



SECTION 3800. RETAIL WATER SERVICE RULES AND REGULATIONS

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SECTION 3800. RETAIL WATER SERVICE RULES AND REGULATIONS**§ 3801. Special Provisions**

This section sets forth the terms and conditions and disclaimers regarding water service.

§ 3802. Multiple Units

A. Where a single-billed Master Meter serves a number of other units ("multiple units"), the charge will include a base rate for the Master Meter and additional charges based on the number of multiple units served. For purposes hereof, "occupancy" will include, without limitation:

1. Each dwelling unit in a residential apartment or condominium development;
2. Each lot, area, tract of land, or portion of a "mobile home park", as defined in the California Mobile Home Parks Act of 1967, including a condominium development, designated or used for the occupancy of one "mobile home", as defined in said Act; and;
3. Each segregated area in an office, commercial, or industrial development, which the Board of Directors has determined to be suitable for separate use; and,
4. Separate areas, including, but not limited to laundromats, swimming pools, recreation centers, cafeterias, and separate restrooms, which serve multiple units as defined above.

B. Any existing mobile home park, apartment complex, RV park, or condominium may, upon approval by the District and at the owners' expense, submeter the designated facilities in accordance with the provisions of the appropriate Section of the California Administrative Code. However, law strictly prohibits the reselling of water.

C. It is the customer/user's responsibility to notify the District of any changes in the number of multiple units served by a master meter.

§ 3803. Water for Fire Protection

A. Purpose. Fire protection service connections are for fire prevention use only, as required by state law and regulated by local codes. Backflow protection is also required (refer to Section 3900, *Cross-Connection Control*) on fire protection service connections.

B. Application and Agreement. The applicant will be required to sign an application form for fire protection services.

C. Quantitative Charges. Water used in violation of the District's regulations will be paid for by the customer/user and will be in accordance with the rate schedule applicable (refer to Section 2500, *Rates, Fees, and Charges*).

Customer/users will not be charged for water used to extinguish fires for applicable causes determined by the Fire Department.

D. Violation of Agreement. If water is used from a fire protection service connection in violation of this policy, the District may at its option, discontinue and remove the service, and the Fire Department will be notified of such action.

E. Ownership of Connection. The fire protection service connection, and all equipment appurtenant thereto up to the first controlling valve of the detector check device, including bypass or tattletale meter, is the sole property of the District.

F. Pressure and Supply. The District assumes no responsibility for loss or damage because of the quantity or pressure of water delivered, and only agrees to furnish such quantity and pressure as is available in its distribution system. The service is subject to shutdowns and variations required by the operation of the District's distribution system.

G. Use of and Damage to Fire Hydrants. No person, other than the one who is designated and authorized by the proper authority or by the District, will open any fire hydrant, attempt to draw water from it, or in any manner damage or tamper with it. Any violation of this regulation will be prosecuted according to law and fines imposed as outlined in Section 2500, *Rates, Fees, and Charges*". All costs will be billed to the customer/user.

H. Modifications of Fire Hydrants. When a fire hydrant has been installed in the location specified by the proper authority, the District has fulfilled its obligation. A property owner or other person desiring to change the size, type, or location of a hydrant will bear the costs of such changes, without refund. The customer/user must provide proof that the proper authority approves the modification of the fire hydrant; however, the District reserves the right to make the final decision.

§ 3804. Construction Service

A. Availability. Construction service will be provided upon District determination that sufficient water supplies are available and appropriate for construction use. Provision of construction service requires that a District application be submitted to, and approved prior to use. The District reserves the right to reduce, restrict, or discontinue any and/or all construction service. Construction service is subject to conservation practices as outlined in Section 4000, *Conservation*.

B. Charges for Water Served. Charges for water furnished through a construction service connection will be in accordance with the rate schedule applicable (refer to Section 2500, *Rates, Fees, and Charges*).

C. Installation Charges and Deposits.

1. Charges for installing and removing all facilities necessary for construction service will be billed to the customer/user.

2. A deposit will be required, as set forth in Section 2500, *Rates, Fees, and Charges* plus costs incurred for the following:

- a. Installation, relocation, and removal of all facilities necessary to furnish such service. Only District personnel are permitted to install, relocate or remove a construction meter.
- b. Actual water used during the entire period of construction water use.
- c. Additional costs will be incurred for replacing the meter if lost, stolen, or damaged.
- d. Equipment associated with the use of construction meters must comply with *Cross-Connection Control* regulations as set forth in Section 3900.

D. Responsibility for Meters. The customer/user will use all possible care to prevent damage to the meter or other facilities of the District. No person, other than one who is designated and authorized by the District, will open any construction service, attempt to draw water from it, or in any manner damage or tamper with it. Any violation of this regulation will be prosecuted according to law and fines imposed as outlined in Section 2500, *Rates, Fees, and Charges*. All costs will be billed to the customer/user.

E. Unauthorized Use. Tampering with any fire hydrant for the unauthorized use of water is a misdemeanor, punishable by law and subject to fines as indicated in Section 2500, *Rates, Fees, and Charges*.

§ 3805. Responsibility for Equipment

The customer/user will at their own risk and expense, furnish, install, and keep in good, safe condition all equipment pertaining to the customer/user's side of the meter. The District will not be responsible for any loss or damage caused by the improper installation of such water equipment, or the negligence, improper care, or wrongful act of the customer/user. The District will not be responsible for damage to property caused by any equipment that is open when water service is first initiated or after a temporary shutdown.

§ 3806. Damage to District's Property

The customer/user will be liable for all damage to any District facility or equipment, including the breaking or destruction of locks and/or other security devices. The customer/user will reimburse the District for all costs associated with such damage, which may include civil and/or criminal fines.

§ 3807. Isolation Valves

As a courtesy, the District will install an isolation valve on the discharge end (customer/user side) of the meter as a part of the initial service line installation

charge. Maintenance and replacement of the customer/user's isolation valve is the responsibility of the customer/user. The operation by the customer/user of the isolation valve on the inlet end (District side) of the meter is not permitted.

§ 3808. Booster Pumps

Booster pumps installed by the customer/user must be in accordance with the Uniform Plumbing Code, Section 603.4.6.2. Backflow protection is also required (in accordance with Section 3900, *Cross-Connection Control*).

§ 3809. Prohibition of Grounding to District's Distribution System

Any ground wire or wires to any plumbing that is or may be connected to a service connection or to any other part of the District's distribution system, as stipulated in the District's "*Construction Standards*", is strictly prohibited. The District will hold the customer/user liable for all damage to its distribution system caused by such ground wire attachment.

§ 3810. Water Waste

Wasteful or negligent use of water, whether recycled or potable, on a customer/user's premises is prohibited. Such use may result in discontinuance of service as provided by Section 4000, *Water Conservation Program*, applicable ordinances of the District, and state and federal regulations. Fines for water used in violation of this ordinance will be paid for by the customer/user of record and will be in accordance with the applicable rate schedule (refer to Section 2500, *Rates, Fees, and Charges*).

§ 3811. Access to Premises

The District or its authorized agents will have the right to enter or leave the customer/user's premises for any purpose reasonably related to the service of water to the customer/user, or to the District's distribution system.

§ 3812. Interruptions in Service

A. The District will not be liable for any damages resulting from an interruption in service. The District may resort to temporary shutdowns for any purpose necessary to maintain the system. Whenever possible and as time permits, customer/users will be notified prior to such shutdowns.

B. The District is not liable for interruption, shortage, or insufficiency of supply, or for any loss or damage, if caused by accident, acts of God, fire, strikes, riots, war, or any other cause not within its control or for any other purposes necessary to maintain the system. According to applicable State of California statutes, the District has the right to suspend the delivery of water, and will not be liable for any loss or damage.