to purchase additional untreated water from restricted canals:
 - 1) Staff will evaluate allocations - in the following order of priority:
 - i) Commercial scale agriculture/livestock - adjacent to an Agency canal
 - ii) Commercial scale agriculture/livestock – not adjacent to an Agency canal
 - iii) Water used to grow food for personal consumption and non-commercial livestock
 - iv) General use/landscaping
 - 2) The Agency may at its sole discretion request the completion of an agricultural survey and/or site visit to confirm the request(s) are consistent with the prioritization and to review storage and conveyance plans.
 - 3) If a customer fails to complete the requirements to take delivery within one year from the date of the offer of the allocation, they will forfeit any priority and be removed from the waitlist.

k) Special Provisions for Customers west of Highway 65 that take delivery via the Auburn Ravine.

- 1) The Agency recognizes that customers west of Highway 65 that require the use of the Auburn Ravine for water conveyance do so based on an annual request, and that the annual volume of untreated water delivery may vary substantially from year to year.
- 2) The maximum rate of delivery for all Auburn Ravine dependent customers combined shall be 70 cfs. When delivery rate requests exceed 70 cfs the Agency will prorate the delivery rate among its customers in proportion to their requested annual delivery volume.
- 3) The Point of Delivery for these customers shall be at the farm gate.
- 4) Customers who received service during the preceding year shall be given the first priority for service in the present year for the same or lesser amount of water that they received during the preceding year. Such customers shall inform the Agency in writing on or before March 15 of their desire to renew their service, specifying the requested volume of delivery for the current year. Customers desiring service during the current year who did not receive service in the preceding year and customers who received service during the preceding year who want an increase in the amount of water for the current year may submit their requests for such service in writing anytime on or after March 15. The water available during the current year will be allocated first to the preceding year's customers up to the amount they received the preceding year. If the Agency does not have sufficient water available to meet all of those requests, the available supply shall be allocated among those customers in proportion to their deliveries during the preceding year. After fulfilling the requests of the preceding year's customers, the Agency will allocate the remaining water in the order the customer's written request was received by the Agency. If two or more requests were received at the same time and the supply available is not sufficient to meet those requests, it shall be prorated among those customers in proportion to their respective requests.

- l) Water use data to meet conservation requirements. In order to meet state mandated conservation requirements, it is necessary for the Agency to be able to identify the purpose to which customers use untreated water provided by the Agency. Therefore, the Agency reserves the right to require untreated water customers to provide information on water use, including but not limited to, irrigated acreage, types of crops grown, or other uses, as a condition of untreated water service.

Article 5: Mainline Extensions

Sec. 40500 GENERAL POLICY FOR MAINLINE EXTENSION. The regulations in this article apply to both the treated and untreated water systems.

Sec. 40501 APPLICATION FOR EXTENSION. Any person requesting water service beyond the limits of PCWA's existing water system, which requires the installation of facilities that will be dedicated to the Agency for ownership and maintenance shall apply to the Agency for a Facilities Agreement. A non-refundable Project Application Charge as set forth in Section 40910 is required at the time of application. Agency staff time and all direct costs for project review and approval shall be paid by the applicant. The Agency will assess the adequacy of the water system to serve the proposed project and specify any necessary facilities, including off site pipelines and/or other facilities required to provide requested service. The applicant shall be responsible to have plans and specifications prepared for the proposed facilities by a qualified engineer licensed in California. The design shall conform to the standards and requirements of the Agency. A Facilities Agreement providing for insurance, connection charges, Agency oversight, and other terms and conditions shall be entered into before construction work is commenced and no service connection(s) shall be installed until all terms and conditions of the Facilities Agreement have been fulfilled.

Sec. 40502 INSTALLATION, INSPECTION, AND GUARANTEE OF EXTENSION. Upon approval of the Facilities Agreement, the applicant may cause the proposed facilities to be installed. Except as provided in Section 40505, all costs for project construction shall be paid by the applicant. All work shall be constructed by a qualified contractor licensed in California and adhere to the standards and requirements of the Agency. The applicant shall guarantee that the installation shall be completed per plans in an acceptable manner within the time period specified in the Facilities Agreement unless a time extension is granted.

For a Facilities Agreements in which the Agency is contributing funds, the applicant shall provide a performance bond or other surety in the amount of 100% of cost of improvements as estimated by the Agency, which shall guarantee completion of the improvements until written acceptance of the constructed facilities. For improvements costing \$25,000 or greater, a payment bond or other surety in the amount of 100% of the cost of

improvements is required. In all cases, the Agency shall require a maintenance bond or other surety in the amount of 50% of the cost of improvements to guarantee against any failure for a period of one year from the date of written acceptance of the constructed facilities.

The Agency may, at its option, inspect all or part of the work or material and shall be given all possible access necessary for performing such inspection. Agency staff time and all direct costs for project inspection shall be paid by the applicant. Upon completion of construction, the contractor shall submit a request for final inspection by the Agency.

The Agency, at its sole discretion, may install such facilities as it deems appropriate in support of the applicant's project. The applicant shall deposit sufficient funds to cover the cost of construction, connection, and inspection. Upon completion of construction, any funds advanced in excess of the actual costs to be borne by the applicant will be refunded.

- Sec. 40503 OTHER FACILITIES AND EXTENSIONS. Construction and contribution of water system infrastructure not otherwise expressly provided for in these rules **may** be made only after an application for such facilities has been made and the General Manager has submitted a report of their findings and recommendations to the Board. If approved, such system infrastructure shall be constructed upon terms and conditions approved by the Board.
- Sec. 40504 OWNERSHIP OF EXTENSION. Upon connection of the new facilities to the water system and upon acceptance of these facilities they shall become the property of the Agency.
- Sec. 40505 OVERSIZING OF FACILITIES. The Agency may, at its option, require pipelines and/or other facilities be oversized, provided the Agency reimburses the applicant for the additional cost of oversizing. Installation of facilities included in the Agency's capital improvement plan by the applicant may be reimbursable under terms of a Facilities Agreement.
- Sec. 40506 RIGHT-OF-WAY. The applicant shall furnish the Agency all necessary easements and rights-of-way for extensions. If the applicant cannot furnish such easements and rights-of-way, the Agency may, at its sole discretion, acquire such easements and rights-of-way, provided that the applicant

deposits sufficient funds to cover all of the Agency's costs of such acquisition. Any funds advanced that are not used for such acquisition will be refunded upon completion of the acquisition of the easements and rights-of-way.

Sec. 40507 STANDARDS IN PUBLIC AGENCIES HAVING JURISDICTION OF PROJECT LOCATION. If an extension is within the jurisdictional boundary of another public agency with higher minimum standards than the Agency, the extension shall be designed and constructed to those higher standards.

Article 6: Miscellaneous Provisions

Sec. 40600 CERTIFICATION OF CROSS CONNECTION CONTROL (BACKFLOW). All treated water customers with secondary water sources on their property shall be required to comply with the regulations set forth in the latest revision of the California Administrative Code, Title 17, "Regulations Relating to Cross Connections", which requires periodic certification of a properly functioning backflow control device to protect the Agency's water system. The Agency's requirements for such devices and procedures for installation and testing are detailed in its Improvement Standards. The Agency's charge for inspecting and testing is set forth in Section 40900. To cover the Agency's cost of complying with this mandate the monthly charge per cross connection assembly device is set forth in Section 40901.

Sec. 40601 CERTIFICATION OF TREATED WATER SOURCE (CONSTRUCTED CONVEYANCE). All untreated water customers, who are not also treated water customers, are required by state law to provide proof of a state approved source of potable water for domestic purposes as a condition of continued untreated water service.

- a) Operable regulations. The Federal Safe Drinking Water Act, administered by the Federal Environmental Protection Agency and the California Division of Drinking Water, and the regulations issued under that Act, now require the Agency to identify the purpose for which untreated water delivered through its ditches and canals is used and to prevent the use of untreated water for domestic purposes. Domestic purposes are defined as drinking, bathing, cooking or oral hygiene.
- b) Certification of Treated Water Source. Upon written request by the Agency an untreated water customer shall provide the Agency with a written certification of such information as the Agency considers necessary to determine that all persons who reside on land served with untreated water have an adequate supply of water suitable for domestic purposes.

An untreated water customer that does not obtain treated water service from a privately owned well or spring, or from a state-licensed treated water purveyor, shall be required to provide written proof, on a quarterly

basis, of water delivery from a bottled water service or water hauler approved by the California Division of Drinking Water. The Agency shall provide a list of such approved water haulers and bottled water services at the time it requests such proof.

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

For customers who must provide quarterly proof of water delivery, the Agency will assess a monthly charge as set forth in Section 40902 to cover the cost of complying with this mandate.

Sec. 40602 CONSTRUCTION WATER. Treated and untreated construction water is provided on a temporary basis for dust control, fill compaction and other construction activities; and to test plumbing on new construction or in connection with a real estate transaction, which may include inspection of a residence or commercial property. Service is provided through a meter or other acceptable measuring device. The Agency's charge to establish Construction Water Service is set forth in Section 40903. The Agency also requires a refundable deposit for a hydrant meter and will bill for the treated and untreated water usage at the Construction Water commodity rates set forth in Schedule 2 (Treated Construction Water), 4 (Metered Irrigation Commodity Rate), and 5 (Untreated Water Fixed Charges).

If an Air Gap is not present at a hydrant meter, a backflow prevention device is required and must be tested by PCWA staff, as set forth in Sec. 40900, prior to any construction water use.

Sec. 40603 COMMON TRENCHING. The installation of water mains in a common trench shall be permitted only upon the approval of the General Manager.

Sec. 40604 CONTAMINATION OF AGENCY WATER. No trash, garbage, refuse, sewage, petroleum, bacteriological, chemical, water from industrial process or animal matter from any source shall be placed in or allowed to be emptied into any

Agency facility or conveyance system. Roadway drainage should not be allowed to flow into the canal.

Sec. 40605 GROUND WIRE ATTACHMENTS. The Agency is not responsible for providing an electrical ground through water service equipment. Customers shall not attach any ground wiring to plumbing which is or may be connected to Agency service equipment.

Sec. 40606 METER ACCESSIBILITY. It is the customer's responsibility to ensure accessibility to the meter at all times. When a meter cannot be read because of an obstruction, the customer will be notified and shall correct the condition(s). Failure to remove the obstruction within 7 days after notification shall result in remediation of the problem by Agency crews, to be billed to the customer on a time and materials basis, or termination of service. Notwithstanding a 7-day notification, the Agency reserves the right to take immediate actions to remove obstructions if it becomes necessary to gain access to the meter box or Agency shut off valve contained in the meter box.

Sec. 40607 PRESSURE CONDITIONS. State regulations require the Agency to maintain a minimum of 20 psi in its pipelines at all times. Due to the terrain within the Agency's service area, pressure in its pipelines at some locations may approach the required minimum while in other locations it may exceed 100 psi. All customers shall be required to accept such conditions of pressure and service as are provided by the distribution system at their meter. The Agency shall not be liable for damages as a result of high or low pressure. Pressure regulators or booster pumps may be necessary to reduce pressures to Uniform Building Code requirements or increase pressures to desired levels. These devices are the sole responsibility of the customer.

Sec. 40608 PUBLIC ACCESS TO AGENCY RESERVOIRS IN THE WESTERN WATER SYSTEM. To protect the public and employee safety, the following activities are prohibited in Western Water System reservoirs: Hunting, powered boating/watercraft, and swimming. Such activity shall constitute a trespass.

Sec. 40609 RESALE OF WATER. No customer other than a public utility purchasing water for resale, or for whom water is an elemental component of their production, such as a beverage company, shall resell any portion of the water delivered to them or to which they may be entitled without approval of the Agency. The

Agency may allow the resale of General Irrigation untreated water deliveries from a single agency delivery point, used to serve a mutual water association, a HOA, or for accounts that may have existing private agreements. The Agency does not provide legal or financial advice on private matters, including the formation of a resale arrangement or adherence to any private agreements.

Sec. 40610 RIGHT OF ENTRY BY AGENCY EMPLOYEES. Representatives of the Agency shall have the right of ingress and egress to the customers' premises at reasonable hours for any purpose reasonably connected with the furnishing of water service.

AGENCY ACCESS. It is the customer's responsibility to provide safe access to the Agency's facilities within customer's property at all reasonable times, and in any event of emergency. When access to an Agency facility is restricted due to safety concerns or because of an obstruction, the customer will be notified and shall correct the condition(s). Failure to remove the obstruction within 7 days after notification shall result in remediation of the problem by Agency crews, to be billed to the customer on a time and materials basis, and/or termination of service, at the Agency's sole discretion. Notwithstanding a 7-day notification, the Agency reserves the right to take immediate steps to remove restrictions or obstructions to Agency facilities.

Sec. 40611 STREET WORK. All persons who open, grade, excavate, fill, or do other street work shall give at least seven days written notice to the Agency when it is necessary to remove, raise, lower, or otherwise displace any water main, services, or other water system property that may interfere with such street work. Contractors or other persons performing such work will be liable for damage to Agency water properties. If the adjustment of the water system is to be done by the Agency, the person requesting the changes will be required to deposit with the Agency a sum of money equal to the estimate of the cost of adjusting the water system.

Sec. 40612 USE OF AGENCY RIGHT-OF-WAY. Trees, vines, or other crops shall not be planted on Agency property without the permission of the Agency. The Agency canal rights-of-way shall not be obstructed by fences, structures, or other objects without permission of the Agency. No bridge, crossing, pipe, or other structures shall be placed in any Agency canal without permission of the Agency. The Agency shall not be responsible for maintaining any canal

crossings used by others. The maintenance of such canal crossings shall be the responsibility of those using the crossing. If such canal crossings are not properly maintained by others, the Agency may remove them after proper notice to all concerned. The Agency maintains its canal/pipe easements for its own operation and maintenance purposes and will place fallen trees/limbs/debris within the Agency's canal/pipe easements back on the property of origin. Vegetation management for other purposes, including managing fire risks, is the responsibility of the property owner.

Sec. 40613 ENCROACHMENT PERMITS.

- a) If an improvement is proposed to be constructed or installed which crosses over or is within the Agency's right-of-way or easement, the property owner or the property owner's agent (Applicant) shall apply for an Encroachment Permit by contacting the Agency's Real Property Program Manager, who will furnish the Applicant with an application. The application shall be completed and signed by the Applicant and shall be accompanied with a design plan detailing the proposed encroachment in relation to the Agency's Facility, easement, and/or right-of-way. An application for an Encroachment Permit may be approved or denied at the Agency's sole discretion.
- b) Should an application be approved, the Agency will prepare a cost estimate for staff time associated with the review of the design plan and issuance of the Encroachment Permit and will deliver the cost estimate to the Applicant.
- c) Before an Encroachment Permit is prepared, the Applicant shall make a cash deposit to the Agency in the amount detailed in the cost estimate. Any amount of the cash deposit remaining upon issuance of the Encroachment Permit shall be refunded to the Applicant. Should the amount of the cash deposit become depleted prior to the issuance of the Encroachment Permit, the Agency may require an additional deposit to be paid by the Applicant before proceeding with any further work.
- d) When the Encroachment Permit has been prepared and delivered for signature, it shall be signed by the property owner and notarized by a Notary Public and returned to the Real Property Program Manager. The Real Property Program Manager will then record the Encroachment Permit

at the Placer County Recorder's Office. Upon recordation of the Encroachment Permit, the property owner shall become a Permittee and subject to the conditions and restrictions detailed in the Encroachment Permit.

- e) Unless otherwise specified in the Encroachment Permit, all authorized improvements shall be at the Permittee's sole expense, built to current Agency Improvement Standards and shall remain under the sole ownership of the Permittee.
- f) An Encroachment Permit shall in no instance be construed as a grant of a permanent right, and if the Agency determines at a future date that the encroachment in fact interferes with its operations, the encroachment shall be removed by the Permittee and the Agency's Facility and right-of-way restored to their original condition at the sole expense of the Permittee.
- g) Unpermitted Encroachments. No improvement which crosses over or is within an Agency right-of-way is permitted to be constructed or installed without first obtaining an Encroachment Permit as detailed above. If an encroachment is found to be unpermitted, the property owner shall be notified and shall correct the condition(s). Failure to remove the obstruction within 14 days after notification shall result in remediation of the problem by Agency crews, to be billed to the customer on a time and materials basis, and/or termination of service, at the Agency's sole discretion in accordance with Section 40610, 40612, 40920, 41005. Notwithstanding a 14-day notification, the Agency reserves the right to take immediate steps to address unpermitted encroachments.

Sec. 40614 IMPROVEMENTS WITHIN PUBLIC RIGHT-OF-WAY. If an improvement is proposed to be constructed or installed within a public street or right-of-way where there is an existing Agency facility, the plans for the proposed improvement shall be subject to the review and approval of the Agency for the protection of the public health and operations of the water system. At the Agency's discretion, the applicant of the proposed improvement may be required to make a deposit for and/or pay for the cost for staff time associated with such review.

Article 7: Water Connection Charges

Sec. 40700 GENERAL PROVISIONS FOR WATER CONNECTION CHARGE. As a condition of receiving treated water service, customers must pay the applicable Water Connection Charge (WCC) as described herein.

- a) The WCC is a capacity charge to fund the Agency's capital plan of projects that increase capacity for new connections to its drinking water systems. The WCC is composed of the following components: (1) a treatment component; (2) a storage component; (3) a transmission component; (4) a groundwater component; and (5) a planning component. Projects that deliver water supplies to water treatment plants are included in the treatment component.
- b) Within Zone 6 the Agency operates seven drinking water systems that are each permitted by the State Water Resources Control Board's Division of Drinking Water, which are Alta, Monte Vista, Colfax, Weimar, Applegate, Auburn/Bowman, and Foothill/Sunset/Ophir. Each of these has its own water treatment, storage, transmission, and in some cases groundwater, infrastructure, and each with its own capital plan of projects. The WCC for each of these drinking water systems is separate and provided herein.
- c) Effective January 1 of each year, the WCC for each drinking water system shall be increased in proportion to any increase in the Engineering News Record (ENR), Construction Cost Index for the San Francisco region, that occurred over the twelve-month period from June to June of the preceding year. The proportionate increase will apply to the WCC and to each WCC component. The increase will occur each year without action by the Board. Independently, the Board may approve changes to the existing WCC at any time based upon separate engineering and financial analysis and upon due process for public notification and comment.
- d) In assessing WCC, the following shall apply:
 - 1) If the applicant provides treatment plant, storage, or transmission, or groundwater facilities that the Agency deems to be beneficial to the water system for serving future development, the applicant shall be entitled to reimbursement of the cost of those facilities.

Reimbursement shall be based upon the actual cost or the estimated incremental oversizing cost of those facilities. Reimbursement may be in the form of a credit against WCC that would otherwise be due, or through cash payment upon completion, the choice of which is at the sole discretion of the Agency. All of the specific terms for reimbursement shall be specified in a Facilities Agreement. The charge for the planning component shall not be subject to being credited.

- 2) Payment of WCC is required prior to installation of meters and commencement of water service, except as provided under separate agreement, or as provided in Section 40705. WCC, once paid, is not refundable or transferable to other properties.
- 3) The charges set forth herein shall be effective as follows:
 - i. Individual applicants shall pay the WCC in effect at the time the application for service is approved provided payment is made within 10 working days of approval. After the 10-day period, reapplication for service will be required.
 - ii. Facilities Agreement applicants shall pay the WCC in effect at the time payment is made.
 - iii. Customers requesting variances shall pay the WCC in effect at the time the application for service is approved, provided payment is made within 10 working days of approval. After the 10-day period, reapplication for service will be required.
 - iv. Customers who submit a written request for a preliminary survey for the feasibility of forming an improvement district shall pay the WCC charges in effect at the time the completed request is accepted by the Agency; provided the improvement district is formed within six months of the date the preliminary survey is completed and the customers either pay the WCC or it becomes a lien against their property within 180 days after the formation of the improvement district. After the period provided, customers shall pay the WCC in effect at the time payment is made.

- v. Eligible customers who submit a request to pay the WCC in installments shall be charged the current WCC charges in effect at the time the application for service is approved provided they sign a contract with the Agency for installment payments within 10 working days of approval. After the 10-day working period, reapplication for service will be required.
- e) The WCC for a single Unit of Capacity shall be the basic increment in determining all other WCC assessments, including those for single dwelling units, for multiple dwelling units, commercial, governmental, industrial, and landscape applications.
- f) Residential Fire Sprinklers – The standard meter size for residential customers is 5/8 inch, however, many new residences are required by local fire officials to have a 1-inch meter in order to provide sufficient flow for residential fire sprinklers. If a customer requires a larger meter, up to 1-inch, for indoor residential fire sprinklers the meter sizes indicated in the table in Section 40702 a) shall be used for determining rates and charges for water delivery. Residential fire systems requiring a meter larger than 1-inch shall install separately metered retail treated water and fire protection services.
- g) Multiple Meters – Except when a separate meter is required for a larger than 1 inch fire sprinkler system, or when the Agency determines that a separate dedicated irrigation meter is required, each single-family residential property shall be served by a single meter.

Sec. 40701 WCC FOR UNIT OF CAPACITY.

Except as provided under separate agreement, the WCC for a single Unit of Capacity shall be as follows:

- a) For treated water service within the **Auburn/Bowman** and **Foothill/Sunset/Ophir** drinking water systems:

Component	Effective Date: 1/1/25
Treatment	\$10,561

Transmission	\$9,452
Storage	\$4,880
Groundwater	\$798
Planning	\$124
Total	\$25,815

- 1) An alternative to paying the WCC, as detailed herein, is to purchase Units of Capacity in bulk (1 million gallons per day maximum capacity or greater) through a cooperative financing agreement. The intent of this provision is to offset significant debt financing by the Agency by providing funding up front for major projects at the time of construction. Terms and conditions will be developed in a cooperative financing agreement.
- 2) American Water (CAW) Company shall also be charged a transmission surcharge per Unit of Capacity, subject to the annual ENR increase detailed above. This surcharge is to pay for the share of the transmission infrastructure needed to deliver water to CAW's Placer County franchise area. The following surcharge applies to all CAW Units of Capacity through buildout of their franchise area:

Surcharge	\$2,907
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This surcharge applies when CAW purchases Units of Capacity by paying the WCC detailed herein. The surcharge applicable for purchases of Units of Capacity in bulk, as provided above, would be determined separately within a cooperative financing agreement.

- b) For treated water service within the **Alta, Monte Vista, Colfax, Weimar, or Applegate** drinking water systems:

Component	Effective Date: 1/1/23
Treatment	\$6,007
Transmission	\$9,132
Storage	\$896
Groundwater	\$0
Planning	\$41
Total	\$16,076

- c) Units of Capacity are assessed to residential and non-residential properties as provided for in sections that follow. In determining the WCC amount, the assessed Units of Capacity shall be multiplied by the WCC for a single Unit of Capacity.

Sec. 40702 ASSESSMENT OF UNITS OF CAPACITY FOR RESIDENTIAL PROPERTIES.

- a) Single Dwelling Units. Units of Capacity for single dwelling units on residential properties are assessed as follows:

Within the Alta, Monte Vista, Colfax, Weimar, and Applegate drinking water systems, each single dwelling shall be assessed one Unit of Capacity.

Within the Auburn/Bowman and the Foothill/Sunset/Ophir drinking water systems, Units of Capacity shall be assessed based on lot size, as identified on the parcel map, for each single dwelling unit. Except as provided in 1), 2), and 3) the following table shall be used to determine the assessed Units of Capacity and the size meter to be used for billing water use, even if a 1-inch meter is installed for fire flow purposes, for each single dwelling:

Total Lot Size (Square Feet)	Assessed Units of Capacity	Meter Size for Rate Purposes
Less than 2,901	0.2	5/8-inch
2,901 to 4,100	0.3	5/8-inch
4,101 to 4,700	0.4	5/8-inch
4,701 to 5,500	0.5	5/8-inch
5,501 to 7,000	0.6	5/8-inch
7,001 to 10,000	0.7	5/8-inch
10,001 to 17,000	1.0	5/8-inch
17,001 to 35,000	1.3	3/4-inch
Greater than 35,000	2.4	1-inch

- 1) Lot Size Variances – Variances to the Units of Capacity in the above table for lots greater than 17,000 square feet may be considered for special conditions such as portions of the property being permanently restricted from irrigation. In such cases, the assessment will be based on a Water Use Limit established by the landowner and accepted by the Agency. The proposed Water Use Limit shall not be less than one (1.0) Unit of Capacity. All variances for this purpose must be executed by written agreement between the Agency and the landowner, recorded as a restriction on the property, and binding on all subsequent owners. The agreement will establish that the reduced Units of Capacity assessed is conditioned on the landowner staying within the Water Use Limit and water use in excess of that Water Use Limit by the landowner, their tenant or other representative shall result in the full amount of the WCC, at the current rate, being due. In the event a customer exceeds their water use limit set forth in the lot size variance agreement, payment of the full WCC amount shall be imposed on the customer as a charge, which shall become delinquent after 60 days of nonpayment. Delinquent charges shall constitute a lien on the property pursuant to see Government Code 54354 at the discretion of the Agency.
 - 2) Property owners who demonstrate, to the satisfaction of the Agency, a sufficient second source of water on the property for outside irrigation, such as a well, or untreated water service from an Agency canal, shall be assessed one (1.0) Unit of Capacity without the need for a variance agreement.
 - 3) Residential customers requesting larger meters than indicated in the table above, not required for fire sprinklers, shall be assessed Units of Capacity in accordance with the non-residential terms provided in section 40704.
- b) Multiple Dwelling Units. Units of Capacity for Multiple Dwelling Units are assessed as follows:
- 1) The required meter size shall be determined by the applicant and accepted by the Agency. If installed, sub-meters to each dwelling unit

shall not be owned, maintained, read, or separately billed by the Agency.

- 2) Multiple Dwelling Units shall be assessed 0.4 Units of Capacity for each dwelling unit within the Alta, Monte Vista, Colfax, Weimar, and Applegate drinking water systems, and 0.2 Units of Capacity for each dwelling unit within the Auburn/Bowman and the Foothill/Sunset/Ophir drinking water systems. This assessment covers all indoor uses, including common laundry and other such facilities.
 - 3) Landscape and other common water use, such as pools and event facilities, shall be separately metered and assessed Units of Capacity in accordance with non-residential terms provided in this Article. Secondary sources of water, such as private wells or Agency supplied untreated irrigation water, qualifies as separately metered water.
 - 4) Newly constructed mobile home and trailer parks shall be assessed Units of Capacity in the same manner as that of multiple dwelling units.
 - 5) Assessment of pre-existing community water systems, mobile home and trailer parks connecting to the Agency's water system shall be provided for by special agreement and based on established use. The Agency has sole discretion in approving such assessment.
 - 6) If more than one dwelling unit is constructed on the same lot and does not qualify under the provisions for Multiple Dwelling Units because landscaping is not separately metered, then terms for Single Dwelling Units based on lot size may be applied, where average dwelling unit density may be used in place of total lot size. For purposes of this provision, average dwelling unit density is the total parcel size, less any area irrigated by other means divided by the number of dwelling units. The method of this calculation is subject to the Agency's sole discretion.
- c) Accessory Dwelling Units. The Units of Capacity for an Accessory Dwelling Unit on residential property is assessed as follows:

- 1) An Accessory Dwelling Unit that is attached to a primary residence shall not be assessed Units of Capacity and cannot apply for a second Agency metered service for the attached Accessory Dwelling Unit.
- 2) An Accessory Dwelling Unit that is detached from the primary residence, and has a separate address from the primary residence, may apply for a second Agency metered service. In such circumstances, the customer shall be charged 0.2 Units of Capacity.
 - i. As a condition of receiving a second Agency metered service, the Owner of the property and the Agency shall enter into a Memorandum of Understanding (MOU) which shall be recorded on the title of the Owner's property. The MOU is required for purposes of placing the second Agency metered service on the public record so that any future minor land division, subdivision, lot line adjustment or lot split, wherein the Accessory Dwelling Unit is located on a separate parcel from the original parcel, is subject to Agency approval and is subject to recovery of certain Agency fees associated with Section 40702 below, that would result from such minor land division, subdivision, lot line adjustment or lot split.
- 3) If the property upon which an Accessory Dwelling Unit is located is subdivided or otherwise split such that the Accessory Dwelling Unit is then located on a different property than the primary residence:
 - i. A separate meter shall be required for the former Accessory Dwelling Unit, if one has not already been installed on the property; and
 - ii. The owner of the property shall pay the WCC based upon the new lot size as set forth in Section 40702, less any existing credit. Failure to pay the WCC difference may result in termination.
- 4) When a private sub-meter is installed to serve an Accessory Dwelling Unit, it shall not be owned, maintained, read or separately billed by the Agency.

Sec. 40703 ASSESSMENT OF UNITS OF CAPACITY FOR 5/8-INCH, 3/4-INCH AND 1-INCH METERS FOR COMMERCIAL, GOVERNMENTAL, INDUSTRIAL AND LANDSCAPE SERVICE TO PROPERTIES. Units of Capacity for these meter sizes shall be assessed as follows:

Meter Size	Assessed Units of Capacity
5/8-Inch	1.0
3/4-Inch	1.5
1-Inch	2.5

Sec. 40704 ASSESSMENT OF UNITS OF CAPACITY FOR LARGER METERS FOR COMMERCIAL, GOVERNMENTAL, INDUSTRIAL AND LANDSCAPE SERVICE TO PROPERTIES. A customer requesting service through a 1-1/2-inch or larger meter shall submit the following information to the Agency as part of the application for such service:

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

The assessed Units of Capacity for customers requiring 1-1/2-inch and larger meters shall be the ratio of the estimated maximum day demand in gallons to

the value defined under a single Unit of Capacity; provided, however, that the minimum assessment is as follows:

Meter Size	Assessed Units of Capacity
1-1/2-Inch	5.0
2-Inch	8.0
3-Inch	16.0
4-Inch	25.0

Sec. 40705 WCC INSTALLMENT PAYMENT AGREEMENT. Current owners of an established single-family home that wish to connect to the Agency’s treated water system, may elect to apply for a WCC Installment Payment. The payment of a one-time installment payment processing charge as set forth in Section 40922 will be paid at time of application. Pursuant to said agreement, the WCC amount shall be paid in 60 equal monthly payments of principal plus interest on the unpaid balance at the rate of one percent above the 5-year U.S. Treasury bill rate as published in the Daily Yield Curve Rates on the U.S. Treasury website. Once executed, such agreement shall be recorded by the Agency in the Placer County Recorder’s Office. The payments due thereunder shall constitute a lien against the homeowner’s property which shall have the same force, effect, priority, and duration as to the property and may be enforced in the same manner as liens provided by Section 54354 of the Government Code. The monthly installment payments, with interest, shall begin 30 days after the date of recordation, and continue until the agreed amount plus interest is paid. If the installment payment is delinquent by more than 60 days, or upon any transfer of ownership of the property, the entire unpaid balance of the Agreement, plus accrued interest, shall become due and payable immediately. The prospective customer must act within 12 months, or the agreement will expire without any rights or obligations.

The General Manager is authorized to review and approve the Installment Payment Agreements received by the applicant(s) for a Water Connection Charge. Upon approval, an application for water service will be submitted to

the Board and included in the regularly provided water (committed) demand reporting.

Sec. 40706 MAXIMUM DAY DEMAND PROVISION FOR NON-RESIDENTIAL PROPERTIES. If at any time it is determined from meter readings that the actual maximum day demand in gallons is in excess of the estimated maximum day demand set forth in the application for such service, the Agency shall bill the customer the difference between the Water Connection Charge that was paid at the time of the application for service and the charge that would have been made if the estimated maximum day demand had been the same as the actual maximum day demand determined from the meter readings, and the customer shall pay this increased difference within 30 days after receipt of the bill from the Agency.

Article 8: Rates and Charges, Western Water System – Zone 6

Sec 40800 Establishment of Rates & Charges. The following rates and charges shall be effective each January 1, of the multi-year rate adjustment, except as provided under separate agreement.

The rates and charges for delivery of treated and untreated water are intended to increase total revenue for water system operation and maintenance by 8.0% in 2023, 8.0% in 2024, 7.0% in 2025, 7.0% in 2026, and 6.0% in 2027. The change in monthly charges for water service for each customer will vary depending upon meter size, volume of water used, and customer classification.

Sec 40801

Schedule 1

METERED SERVICE – TREATED WATER

APPLICABILITY

Schedule 1 rates are applicable to all metered retail treated water service throughout Zone 6, excluding those customers covered by contract as described in special condition number 1 of this schedule.

RATES

The rates for metered treated water service includes a monthly Fixed Charge, which is based upon the size of the customer’s meter; a monthly Renewal and Replacement Charge, which is based upon the size of the customer’s meter up to 8-inch, or the number of Units of Capacity delivered on peak day for resale and industrial customers; and, a Commodity Charge, which is based upon the volume of water delivered in Billing Units. Rates will be billed monthly.

a) **Fixed Charge:** A charge assessed on all active accounts, for each 30-day period.

1) **For Residential, Multi Dwelling, Commercial and Governmental, and Landscape Service,** the Monthly Fixed Charge shall be based on meter size:

Meter Size	Per Meter
5/8-inch	\$26.43

3/4-inch	\$37.74
1-inch	\$60.33
1-1/2-inch	\$116.82
2-inch	\$184.60
3-inch	\$399.25
4-inch	\$681.70
6-inch	\$1,529.00
8-inch	\$1,811.45

- 2) **For Resale and Industrial Service**, the Monthly Fixed Charge shall be based on the number of Units of Capacity represented by the customer's maximum daily demand; or the customer's contract maximum delivery rate when applicable, unless otherwise specified by contract.

Per Unit of Capacity	\$32.25
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- 3) **For Residential and Commercial Fire Protection**, the Monthly Fire Service Charge shall be for Residential and Commercial Fire accounts with a 1" or less meter.

1-inch or less	\$0.18
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- b) **Renewal and Replacement Charge**: A charge assessed on all active accounts for each 30-day period.

- 1) **For Residential, Multi Dwelling, Commercial and Governmental, and Landscape Service**, the Renewal and Replacement Charge shall be based on meter size:

Meter Size	Per Meter
5/8-inch	\$23.60
3/4-inch	\$35.38
1-inch	\$58.96
1-1/2-inch	\$117.90
2-inch	\$188.62
3-inch	\$412.61
4-inch	\$707.31

6-inch	\$1,591.43
8-inch	\$1,886.14

- 2) **For Resale and Industrial Service**, the Renewal and Replacement Charge shall be based on the number of Units of Capacity represented by the customer's maximum daily demand; or the customer's contract maximum delivery rate when applicable, unless otherwise specified in the contract.

Per Unit of Capacity	\$13.24
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- c) **Commodity Rate:** A charge for each Billing Unit of water delivered. Tier allocation amounts are per 30-day period. For Multi Dwelling, commodity tier allocations are on a per dwelling unit basis.

1) **Residential and Multi Dwelling Service**

		Billing Units	Rate per Billing Unit
First	900 CF	9	\$2.11
Next	1,900 CF	19	\$2.54
Over	2,800 CF	28	\$2.77

2) **Commercial and Governmental Service**

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$2.25

3) **Landscape Service**

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$2.58

4) **Industrial and Resale Service**

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$0.55

5) **Customers Involuntarily Deprived of Untreated Water Service**

		Billing Units	Rate per Billing Unit
First	900 CF	9	\$2.11
Next	1,900 CF	19	\$2.54
Over	2,800 CF	28	\$0.27

SPECIAL CONDITIONS FOR METERED SERVICE TREATED WATER

- 1) Customers whose requirements, in the opinion of the Agency, may overburden the Agency water system, require unreasonable investment in additional facilities or may interfere with the supply to existing customers will not be supplied water service under this rate schedule. In such cases a special contract will be required under such terms as the conditions warrant.
- 2) Except as provided in Special Condition 3, customers shall begin paying the Agency's rates and charges for water service at the time the water meter is set, or if service is established under the provisions of a Facilities Agreement, at the time the water facilities are accepted, whichever is earlier.
- 3) Customers within improvement districts created prior to January 1, 1994, who have paid the Water Connection Charge prior to January 1, 1994, shall begin paying these rates either on (1) the date their improvement district assessments are fully paid, (2) the date when their last improvement district assessment is due or (3) the date they begin taking delivery of water, whichever is earliest.
- 4) The Agency may review its determination of the number of Units of Capacity assessed to its Resale and Industrial customers from actual meter readings annually on or about the first of the year, or when the Agency determines that service conditions have changed.
- 5) For Customers Involuntarily Deprived of Untreated Water Service:
 - a. This special rate shall continue in effect for existing customers until such times the Agency makes untreated water service available.

- b. This special rate shall apply only to those who are Agency customers at the time the Agency severs untreated water service and only to water used on land being served with untreated water at that time. Service of treated water to anyone who becomes a customer after that date or to any additional lands owned or leased by the existing customer shall be at the Agency's rates for general metered service of treated water and subject to all other Agency rules, regulations, and charges.
- c. This special rate shall continue only so long as there is no change in ownership or substantial change in use of the land entitled to this rate. Inheritance of the land by a surviving spouse or a lineal descendant shall not be deemed a change in ownership. Any service of treated water to this land for lot splits, subdivisions, or additional customers shall be at the Agency's rates for general metered service of treated water and subject to all other Agency rules, regulations, and charges.
- d. Effective February 2, 2023, this rate will no longer be available for any customers except those existing customers already on the rate.

Schedule 2
CONSTRUCTION WATER SERVICE

APPLICABILITY

Schedule 2 rates are applicable to treated and untreated water furnished through a water meter or other acceptable measuring device on a temporary basis for construction projects or for the purpose of an inspection of a residence or commercial property in connection with a real estate transaction.

RATES

The rates for construction water service includes a monthly Fixed Charge; a monthly Renewal and Replacement charge; and a Commodity Charge, which is based upon the volume of water delivered in Billing Units. Rates will be billed monthly.

- a) **Fixed Charge:** A Monthly Fixed Charge, based on meter size, assessed on all active accounts, for each 30-day period.

Meter Size	Per Meter
5/8-inch	\$26.43
3/4-inch	\$37.74
1-inch	\$60.33
1-1/2-inch	\$116.82
2-inch	\$184.60
3-inch	\$399.25
4-inch	\$681.70
6-inch	\$1,529.00
8-inch	\$1,811.45

- b) **Renewal and Replacement Charge:** A charge, based on meter size, assessed on all active accounts for each 30-day period.

Meter Size	Per Meter
5/8-inch	\$23.60
3/4-inch	\$35.38
1-inch	\$58.96

1-1/2-inch	\$117.90
2-inch	\$188.62
3-inch	\$412.61
4-inch	\$707.31
6-inch	\$1,591.43
8-inch	\$1,886.14

- c) **Commodity Rates:** A charge for each Billing Unit of water delivered. Tier allocation amounts are per month.

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$3.12

SPECIAL CONDITIONS FOR CONSTRUCTION WATER SERVICE

- 1) This service is available only upon application and agreement in the form on file with the Agency.
- 2) The Standard Charge for setting up an account and the Installation Charge, if required, and the Equipment Deposit, are set forth in Section 40903.
- 3) The Agency may require a commodity deposit based on an estimate of the quantity of water to be used. Any overpayment will be refunded upon verification of the final meter reading.
- 4) When construction water is taken directly from our untreated water system, the Commodity Charge for an Untreated Water Load Count will be 2x the rate included in Schedule 4 (Metered Irrigation Services – Untreated Water) Commodity Rate. The Fixed Charge and the Renewal and Replacement Charges will be based upon Schedule 5 – General Irrigation Service – Untreated Water.

Schedule 3
PRIVATE FIRE PROTECTION SERVICE

APPLICABILITY

Schedule 3 rates are applicable to emergency fire suppression service to indoor sprinkler systems and private fire hydrants, where the Agency provides either a dedicated fire service line or a larger service line than is required to meet the customer’s non-fire emergency retail treated water flow requirements. This charge is not applicable to public fire hydrants which are accessible to and maintained by municipalities or fire protection districts.

RATES

The rates for private fire protection service includes a monthly Fixed Charge, which is based on the size of the customer’s meter; plus a Commodity Charge based upon the volume of water delivered in Billing Units. Rates will be billed monthly.

- a) **Fixed Charge:** A charge, based on dedicated fire service size, assessed on all active accounts, for each 30-day period. Customers with dedicated fire service lines shall pay the rate shown in the following table. Customers with combined fire and domestic or commercial service shall pay the rate shown in Schedule 1 – Residential and Commercial Fire Protection.

Dedicated Fire Service Size	Per Month
1 Inch	\$3.42
2 Inch	\$4.25
3 Inch	\$6.14
4 Inch	\$9.38
6 Inch	\$21.04
8 Inch	\$41.16
10 Inch	\$71.42
12 Inch	\$113.35
14 Inch	\$168.39
16 Inch	\$237.88

- b) **Commodity Rates:** A charge for each Billing Unit of water delivered through a dedicated fire service line. For customers with combined fire and domestic or commercial service, there shall be no separate commodity charge for this service.

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$1.73

SPECIAL CONDITIONS FOR PRIVATE FIRE PROTECTION SERVICE

1. With the exception of 1-inch combined residential domestic and fire service, service rendered pursuant to Schedule 3 will be furnished only to fire protection systems which are completely isolated from all other water pipes and services of the customer.
2. Each dedicated private fire protection only service shall have a detector check valve, with approved bypass meter to be supplied and maintained by PCWA, located at or near the edge of the public right-of-way. The Agency's system shall extend to, but will not include, the detector check valve.
3. The Agency will, at the applicant's expense, install valves and pipelines between the water main and the detector check valve; or the installation may be made by the applicant in accordance with Agency requirements and subject to Agency inspection.
4. The Agency's responsibility shall be to make available only such water in quantities and at pressures as may be available from time to time as a result of normal operation of its water distribution systems. Customers may not take water under this schedule except in the case of fire or for the purpose of periodical tests and inspections.
5. The customer shall indemnify the Agency and hold it harmless against any and all claims arising out of service under this schedule and shall further agree to make no claim against the Agency for any loss or damage resulting from service hereunder.
6. In the event of any violation of conditions under which a private fire protection service is given, the Agency may terminate such service and in such event the Agency will not be liable for any damage resulting from such action.

Schedule 4
METERED IRRIGATION SERVICE - UNTREATED WATER

APPLICABILITY

Schedule 4 rates are applicable to metered service of untreated water from the Agency's untreated water system, excluding resale service under Schedule 6.

RATES

The rates for Metered Irrigation Service of untreated water includes a monthly Fixed Charge, which is based upon the size of the customer’s meter; a monthly Renewal and Replacement charge; and a Commodity Charge which is based upon the volume of water delivered in Billing Units. Rates will be billed monthly.

- a) **Fixed Charge:** A charge, based on meter size, assessed on all active accounts, for each 30-day period.

Meter Size	Per Meter
5/8-inch	\$15.40
3/4-inch	\$21.16
1-inch	\$32.67
1-1/2-inch	\$61.46
2-inch	\$95.98
3-inch	\$205.35
4-inch	\$349.24
6-inch	\$780.93
8-inch	\$924.83
10-inch	\$2,191.11

- b) **Renewal and Replacement Charge:** A charge, regardless of meter size, assessed on all active accounts for each 30-day period.

Per Meter	\$8.46
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- c) **Commodity Rates:** A charge for each Billing Unit of water delivered.

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$0.27

Schedule 5
GENERAL IRRIGATION SERVICE - UNTREATED WATER

APPLICABILITY

Schedule 5 rates are applicable to Winter and Summer irrigation service of untreated water from the Agency's untreated water system that is not served to the customer through a meter.

RATES

The rates for General Irrigation Service of untreated water service includes a monthly Fixed Charge; a monthly Renewal and Replacement charge; and a Commodity Charge, which is based upon the delivery rate in Miners' Inches. Rates will be billed monthly.

- a) **Fixed Charge:** A charge assessed on all active accounts, for each 30-day period.

Per Service	\$12.24
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- b) **Renewal and Replacement Charge:** A charge assessed on all active accounts for each 30-day period.

Per Service	\$8.46
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- c) **Commodity Rates:** A charge for each 30-day period for each Miner's Inch of regulated flow available throughout the season.

	Winter	Summer
Per Miners' Inch Charge	\$98.81	\$84.39

DEMAND WATER: When Demand water is available it may be purchased at commodity rates equal to the applicable irrigation schedule. No Service Charge will be incurred for demand water.

Schedule 6
RESALE SERVICE - UNTREATED WATER

APPLICABILITY

Schedule 6 rates are applicable to untreated water service intended for subsequent treatment and resale purposes to customers who have contracted for such service.

RATES

The rates for Resale Measured and Resale Metered service of untreated water includes a monthly Fixed Charge; a monthly Renewal and Replacement charge; and a Commodity Charge, which is based upon the volume of water delivered in either Billing Units or Miners Inches. Rates will be billed monthly.

a) **Fixed Charge:** A charge assessed on all active accounts, for each 30-day period.

1) **For Resale Metered Service, Untreated,** the Monthly Fixed Charge shall be based on meter size:

Meter Size	Per Month
5/8-Inch	\$15.40
3/4-Inch	\$21.16
1-Inch	\$32.67
1-1/2-Inch	\$61.46
2-Inch	\$95.98
3-Inch	\$205.35
4-Inch	\$349.24
6-Inch	\$780.93
8-Inch	\$924.83
10-Inch	\$2,191.11

2) **For Resale Measured Service, Untreated,** the Monthly Fixed Charge for a service of a continuous flow of water throughout the season through an approved measuring device:

Per Month	\$12.24
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b) **Renewal and Replacement Charge:** A charge assessed on all active accounts for each 30-day period.

- 1) **For Resale Metered Service, Untreated,** the Renewal and Replacement Charge per month, regardless of meter size:

Per Meter	\$8.46
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- 1) **For Resale Measured Service, Untreated** the Renewal and Replacement Charge per month:

Per Month	\$8.46
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c) **Commodity Rates:**

- 1) **For Resale Metered Service, Untreated:** A charge for each Billing Unit of water delivered.

	Billing Units	Rate per Billing Unit
Per 100 CF	1	\$0.34

- 2) **For Resale Measured Service, Untreated:** A monthly charge for each Miner’s Inch of regulated flow available throughout the season.

	Winter	Summer
Per Miners’ Inch Ordered	\$257.47	\$205.43

SPECIAL CONDITION FOR RESALE SERVICE UNTREATED WATER

A written agreement between the Agency and the Resale service provider will be required for service supplied on this schedule. Any special conditions in the agreement shall supersede these Rules and Regulations.

Article 9: Miscellaneous Charges

On January 1, 2022, the adjustments will include a one-time adjustment based upon the actual cost of service, with exception to the regulated reconnection charges, under the Water Shutoff Protection Act, which will be increased by the Consumer Price Index-All Urban Consumers (CPI-U): U.S. city average, Series ID CUUR0000SA0. In the years 2023 - 2027, effective every January (or as soon as possible thereafter), the annual inflation increase will be limited to the Consumer Price Index-All Urban Consumers (CPI-U): U.S. city average, Series ID CUUR0000SA0, but not less than zero, as measured by the U.S. Department of Labor, Bureau of Labor Statistics, for the 12-month period December through November of the preceding year.

Sec. 40900 **BACKFLOW PREVENTION DEVICE TEST CHARGE.**

Ref: Section no. 40600

Charge \$132.00

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

Sec. 40901 **CERTIFICATION OF CROSS CONNECTION CONTROL (BACKFLOW) CHARGE.**

Ref: Section No. 40600

Charge \$0.53 per assembly

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

Sec. 40902 **CERTIFICATION OF TREATED WATER SOURCE (CONSTRUCTED CONVEYANCE) CHARGE.**

Ref: Section No. 40601

Charge \$7.94 per account

The charge is monthly per account for customers who must provide proof of potable water delivery.

Sec. 40903 **CHARGE FOR CONSTRUCTION WATER SERVICE.**

Ref: Section Nos. 40600/40602/40802/40900

Permit Fee \$48.00

The Permit fee is to set up the account and the customer takes the meter and installs it on a hydrant, or other facilities used to access the water system.

Cross connection control is required for all Treated Construction Water services as set forth in Sec. 40600.

Backflow Inspection.

A Backflow Prevention Device Test Charge applies when Agency staff are required to set a hydrant/construction meter where a Backflow device is required as set forth in Sec. 40900.

Deposit.

In addition to the above-described charges, the applicant shall provide an Equipment Deposit of an amount equivalent to the cost of the meter or equipment provided. Upon completion of service, the deposit will be refunded if the meter or other equipment are returned undamaged.

Sec. 40904 DELINQUENT PAYMENT CHARGE.

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

If the Agency does not receive payment within 7 days of the bill due date, the account will become subject to the Delinquent Payment Charge.

Sec. 40905 DOOR TAG CHARGE.

Ref: Section No. 41001

Charge \$56.00

The Agency is required to make a reasonable, good faith effort to contact an adult person at the premises of the customer by telephone at least 48 hours prior to any termination of service. Telephone contact will be attempted, and the Agency shall post a door tag at the residence at least 48 hours prior to termination of service and assess a Door Tag Charge.

Sec. 40906 FIRE FLOW INFORMATION CHARGE.

Charge \$378.00 per flowed hydrant

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

Sec. 40907 [RESERVED]

Sec. 40908 [RESERVED]

Sec. 40909 [RESERVED]

Sec. 40910 PROJECT APPLICATION CHARGE.

Ref: Section No. 40501

Charge \$165.00

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

Sec. 40911 [RESERVED]

Sec. 40912 RETURNED PAYMENT CHARGE.

Charge \$27.00

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

Sec. 40913 SERVICE INSTALLATION - CANAL TURNOUT AND DEMAND IMPACT CHARGE.

Ref: Section No. 40402

The Charge to install a service involving the use of a meter will be the same connection charges for installation of service connection and meter for treated water system.

The Charge to install canal turnouts is as follows:

Size of Turnout	Charge
1/2 Miners' Inch or more capacity and all pipelines	Time & Materials (T&M)

New customers or existing customers who increase their untreated water service delivery shall also be assessed a Demand Impact Charge.

Demand Impact Charge	\$337.00 per 1/2 miners' inch. On metered connections, the charge shall be based on the estimated demand set forth in the application for service, but not less than \$337.00
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Demand Impact Charges, once paid, are not refundable nor transferable.

Sec. 40914 SERVICE INSTALLATION AND METER SET.

Ref: Section Nos. 40920

Service Installation Charge Actual cost

A new Service Lateral installation of any size shall be installed on an actual cost basis. A mandatory time and materials estimate will need to be performed prior to construction. A time and materials fee as set forth in Section 40920 will be required to perform the estimate. The paid charge shall be credited to the time and materials costs when applicable.

A Service Installation could include the lateral, meter & box, sand, repaving, and any other costs pertinent to the installation.

Ref: Section Nos. 40302/40304

Meter Set Charge
5/8" to 1-1/2" \$196.00 for labor, plus materials

The charge to set a meter 1-1/2-inch or less, with an existing service lateral between the Agency's distribution pipeline and the meter, is the above charge. When a lateral does not exist, a Service Installation is required. The material charge for a meter set shall be the Agency's cost for the type and size of the meter installed, plus parts.

Meter sets for meters 2-inches or larger and installations shall be billed at a time and material basis.

Sec. 40915 SERVICE RECONNECTION CHARGE.

Ref: Section No. 41003, 41009

Charge \$ 90.00 Treated Services
\$ 90.00 Untreated Services
After-Hours \$230.00

The reconnection or turn-on charge shall be for any reconnection made during normal business hours. The After-Hours Charge applies when a field trip is performed by personnel after business hours. The Agency will charge an additional \$10.00 for a second, or further, occurrence within a twelve-month period.

Water Shutoff Protection Act.

Charge \$ 58.00
After-Hours \$177.00

Per the Water Shutoff Protection Act, and effective after February 1, 2020, if a residential customer demonstrates, to the Agency, that the customer's household income is below 200% of the federal poverty line, the Agency shall charge no more than \$50 for reconnection of service during business hours or

no more than \$150 for after-hours reconnection. Health & Safety code 116910. Reconnection fees for customers who demonstrate that the customer's household income is below 200% of the federal poverty line are subject to annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

Sec. 40916 SERVICE CHARGE.

Ref: Section No. 40300/41010

Charge	\$ 22.00 (no field trip required)
	\$ 66.00 (field trip is required)
After-Hours	\$230.00

A Service Charge is to reimburse the Agency's administrative and field trip (if needed) costs associated with setting up an account, or other service-related customer requests (e.g. a pressure test, meter re-read, untreated water service requests, or as set forth in Sec. 41010 for customer requested meter testing). The After-Hours Charge applies when a field trip must be performed by personnel after business hours.

Sec. 40917 [RESERVED]

Sec. 40918 TAMPERING CHARGE.

Ref: Section No. 41005/41009

<u>Charge</u>		<u>Action</u>
\$283.00	(first occurrence)	written warning
\$283.00	(second occurrence)	2 nd written warning
\$283.00	(third occurrence)	service termination - pull meter / lock canal service

Persons who intentionally tamper with Agency facilities shall be subject to a Tampering Charge. Facility tampering includes but is not limited to interference with a pin-lock, padlock, reconnection of a pulled meter, canal measuring device, or unauthorized use of water or damage to a fire hydrant. In addition to the Tampering Charge, persons tampering with Agency facilities shall also be required reimburse the Agency for repair of any damaged to facilities on a time and materials basis.

When a party line is tampered with, a single tamper charge will be divided equally and assessed on the accounts associated with that party line. After the third tamper occurrence, service to the party line will be terminated. To reestablish service, the party line will need to meet the then applicable new customer requirements as set forth in Section 40206.

Sec. 40919 VARIANCES AND WAIVERS CHARGE.

Ref Section No. 40209

Charge	\$ 0.00 (first request for non-abutting service)
	\$346.00 (each subsequent time extension or additional request, or other variance requests)

A variance charge shall apply to any variance request, extension, or additional request. However, there shall be no charge assessed upon first request for a variance for treated water service to a premise that does not abut an Agency main.

Sec. 40920 WATER SERVICE WRITTEN ESTIMATE CHARGE.

Charge	\$194.00
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A non-refundable charge to provide a written estimate of the Agency’s cost of construction when a site evaluation is required. If a charge is paid and construction is completed, the paid charge shall be credited to the time and materials costs. There is no charge for construction estimates provided to a customer at the Agency's counter not requiring a site evaluation.

Sec. 40921 WATER WASTE CHARGE.

Ref: Section No. 40208/41005

<u>Charge</u>	<u>Action</u>
----- (first occurrence)	written notification
----- (second occurrence)	written warning
\$84.00 (third occurrence)	2 nd written warning

\$84.00 (fourth occurrence) service terminates – lock meter / lock canal service

This charge is intended to recover staff costs to monitor and enforce prohibitions against water waste.

Sec. 40922 WCC INSTALLMENT PAYMENT PROCESSING CHARGE.

Ref: Section No. 40705

Charge \$267.00

**Article 10: Billings, Deposits, Adjustments,
Termination, Severance, and Reinstatement of Service**

Sec. 41000 **DEPOSIT FOR SERVICE.** New customers are required to maintain a deposit of an amount not in excess of the estimated bill for three months' service until the customer establishes a good payment record for 12 months, or unless the customer provides acceptable credit history from another utility showing twelve months of recent good payment history. The Agency shall refund the deposit or the balance in excess of any unpaid bills upon establishment of the good payment record. The Agency shall not pay interest on deposits. Customers may be billed the deposit or required to pay the deposit prior to connection of service.

An additional deposit may be required for customers with multiple late payments or poor payment history with the Agency.

Sec. 41001 **BILLINGS AND DELINQUENCY.** All bills are due and payable on the due date presented on the bill and shall become delinquent 7 calendar days thereafter. The following table shows the milestones, calendar days and Agency actions for delinquency through termination of service, collections, and severance of service. The calendar days shown are from the date the bill is mailed and are minimums and may be extended due to weekends and holidays.

Milestones	Calendar days	Actions
Bill Mailed	0	
Bill Due Date	23	The bill due date is a minimum of 21 days after the bill is received by the customer
Late Fee Date	30	Bill is delinquent 7 days after the bill due date and late charges apply
Reminder Call	37	7 days after the delinquent date customer receives an automated reminder call that the bill is due
Final Written Notice	45	15 days after the delinquent date Agency sends a written notice that the bill is delinquent to the customer and occupant (if

		customer does not live at property address) of options to avoid termination of service and that if not paid or no arrangements made within 45 days service will be terminated. If mail is returned undeliverable, Agency must make good faith attempt to visit residence and leave notice and Agency's written disconnect policy in conspicuous place.
Door Tag Notification	80	10-day notice, door tag charge applies
Termination	90	60 days after delinquent date, service is locked
Collections initiated	120	Collection process initiated 30 days after termination
Notice of Severance	210	30-day notice to bring bill current or Agency will sever service sent to customer, sent after 180 days delinquent
Severance	240	Service is severed

Charges noted are set forth in Sections 40904, 40905 and 40915. Termination for nonpayment provisions is set forth in Section 41004. Collection provisions are set forth in Section 41012. Severance provisions are set forth in Section 41008.

Tenants are responsible for all services provided and charges until the date of termination of tenancy. Property owners are responsible for all services provided and charges owed once a tenant's termination notice is effective, until close of escrow, or recording of the deed when the property is sold.

Sec. 41002 BILLING DISPUTES AND ADJUSTMENTS.

Billing Disputes.

Customers may dispute bills, or request adjustment of bills, within 60 days of bill date. No penalties or charges shall accrue on a disputed bill until 10 working days after a response from the Agency is provided.

The Agency will not terminate service when a customer demonstrates that they meet the requirements included in the Health & Safety Code section 116908 (b). After a decision has been made, termination will follow the guidelines associated with the current delinquency timeline.

Type of Adjustments.

The General Manager shall have the authority to adjust a customer's bill for water commodity charges in instances of an unanticipated leak from underground or unexposed pipes, unauthorized use by others, or some other circumstances beyond the customer's direct or immediate control. Billing adjustments are not issued when there is a visible leak such as from faucets, toilets, sprinklers, and hose bibs or for wasteful use resulting from the customer's negligence.

The General Manager shall have the authority to correct any billing errors made by the Agency. All other disputes shall be referred to the Board. Any customer, whose complaint or request for an adjustment has resulted in an adverse determination by the General Manager may appeal the determination to the Board of Directors.

No adjustments are given for service outages or interruptions including, but not limited to, maintenance or repair, temporary shortages or insufficiency of water supply or pressure.

Procedure for Unanticipated Leak Adjustment.

A customer request for a billing adjustment must be in writing and received within 60 days from the date of the bill that includes the disputed charges. The customer shall present evidence to the Agency's satisfaction that losses have occurred which were beyond the direct control of the customer and that upon discovery of such losses, the customer took immediate steps to stop losses and completed repairs of all leaks. Upon approval, the Agency will deduct half the commodity charge billed for water delivered in excess of normal usage. As used in this section "normal" usage shall mean the average of metered deliveries of water to the customer's premises for the same two billing periods during the three preceding years. If previous consumption figures are not available, estimates based on the best information available shall be used. No more than one adjustment will be made to the same customer for the same premises in any five-year period.

Example.

A customer whose normal consumption in the three preceding years for the same billing period who has an average of 30 Billing Units of commodity use receives a bill for 50 Billing Units of commodity use. The bill components for a 5/8" meter would be: Fixed Charge totaling \$26.43, Renewal and Replacement Charge totaling \$23.60 and Commodity Charge for Billing Units totaling \$128.19, for a total bill amount of \$178.22. A bill for 30 Billing Units be a Commodity Charge totaling \$72.79 rather than \$128.19 for the 50 Billing Unit Commodity Charge with the difference between these two Billing Unit amounts totals \$55.40 ($\$128.19 - \$72.79 = \55.40). The Agency, upon approval of the General Manager, will deduct one half of the difference, or \$27.70 and the customer's adjusted total bill for the 50 Billing Units would be \$150.52 ($\$26.43 + \$23.60 + \$128.19 - \$27.70 = \150.52). The Fixed and Renewal and Replacement Charges are not affected.

Sec. 41003 PAYMENT AGREEMENTS.

- a) Amortization of Delinquent Bill for Retail Water Service. the General Manager shall review all requests for an extension of the payment period received within 10 days of the mailing of the termination notice required by Section 41004 where the retail water customer asserts that full payment of a bill is beyond their means prior to termination. The review shall include consideration of whether the customer shall be permitted to amortize the unpaid balance of the account over a reasonable period of time, not to exceed 12 months. Any customer, whose request has resulted in an adverse determination, may appeal the determination to the Board of Directors.

- b) Approve Payment Agreements. The General Manager is hereby authorized to investigate complaints and review disputes pertaining to any matters for which service may be restricted or severed and to rectify errors and settle controversies pertaining to such matters. The General Manager is also authorized, upon a proper showing by a retail water customer of their inability to pay a delinquent bill during the normal period, to grant permission to amortize the unpaid balance over a reasonable period of time, not to exceed 12 months. The General Manager may bring such

controversies to the Board for settlement by the Board prior to the termination of any such service.

- c) Failure to Comply with Payment Agreement. If a customer fails to comply with an amortization agreement, the full amount of the unpaid balance shall immediately become due and payable, and the Agency shall commence the process for termination of service pursuant to Section 41004.

Sec. 41004 TERMINATION OF TREATED WATER SERVICE FOR NONPAYMENT. The Agency may terminate water service for nonpayment of rates and charges after expiration of the time periods provided in Section 41001 and after notification as provided herein. The Agency may make exceptions to its termination procedures under certain circumstances.

- a) Notice Requirements. Where the Agency provides treated water service to actual users, other than the owner or customer of record, through a master meter to a multi-unit residential structure, mobile home park, or farm labor camp, or furnishes individually metered service to a single family dwelling, the Agency shall make every good faith effort to inform the actual users of the services, by means of written notice, when the account is in arrears, that service will be terminated in not less than ten (10) days. The written notice shall further inform the actual users that they have the right to become customers of the Agency without being required to pay the amount due on the delinquent account. The notice shall be in English and in the languages listed in Section 1632 of the Civil Code. Such notice shall be given not earlier than nineteen (19) days from the date of mailing the Agency's bill for such service and the ten (10) day period shall not commence until five (5) days after the mailing of the notice. In addition to the ten (10) day notice, the Agency shall make a reasonable, good faith effort to contact an adult person residing at the premises of the customer by telephone or in person at least 48 hours prior to any termination of such service except that whenever telephone or personal contact cannot be accomplished, the Agency shall give, by mail or by posting in a conspicuous location at the premises, a notice of termination of service, at least 48 hours prior to termination.

Notice of termination of service shall include all of the following information:

- 1) The name and address of the customer whose account is delinquent.
 - 2) The amount of the delinquency.
 - 3) The date by which payment or arrangements for payment is required in order to avoid termination.
 - 4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges unless the Agency's bill for services contains a description of that procedure.
 - 5) The procedure by which the customer may request amortization of the unpaid charges.
 - 6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
 - 7) The telephone number of a representative of the Agency who can provide additional information or institute arrangements for payment.
 - 8) That the actual users of the service have the right to become customers of the Agency without being required to pay the amount due on the delinquent account.
 - 9) That the Agency is not required to make service available to the actual users unless each actual user agrees to the terms and conditions of service and meets the requirements of the Agency's rules and regulations.
- b) If one or more actual users are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the Agency, and if there is a physical means, legally available to the Agency, of selectively terminating service to those actual users who have not met the

requirements of the Agency's rules and regulations, the Agency shall make service available to the actual users who have met those requirements.

If an account becomes subject to termination due to nonpayment while in a tenant's name, the account will be transferred out of the tenant's name and the service will be placed into the property owner's name.

- c) Except however, Water Service shall not be terminated for nonpayment in any of the following situations:
- 1) During the pendency of any investigation by the Agency of a customer dispute or complaint.
 - 2) When a customer has been granted an extension for payment of a bill. Unless the customer fails to pay their current charges or fails to meet an existing payment agreement.
 - 3) Water Service shall not be terminated if all three of the following conditions are met:
 - i. The customer, or a tenant of the customer, submits to the Agency the certification of an internist, general practitioner, obstetrician-gynecologist, pediatrician, family practice physician, nonphysician medical practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries, that discontinuation of Water Service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where Water Service is provided; and
 - ii. The customer demonstrates that he or she is financially unable to pay for Water Service within the Agency's normal billing cycle. The customer shall be deemed financially unable to pay for Water Service within the Agency'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

iii. The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment for all delinquent charges.

4) Where a tenant user of a delinquent customer of water service elects to become a customer of the Agency as provided herein.

d) Reporting: The Agency will provide the State Water Resource Control Board an annual report containing the number of disconnections and present the same information on the Agency website.

Sec. 41005 TERMINATION OF WATER SERVICE, OTHER THAN AS PROVIDED IN SECTION 41004, FOR NONPAYMENT. The Agency may terminate water service for causes provided herein and after notification as provided herein.

a) Water service may be terminated immediately without notice for any situation which presents an immediate health or safety hazard to the public water system. The water service shall be locked and remain inactive until corrective action has been approved by the Agency. The Agency shall attempt to contact the customer by telephone and shall mail a letter to the customer as soon as reasonably possible to set forth the reasons for the termination. Conditions that create a basis for the immediate termination of water service shall include, but are not limited to, the following items:

1) Direct or indirect connection between the public water system and a sewer line.

2) Unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.

- 3) Unprotected direct or indirect connection between the treated water system and any other water source.
- b) Water service may be terminated for failure of the customer to operate or maintain their facilities in a suitable condition so as to prevent waste of water.

1) UNTREATED WATER CUSTOMERS:

If a customer is found to be taking delivery of an amount of water that exceeds the consumptive needs of their property such that there is persistent runoff into local drainage or storm drain systems, such excess water delivery shall be deemed a waste and unreasonable use of the Agency's water resources and the customer shall be subject to Water Waste Charges, as set forth in Section 40921 herein, and a reduction in the amount of water that the customer may purchase.

Following written notification of a water waste occurrence, the customer may choose to modify their facilities, or work with the Agency to reconfigure their Service Box such that water is delivered only on an "as-needed" basis or may voluntarily reduce the amount of water purchased.

If a customer fails to eliminate persistent water waste within a reasonable amount of time, the Agency may permanently reduce the size of the customer's delivery orifice until such waste is eliminated.

2) TREATED WATER CUSTOMERS:

The Agency shall notify customers and actual users of waste and unreasonable use of water if there is persistent and excessive discharge of water from a customer's property. Such notifications shall result in imposition of a Water Waste Charge as set forth in Section 40921. If water waste continues or if the Agency finds that all or most of the delivered water results in discharge from the customer's or actual users property or area of use, the Agency may terminate service to the property.

- c) Water Service may be terminated for repeated tampering with Agency facilities or unauthorized taking of water or the taking of water in excess of the amount paid for.
- d) During extreme water shortages, if voluntary conservation measures are not sufficient to prevent a water shortage emergency, the Agency may institute additional mandatory conservation measures, up to and including temporary suspension of water service.
- e) Any violation by the customer of any rules and regulations of the Agency governing water service.
- f) Notice Requirements. Except in health emergency situations described in Section 41004 c) 3), at least 10 days before terminating service, the Agency shall provide the customer with a written notice specifying the reason for the proposed termination and informing the customer of the procedure to discuss the proposed termination with the General Manager. The General Manager has the authority to review disputes, rectify errors, and settle controversies pertaining to such proposed termination of service. The Agency's contact information shall be provided in a notice of termination given to a customer.

Sec. 41006 TERMINATION OF SERVICE ON WEEKENDS, HOLIDAYS, OR AFTER HOURS. Water service shall not be terminated because of any delinquency in payment on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Agency are not open to the public.

Sec. 41007 SEVERANCE OF SERVICE BY CUSTOMER. A customer who is a property owner of an unoccupied property may sever any service by filing a Request for Severance form with the Agency acknowledging that thereafter the Agency is no longer obligated to provide any water service to the customer's property. Any customer who has filed such a form, who subsequently wants service reinstated, must pay the charges required in Section 40305 for reinstating service to property previously served.

Sec. 41008 SEVERANCE OF SERVICE BY AGENCY. Customers whose water service has been terminated who continue to violate the Agency Rules and Regulations during that termination, will be notified that their water service may be permanently

severed. Customers will have 30 days from the date of notice to comply with the required conditions or the Agency may sever its obligation to deliver water to the property. A severance of service is a permanent action and once completed, a request for reinstatement of service is dependent on system capacity.

Customers who remain delinquent in the payment of any charges for more than 180 days shall be mailed notice stating that unless they pay all such delinquent charges within 30 days of the date of the notice, the Agency shall sever its obligation to deliver water to the property and remove the water meter or other device.

Sec. 41009 REINSTATEMENT OF SEVERED SERVICE. If water service is severed for failure to pay a bill, the service shall not be reinstated until the delinquent amount, including amounts set forth in Section 40904, plus a Service Reconnection Charge as set forth in Section 40915 is paid in full. If water service is severed for any violation of Agency rules or regulations, the payment of a Water Connection Charge may be required as set forth in Section 40305, plus the payment of any other amounts due and owing to the Agency as set forth in Section 40918.

Sec. 41010 METERS - READING, TESTING AND BILL ADJUSTMENT. Meters will be read monthly or bimonthly as directed by the General Manager. When it is impossible to read the meter due to any obstructions, an average bill or series of average bills will be rendered until an accurate meter reading can be obtained.

If a meter fails to register, the charge for service will be based upon the average quantity of water supplied for comparable service during the preceding year.

The Agency may test meters at any time at its discretion and shall test a meter upon the request of a customer provided the customer first deposits the charge as set forth in Section 40908 with the Agency. If the test shows the meter is registering the water actually passing through it, within 5% of accuracy, the deposit shall be retained by the Agency to cover its cost of testing.

If the test shows that the meter is in error by 5% or more, the deposit shall be refunded, and the meter replaced or repaired. Also, if, upon testing a meter, a meter is found to register 5% more water than actually passes through it, the Agency shall replace the meter and refund to the customer the overcharge that may have been made during the preceding three months due to the inaccuracy of the meter.

Sec. 41011 PRORATION OF BILLS. Bills for less than the normal billing period shall be prorated as to minimum charges.

Sec. 41012 COLLECTIONS. The following procedures shall be used for the collection of delinquent accounts, determining that accounts are uncollectible and for writing off uncollectible accounts, other than taxes or special assessments collected on the tax roll:

- a) 30 days after an account has been terminated, unless a valid claim with the Agency is pending, the Agency may use any collection procedure allowable by law, including small claims court action, a collection service, or other appropriate method.
- b) The General Manager may deem an account uncollectible pursuant to state statute or after collections efforts have been exhausted.
- c) The General Manager is authorized to write off individual bill amounts from \$0.01 - \$999.99 that have been deemed uncollectible.
- d) Approval by the Board of Directors is required to write off individual bill amounts of \$1,000 or more.