



Memo

To: Board of Directors
From: Jordan Dietz, General Manager
Date: August 17, 2021
Subject: Administrative Code Policy & Language Updates

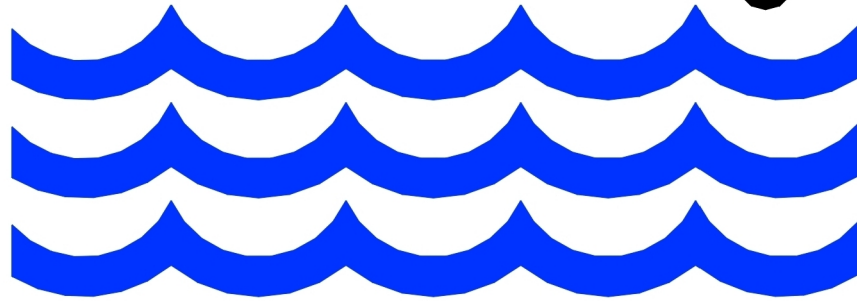
At the direction of the Board of Directors, staff have been working to provide the necessary updates to policy in order to be eligible for a District Transparency Certificate through the Special Districts Leadership Foundation.

As policies have been updated and added, they have found permanent homes within the Administrative Code, which are listed herein. While the Board has reviewed the policies individually, this will be the first time all policies have been incorporated into the Administrative Code together.

Staff recommends reviewing the proposed changes to the Administrative Code, and approving adoption of the changes and additions to the document.

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crestline village



WATER DISTRICT

CRESTLINE VILLAGE WATER DISTRICT

ADMINISTRATIVE CODE

Updated 12/2006
Updated 01/21/2014

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**Crestline Village Water District
Administrative Code**

Table of Contents

Contents

1 INTRODUCTION..... 1

1.1 Purpose and Effect of Adoption of Administrative Code.....1

1.1.1 Purpose of Administrative Code.....1

1.1.2 Changes in Wording.....1

1.1.3 Consideration of Prior Legislative History.....1

1.1.4 Effect of Repeal of Ordinance or Code Provision.....1

1.1.5 Severability of Parts of Code.....2

1.1.6 Effects of Section Numbers and Headings.....2

1.1.7 Amendments.....2

1.1.8 Gender and Number.....2

1.2 Definitions.....2

1.2.1 “Applicant”.....2

1.2.2 “Board of Directors” or “Board” means the Board of Directors of Crestline Village Water District.....2

1.2.3 “Connection”.....3

1.2.4 “Cross-Connection”.....3

1.2.5 “Director”.....3

1.2.6 “District”.....3

1.2.7 “General Manager”.....3

1.2.8 “Main”.....3

1.2.9 “Officer(s)” and “Employee(s)”.....3

1.2.10 “Owner”.....4

1.2.11 “Person”.....4

1.2.12 “Premises”.....4

1.2.13 “Regular Water Service”.....4

1.2.14 “Secretary”.....4

1.2.15 “Temporary Water Service”.....4

1.3 SEAL.....4

1.4 NAME OF THE DISTRICT.....5

2 BOARD OF DIRECTORS..... 7

2.1 Meetings.....7

2.1.1 Date, Time and Place of Regular Meeting.....7

2.1.2 Order of Business.....7

2.1.3 Rules of Proceeding.....7

2.2 Compensation.....7

2.2.1 Regular Board Meetings.....8

2.2.2 Adjourned Regular or Special Board Meetings.....8

2.2.3 District Committee Meetings.....8

2.2.4	Meetings of Other Organizations.....	8
2.2.5	Authorized Events.....	8
2.3	Training and Education Policy.....	9
2.3.1	Policy to Encourage Training and Education.....	9
2.3.2	Attendance at Training and Educational Events.....	9
2.4	Board Conduct.....	9
2.4.1	Priorities and Commitment.....	10
2.4.2	Procedures.....	10
2.4.3	Board and Staff Relationships.....	11
3	WATER SERVICE POLICIES.....	13
3.1	Rules and Regulations for Water Service.....	13
3.1.1	General Provisions.....	13
3.1.2	Applications for Service.....	15
3.1.3	Installation of Water Services.....	17
3.1.4	Special Requirements and Restrictions.....	17
3.1.5	Number and Type of Service Connections.....	19
3.1.6	Pressure and Interruption of Service.....	20
3.1.7	Meters.....	21
3.1.8	Discontinuance of Service.....	21
3.1.9	Public Fire Protection.....	25
3.1.10	Private Fire Protection Service.....	27
3.1.11	Tampering, Damage, Unauthorized Usage.....	28
3.1.12	Main Extensions.....	29
3.1.13	Subdivisions.....	30
3.1.14	Service Location Conversions.....	31
3.2	Water Rates and Billing.....	33
3.2.1	Billing Period.....	33
3.2.2	Meter Reading.....	33
3.2.3	Opening and Closing Bills.....	33
3.2.4	Due Dates.....	33
3.2.5	Payment of Bills.....	33
3.2.6	Billing of Separate Meters.....	34
3.2.7	Customer's Guarantee.....	34
3.2.8	Water Usage without Proper Application.....	34
3.2.9	Meter Tests and Adjustment of Bills for Meter Error.....	34
3.2.10	Water Rate Schedule.....	35
3.2.11	Water Rate Schedule – Commercial Fire Services:.....	36
3.2.12	After Hours Charge.....	36
3.3	Water Conservation.....	36
3.3.1	Water Waste Prohibited.....	36
3.3.2	Customer Responsibility to Prevent Water Loss.....	36
3.3.3	Water Use Reduction Program.....	37
3.3.4	Exceptions to Water Use Reduction Program.....	41
3.3.5	Water Use Reduction Program Phase Implementation.....	41
3.3.6	Enforcement of Water Use Reduction Program.....	42
3.3.7	Property Owner Responsibility to Provide Notification of Water Use Reduction Program.....	42
3.3.8	Use of Surcharge and Other Charges.....	43
3.3.9	Restrictions on New Connections.....	43

4	FINANCIAL MATTERS	44
4.1	Appointment of an Auditor.....	44
4.2	Investment of Funds in Local Agency Investment Fund.....	44
4.3	Investment Policy.....	44
4.4	Expenditures of District.....	44
4.5	Financial Institutions.....	44
4.6	Acceptance of Deeds and Easements.....	45
4.7	Reserves	45
5	CONFLICT OF INTEREST	46
5.1	General Requirements.....	46
5.2	Designated Positions for Disclosure Purposes.....	46
5.2.1	General and Special Counsel.....	46
5.2.2	Other Positions.....	46
5.3	Financial Interests That Must Be Reported.....	47
5.3.1	Category 1.....	47
5.3.2	Category 2.....	47
5.3.3	Category 3.....	47
5.3.4	Consultants.....	47
5.4	Filing of Statements of Economic Interest.....	47
5.5	Opinions of the General Counsel.....	48
5.6	Officials Who Manage Public Investments.....	48
6	OTHER MATTERS	50
6.1	Local Guidelines for Implementing CEQA.....	50
6.2	Records Retention and Management	50
6.2.1	Purpose.....	50
6.2.2	General Policy.....	50
6.2.3	Provisions.....	50
6.2.4	Records Retention Schedule.....	52
6.3	Public Records Policy	52
6.3.1	Procedure.....	52
6.3.2	Copies Pursuant to the Political Reform Act of 1974.....	53
6.3.3	District Copy Cost Schedule.....	53

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CHAPTER ONE

1 INTRODUCTION

1.1 Purpose and Effect of Adoption of Administrative Code.

1.1.1 Purpose of Administrative Code.

Crestline Village Water District is a county water district organized and operating pursuant to the County Water District Law as codified in the California Water Code sections 30000 *et seq.* The County Water District Law authorizes Crestline Village Water District to adopt additional rules, regulations, policies and procedures as necessary to govern the activities of the District. It is the purpose of the adoption of this Administrative Code to codify operative provisions of existing ordinances, resolutions and actions recorded in minute orders adopted by the Board of Directors to the extent such provisions have continuing effect. The adoption of this Administrative Code shall not relieve the Secretary of the Board of Directors from maintaining on file the original or a copy of all ordinances, resolutions and minute orders adopted by the Board.

(Ord. 32, Section 2, November 17, 1998.)

1.1.2 Changes in Wording.

Any change in wording from the wording found in any ordinance, resolution, minute order or other matter from which a provision for this Administrative Code is derived has been made solely for editorial reasons and was not and shall not be construed to have had as its purpose a change in intent, meaning or purpose of any such preexisting document.

(Ord. 32, Section 2, November 17, 1998.)

1.1.3 Consideration of Prior Legislative History.

The legislative history of each provision shall be cited in the body of this Administrative Code, and whenever possible the date of adoption of each provision and the date of any amendments shall be provided. The following abbreviations are used: Ord.—Ordinance, Res.—Resolution, and M.A.—Minute Action.

(Ord. 32, Section 2, November 17, 1998.)

1.1.4 Effect of Repeal of Ordinance or Code Provision.

The repeal of a provision of this Administrative Code shall not revive any ordinance or Administrative Code provision in force before or at the time the Administrative Code provision repealed took effect.

(Ord. 32, Section 2, November 17, 1998.)

1.1.5 Severability of Parts of Code.

It is hereby declared to be the intention of the Board that the sections, paragraphs, sentences, clauses, and phrases of this Administrative Code are severable; and if any phrase, clause, sentence, paragraph, or section of this Administrative Code shall be declared unconstitutional or otherwise invalid by the valid judgment or decree of a court of competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs, and sections of this Administrative Code.

(Ord. 32, Section 2, November 17, 1998.)

1.1.6 Effects of Section Numbers and Headings.

Division, chapter, section and subsection numbers and headings are not a part of, and do not in any manner affect, the scope, meaning, or intent of the provisions of this Administrative Code.

(Ord. 32, Section 2, November 17, 1998.)

1.1.7 Amendments.

Whenever a reference is made to any portion of this Administrative Code, the reference applies to all amendments hereafter made.

(Ord. 32, Section 2, November 17, 1998.)

1.1.8 Gender and Number.

As used in this Administrative Code, the masculine gender includes the feminine and neuter, and the singular number includes the plural and plural the singular, unless the context clearly indicates to the contrary.

(Ord. 32, Section 2, November 17, 1998.)

1.2 Definitions.

1.2.1 “Applicant”

means any person making application to the District for water service.

(Ord. 32, Section 3, November 17, 1998.)

1.2.2 “Board of Directors” or “Board”

means the Board of Directors of Crestline Village Water District.

(Ord. 32, Section 3, November 17, 1998.)

1.2.3 “Connection”

means the pipeline and appurtenant facilities such as the curb stop, meter and meter box, all used to extend water service from a main to a premises, the laying thereof and the tapping of the main. Where services are divided at the curb or property line to serve several customers, each such branch service shall be deemed a separate service.

(Ord. 32, Section 3, November 17, 1998.)

1.2.4 “Cross-Connection”

means any physical connection between the piping system from the District service and that of any other water supply system whereby water that is not or cannot be approved as safe and potable for human consumption may be forced or drawn into the District distribution mains.

(Ord. 32, Section 3, November 17, 1998.)

1.2.5 “Director”

means a member of the Board of Directors of Crestline Village Water District.

(Ord. 32, Section 3, November 17, 1998.)

1.2.6 “District”

means the Crestline Village Water District.

(Ord. 32, Section 3, November 17, 1998.)

1.2.7 “General Manager”

means the General Manager of the District.

(Ord. 32, Section 3, November 17, 1998.)

1.2.8 “Main”

means a water line in a street, highway, alley or easement used for public and private fire protection and for general distribution of water.

(Ord. 32, Section 3, November 17, 1998.)

1.2.9 “Officer(s)” and “Employee(s)”

referred to in this document shall mean officer(s) or employee(s) of the District, unless the context clearly indicates otherwise.

(Ord. 32, Section 3, November 17, 1998.)

1.2.10 “Owner”

means the person owning the fee, or the person in whose name the legal title to the property appears by deed duly recorded in the County Recorder's office, or the person in possession of the property or buildings under claim of, or exercising acts of ownership over same for himself or herself, or as executor, administrator, guardian or trustee of the owner.

(Ord. 32, Section 3, November 17, 1998.)

1.2.11 “Person”

means any individual, company, association, partnership or corporation.

(Ord. 32, Section 3, November 17, 1998.)

1.2.12 “Premises”

means a lot or parcel of real property under one ownership, except where there are well-defined boundaries or partitions such as fences, hedges or other restrictions preventing the common use of the property by the several tenants, in which case each portion shall be deemed separate premises. Apartment houses and office buildings may be classified as single premises.

(Ord. 32, Section 3, November 17, 1998.)

1.2.13 “Regular Water Service”

means water service and facilities rendered for normal domestic, commercial or industrial purposes on a permanent basis and the water available therefor.

(Ord. 32, Section 3, November 17, 1998.)

1.2.14 “Secretary”

means the Secretary of the Board of Directors.

(Ord. 32, Section 3, November 17, 1998.)

1.2.15 “Temporary Water Service”

means service and facilities rendered for construction work or any other use of limited duration and the water available therefor.

(Ord. 32, Section 3, November 17, 1998.)

1.3 SEAL

The seal of the District shall consist of an impression made with a seal press, the inscription of which shall be the following: “Crestline Village County Water District, San Bernardino

County, California, Incorporated February 1, 1954”.

(Ord. 3, May 18, 1954.)

1.4 NAME OF THE DISTRICT

Effective as of March 14, 1991, the name of the District was officially changed from “Crestline Village County Water District” to “Crestline Village Water District.”

(Res. 261, March 14, 1991.)

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CHAPTER TWO

2 BOARD OF DIRECTORS

2.1 Meetings.

2.1.1 Date, Time and Place of Regular Meeting.

The regular meetings of the Board of Directors of Crestline Village Water District shall be held on the third Tuesday of each month at 3:00 p.m. in the District's Boardroom located at 777 Cottonwood Drive, Crestline, California.

(Ord. 1, Sections 1 through 4, April 20, 1954; amended by Ord. 3, February 15, 1955; amended by Res. 246, March 16, 1989; amended by Res. 294, January 16, 1996; amended by Res. 299, May 21, 1996; amended by Res. 304, November 19, 1996.)

2.1.2 Order of Business.

The order of business for regular Board meetings will be established from time to time by the President of the Board of Directors.

(Ord 1, Section 5, April 20, 1954; Amended by Ord. 33, Section 1, March 16, 1999.)

2.1.3 Rules of Proceeding.

The Board shall conduct its meetings in accordance with County Water District Law and the Ralph M. Brown Act. In all procedural matters not addressed by such laws, Board meetings shall be conducted in conformity with Robert's Rules of Order.

(Ord 1, Section 5, April 20, 1954; Amended by Ord. 33, Section 2, March 16, 1999.)

2.2 Compensation.

Whenever a District Director attends one of the following meetings or authorized events (as described below), he or she shall be compensated for attendance by the District in the amount set forth below. In no event shall any one Director be compensated for more than six (6) days service in any calendar month for attendance at such meetings or events regardless of whether such Director attends more than six (6) meetings or event days during any calendar month. No Director shall receive expense reimbursements for attendance at the meetings described in subsections 2.2.1 through 2.2.3 inclusive below.

(M.A., August 21, 1956; amended by Res. 33, August 16, 1960; amended by M.A., January 18, 1966; amended by M.A., February 17, 1970; amended by M.A., March 10, 1970; amended by M.A., July 17, 1979; amended by M.A., January 10, 1985; amended by M.A.,

October 27, 1988; amended by Ord. 34, Section1, September 19, 2000; amended by Ord. 36, Section 1, February 16, 2021.)

2.2.1 Regular Board Meetings.

For attendance at the regular monthly Board meetings of the District, each Director shall receive compensation in the amount of \$200.00 per meeting.

(Ord. 34, Section1, September 19, 2000; amended by Ord. 36, Section 1, February 16, 2021.)

2.2.2 Adjourned Regular or Special Board Meetings.

For each day of attendance at any adjourned regular or special Board meeting of the District, each Director shall receive compensation in the amount of \$200.00.

(Ord. 34, Section1, September 19, 2000; amended by Ord. 36, Section 1, February 16, 2021.)

2.2.3 District Committee Meetings.

For each day of attendance at any District committee meeting, each Director shall receive compensation in the amount of \$200.00.

(Ord. 34, Section1, September 19, 2000; amended by Ord. 36, Section 1, February 16, 2021.)

2.2.4 Meetings of Other Organizations.

If a Director is appointed by the Board as an official representative to attend scheduled or special meetings of other organizations or public agencies, the Director shall receive compensation in the amount of \$200.00 for each day such a meeting is attended.

(Ord. 34, Section1, September 19, 2000; amended by Ord. 36, Section 1, February 16, 2021.)

2.2.5 Authorized Events.

For each day of attendance at any conferences, symposia, seminars, legislative sessions or other authorized events relating to subjects of concern to the District, a Director shall receive compensation in the amount of \$200.00.

(Ord. 34, Section1, September 19, 2000; amended by Ord. 36, Section 1, February

16, 2021.)

2.3 Training and Education Policy.

2.3.1 Policy to Encourage Training and Education.

It is the policy of the District to encourage Board development and excellence of performance by reimbursing expenses incurred for tuition, travel, lodging and meals as a result of training, educational courses, participation with professional organizations, and attendance at local, state and national conferences associated with the interests of the District. Attendance by Directors of seminars, workshops and conferences shall be approved by the Board of Directors prior to incurring any reimbursable costs.

In addition to the above, when the General Manager deems a seminar, workshop or other meeting to be of interest to the District, the General Manager may approve the attendance of the event by one or more Board members. The Board of Directors will be notified of this action at the next regular meeting of the Board and the attending Director(s) will report expenses and make a report to the Board pursuant to Section 2.3.2.

(Res. 287, Section 2, April 28, 1994; Amended by Res. 409, January 21, 2014.)

2.3.2 Attendance at Training and Educational Events.

District administrative staff shall be responsible for making arrangements for travel, lodging and registration for Directors attending state and national seminars, workshops and conferences. All expenses shall be reported to the District by Directors, together with validated receipts. Upon returning from seminars, workshops, or conferences where expenses are reimbursed by the District, Directors will either prepare a written report for distribution to the Board, or make a verbal report during the next regular meeting of the Board. Said report shall detail what was learned at the session(s) that will be of benefit to the District. Material from the session(s) shall be delivered to the District office for the future use of other Directors and staff.

(Res. 287, Sections 1 and 3, April 28, 1994.)

2.4 Board Conduct

The Board of Directors of Crestline Village Water District strives to provide the highest quality leadership in its service to constituents. In an effort to ensure that goal is met, the Board of Directors has adopted the following as standard conduct.

2.4.1 Priorities and Commitment

- (a) The dignity, style and values of each Director shall be respected.
- (b) Responsiveness and attentive listening in communication is encouraged.
- (c) The needs of the District's constituents should be the priority of the Board of Directors. When a Director believes a conflict of interest exists, the District's legal counsel may be requested to make a determination if one does or does not.
- (d) The primary responsibility of the Board of Directors is the formulation and evaluation of policy. Routine matters and the day-to-day management and operation of the District are within the purview of District General Manager.
- (e) Directors should commit themselves to emphasizing the positive, avoiding double talk, hidden agendas, gossip, unkind remarks and other negative forms of interaction.
- (f) Directors should commit themselves to focusing on issues and not personalities. The presentation of the opinions of others should be encouraged. Cliques and voting blocks based on personalities rather than issues should be avoided.
- (g) Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions, but without being disagreeable. Once the Board of Directors takes action, Directors should commit to supporting said action and not to create barriers to the implementation of said action.

2.4.2 Procedures

- (a) In seeking clarification on informational items, Directors may directly approach staff members to obtain information needed to supplement, upgrade or enhance their knowledge to improve legislative decision-making.
- (b) In handling complaints from residents and property owners of the District, said complaints should be referred directly to the General Manager.
- (c) In handling items related to safety, concerns for safety or hazards should be reported to the General Manager. Emergency situations should be dealt with immediately by seeking appropriate assistance.
- (d) In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development and finances, said concerns should be referred directly to the General Manager.

2.4.3 Board and Staff Relationships

- (a) When approached by District personnel concerning specific District policy, Directors should direct inquiries to the General Manager. The chain of command should be followed.
- (b) The work of the District is a team effort. All individuals should work together in the collaborative process, assisting each other in conducting the affairs of the District.
- (c) When responding to constituents' requests and concerns, Directors should be courteous, responding to individuals in a positive manner and route their questions through the General Manager to appropriate channels and responsible management personnel.
- (d) Directors should develop a working relationship with the General Manager wherein current issues, concerns and District projects can be discussed comfortably and openly.
- (e) Directors should function as part of the whole. Issues should be brought to the attention of the Board as a whole, rather than to individual members selectively.
- (f) Directors are responsible for monitoring the District's progress in attaining its goals and objectives, while pursuing its mission.

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CHAPTER THREE

3 WATER SERVICE POLICIES

3.1 Rules and Regulations for Water Service.

3.1.1 General Provisions

3.1.1.1 Short Title.

The Rules and Regulations set forth in Section 3.1 of this Administrative Code shall be known and may be cited as the “Crestline Village County Water District Rules and Regulations.”

(Res. 200, March 11, 1982.)

3.1.1.2 Amendments.

The Board of Directors may, from time to time, amend these Rules and Regulations by Resolution or as otherwise provided for in and under authority of the Water Code of the State of California.

(Res. 200, March 11, 1982.)

3.1.1.3 Authority of the General Manager.

The General Manager shall have full charge and control of the maintenance, operation and construction of the District's water works and system. He shall have full power and authority to employ and discharge all employees and assistants at pleasure. He shall prescribe the duties of employees and assistants. He shall fix and alter the compensation of employees and assistants subject to approval by the Board. He shall have charge of all employees and assistants. He shall report to the Board and perform such other duties as are imposed from time to time by the Board.

(Res. 200, March 11, 1982.)

3.1.1.4 Authority of the Office Manager.

The Office Manager shall have charge of the office of the District and of the billing for and collecting the charges herein provided. He shall perform such other duties as shall be determined by the General Manager. The Office Manager shall compute, prepare and mail bills as hereinafter prescribed, make and deposit collections, maintain proper books of account, collect, account for, and refund deposits, do whatever else is necessary or directed by the District Auditor to set up and maintain an efficient and economical bookkeeping system, and perform any other duties now or hereafter prescribed by the Board. The foregoing duties of Office Manager may be performed by the General Manager or by any additional employee or

employees.

(Res. 200, March 11, 1982.)

3.1.1.5 Authority of the Water Superintendent.

The Water Superintendent shall regularly inspect all physical facilities related to the District water system, to see that they are in good repair and proper working order, and shall note violations of any water regulations. The Water Superintendent shall promptly report any violation or disrepair to the General Manager. If the work required to correct any violation or repair any facilities is in the nature of an emergency, he shall take whatever steps are necessary to maintain service to consumers pending action by the General Manager. The Water Superintendent shall supervise all repair or construction work authorized by the Board or the General Manager, and perform any other duties prescribed elsewhere in these regulations or which shall be hereafter prescribed by the Board or the General Manager. The foregoing duties of Water Superintendent may be performed by the General Manager or by any additional employee or employees.

(Res. 200, March 11, 1982.)

3.1.1.6 Board Rulings Final.

All rulings of the Board shall be final. All rulings of the General Manager shall be final unless appealed in writing to the Board within five (5) days. When appealed, the Board's ruling shall be final.

(Res. 200, March 11, 1982.)

3.1.1.7 District to Provide the Water System.

The District will furnish a system, plant, works and undertaking used for and useful in obtaining, conserving and disposing of water for public and private uses, including all parts of the District facilities, all appurtenances thereto, and lands, easements, rights in land, water rights, contract rights, franchises, and other water supply, storage and distribution facilities and equipment.

(Res. 200, March 11, 1982.)

3.1.1.8 Notices to Customers.

Notices from the District to a customer will normally be given in writing, and either delivered or mailed to the customer at his or her last known address. Where conditions warrant and in emergencies, the District may resort to notification by either telephone or messenger.

(Res. 200, March 11, 1982.)

3.1.1.9 Notices from Customers.

Notices from the customer to the District may be given by the customer or any authorized representative in writing (1) at the District's business office, (2) to the General Manager, or (3) to the Water Superintendent.

(Res. 200, March 11, 1982.)

3.1.1.10 Access to Premises.

Representatives from the District shall have the right of ingress and egress to the customer's premises at reasonable hours for any purpose reasonably connected with the furnishing of water service.

(Res. 200, March 11, 1982.)

3.1.2 Applications for Service.

3.1.2.1 Application for Regular Service.

A property owner or his agent may make application for Regular Water Service on a form provided by the District or by letter setting forth the following information: (1) the name and mailing address of the applicant; (2) location of premises to be served; (3) the date on which applicant requires service; (4) size of meter; (5) an agreement on the part of applicant to observe these Rules and Regulations for Water Service as well as any and all other rules or regulations promulgated by the District; and (6) an agreement by the applicant that payment of water bills will be rendered promptly. Such application will signify the customer's willingness and intention to comply with these Rules and Regulations and other ordinances or regulations relating to the regular water service and to make payment for water service as required. An application will not be honored unless payment in full has been made for water service previously rendered to the applicant by the District.

(Res. 200, March 11, 1982.)

3.1.2.2 Application by Tenants.

Any person in possession of property under a lease or rental agreement may make application for water service on the regular water application form or by letter, provided that the property owner or his agent has previously applied for and continues to guarantee payment for such water service. The owner of the property shall be liable for the payment of any unpaid water charges incurred by the lessee or tenant.

(Res. 200, March 11, 1982; amended by Res. 254, March 15, 1990.)

3.1.2.3 Service Connection Charges.

Where a regular charge has been fixed for the type of service connection desired, such regular charge shall be paid in advance by the applicant. Where

there is no regular charge the District reserves the right to require the applicant to deposit an amount equal to the estimated cost of such service connection. The schedule of regular service connection charges is as follows:

New Service and 5/8" x 3/4" meter	\$2,800.00
New Service and 3/4" meter	\$2,905.00
New Service and 1" meter	\$3,010.00

All service connections of sizes larger than 1" shall be made by the District and the applicant shall pay the actual costs thereof. Only duly authorized employees or agents of the District will be authorized to install service connections. The cost of any upgrades in the size of a meter or other service work which requires the installation of a new meter where an existing meter has already been located shall be paid for by the applicant at the actual cost of completing such work as determined by the General Manager.

(Res. 200, March 11, 1982; amended by Res. 268, Section 1, September 19, 1991; amended by Res. 349 Section 1, January 17, 2006.)

3.1.2.4 Plot Plan Required for New Construction Water Service.

Any applicant for regular water service for new construction shall provide the District with a plot plan of the construction site indicating the location of all buildings or other structures on the property and the driveway or parking area in relation to the boundary lines and street frontage line of the property.

(Res. 200, March 11, 1982.)

3.1.2.5 Application for Temporary Service.

Temporary service connections shall be disconnected and terminated within six months after installation unless an extension of time is granted in writing by the District. The applicant shall deposit, in advance, the estimated cost of installing and removing the facilities required to furnish said temporary service exclusive of the cost of salvageable material. Upon discontinuance of service, the actual cost shall be determined and an adjustment made as an additional charge, refund or credit. If service is supplied through a fire hydrant the applicant will be charged in accordance with the rate schedule set forth in Section 3.1.9.1. All facilities for temporary service to the customer connection shall be made by the District and shall be operated in accordance with its instructions. The customer shall use all possible care to prevent damage to the meter or to any other loaned facilities of the District which are involved in furnishing temporary service from the time they are installed until they are removed, or until 48 hours notice in writing has been given to the District that the contractor or other person is through with the meter or meters and the installation. If the meter or other facilities are damaged the

cost of making repairs shall be paid by the customer.

(Res. 200, March 11, 1982; amended by Res. 268, Sections 2 and 3, September 19, 1991.)

3.1.3 Installation of Water Services.

Regular water services will be installed at the location and of the size determined by the District. Service installations will be made only to property abutting on distribution mains as have been constructed in public streets, alleys or easements, or to extensions thereof as herein provided. Services installed in new subdivisions prior to the construction of streets or in advance of street improvements must be accepted by the applicant in the installed location. Customers making any material change in the size, character or extent of the equipment or operations utilizing water service, or whose change in operations results in a significant increase in the use of water, shall immediately give the District written notice of the nature of the change in operations and, if necessary, amend their water service application. The District reserves the right to determine the size of service connections and their location with respect to the boundaries of the premises to be served. The laying of the customer's pipeline to the curb stop should not be done until the location of the service connection has been approved by the Water Superintendent. Every service connection installed by the District shall be equipped with an angle meter stop or wheel valve on the inlet side of the meter. Such valve or angle meter stop is intended for the exclusive use of the District in controlling the water supply through the service connection pipe. If the angle meter stop or wheel valve is damaged by the customer's use to an extent requiring replacement thereof such replacement shall be at the customer's expense.

(Res. 200, March 11, 1982.)

3.1.4 Special Requirements and Restrictions.

3.1.4.1 Backflow Prevention Devices.

The customer must comply with these Rules and Regulations and all State Health Department standards governing the separation of dual water systems and installation of backflow prevention devices to protect the public water supply from the danger of cross-connection contamination. Backflow prevention devices must be installed as close to the service as possible and shall be accessible for testing and inspection by the District. Plans for installation of backflow prevention devices must be approved by the District prior to installation. Any double check valve or other approved backflow prevention device may be inspected and tested periodically for water tightness by the District. The devices shall be routinely tested, serviced, overhauled, or replaced whenever they are found defective and all costs of testing or repair and maintenance shall be borne by the customer. The service of water to any premises may be immediately discontinued by the District if any defect is found in the check valve installation or other protective devices, or if it is found that dangerous unprotected cross-

connections exist. Service will not be restored until such defects are corrected. Whenever backflow prevention has been found necessary on a water supply line entering a customer's premises, any and all water supply lines from the District's mains entering such premises, buildings or structures shall be protected by an approved backflow prevention device, regardless of the use of the additional water supply lines.

(Res. 200, March 11, 1982.)

3.1.4.2 Dangerous Materials or Processes.

In special circumstances, when the customer is engaged in the handling of especially dangerous or corrosive liquids or industrial or process waters, the District may require the customer to eliminate certain plumbing or piping connections as an additional precaution and as a protection to the backflow prevention devices.

(Res. 200, March 11, 1982.)

3.1.4.3 Relief Valves.

As a protection to the customer's plumbing system, a suitable pressure relief valve must be installed by the customer in accordance with Building and Safety Regulations and maintained by the customer, at his or her sole expense, whenever check valves or other protective devices are used. The relief valve shall be installed between the backflow prevention device and the water heater.

(Res. 200, March 11, 1982.)

3.1.4.4 Curb Stops.

The customer shall provide a valve on his side of the service installation, as close to the meter location as practical, to control the flow of water to the piping on his premises. ~~The customer shall not use the angle meter stop to turn water on and off.~~

(Res. 200, March 11, 1982.)

3.1.4.5 Ground-Wire Attachments.

All individuals and business organizations are forbidden to attach any ground-wire or wires to any plumbing which is or may be connected to a service connection or main belonging to the District. The District will hold the customer liable for any damage to its property occasioned by such ground-wire attachments.

(Res. 200, March 11, 1982.)

3.1.4.6 Pools and Tanks.

When an abnormally large quantity of water is desired for filling a swimming pool or for other purposes, arrangements must be made with the District prior to taking such water. Permission to take water in unusual quantities will be given only if it can be safely delivered through the District's facilities and if other customers are not inconvenienced thereby.

(Res. 200, March 11, 1982.)

3.1.4.7 Damages Resulting from Faulty Fixtures and Pipes.

When turning on the water supply as requested and the house or property is vacant, the District will endeavor to ascertain if water is running on the inside of the building. If such is found to be the case, the water will be left shut off at the angle meter stop on the inlet side of the meter. The District's jurisdiction and responsibility ends at the meter and the District will in no case be liable for damages occasioned by water running from open or faulty fixtures, or from broken or damaged pipes on the customer's side of the meter.

(Res. 200, March 11, 1982.)

3.1.5 Number and Type of Service Connections.

3.1.5.1 Separate Building.

Each house or building under separate ownership must be provided with a separate service connection. Two or more houses under one ownership and on the same lot or parcel of land may be supplied through the same service connection, provided that, for each house under a separate roof which faces a street, an additional minimum charge will be applied to the single meter serving said house or a separate service connection may be provided for each building. The Board reserves the right to limit the number of houses or the area of land under one ownership to be supplied by one service connection.

(Res. 200, March 11, 1982.)

3.1.5.2 Single Connection.

No more than one service connection for domestic or commercial supply shall be installed for one building, except under special conditions.

(Res. 200, March 11, 1982.)

3.1.5.3 Different Owners.

A single service connection shall not be used to supply adjoining property of a different owner or to supply property of the same owner across a street or alley.

(Res. 200, March 11, 1982.)

3.1.5.4 Divided Property.

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

(Res. 200, March 11, 1982.)

3.1.5.5 Maintenance.

The service connections, extending from the water main to and including the meter, meter box and angle meter stop or wheel valve, shall be maintained by the District. All pipes and fixtures extending or lying beyond the meter shall be installed and maintained by the owner of the property. The customer shall, at his own risk and expense, furnish, install and keep in good and safe condition all equipment that may be required for receiving, controlling, applying and utilizing water, and the District shall not be responsible for any loss or damage caused by the improper installation of such equipment or the negligence or wrongful act of the customer or of any of his tenants, agents, employees, contractors, licensees or permittees in installing, maintaining, operating or interfering with such equipment.

(Res. 200, March 11, 1982.)

3.1.5.6 Ownership.

All facilities which must be installed by the District on private property for the purpose of rendering water service shall remain the property of the District and may be maintained, repaired or replaced by the District without consent or interference of the owner or occupant of the property. The property owner shall use reasonable care in the protection of said facilities. No payment shall be made by the District for placing or maintaining said facilities on private property.

(Res. 200, March 11, 1982.)

3.1.5.7 Number of Services per Premises.

The applicant may apply for as many services as may be reasonably required for his or her premises provided that the pipeline system for each service be independent of all other pipeline systems on the property and provided further that no pipeline systems be interconnected.

(Res. 200, March 11, 1982.)

3.1.6 Pressure and Interruption of Service.

All applicants for service connections or water service shall be required to accept such conditions of pressure and service as are provided by the distribution system at

the location of the proposed service connection, and to hold the District harmless for any damages arising out of low or high pressure conditions or interruptions in service. The Board shall not accept any responsibility for the maintenance of pressure and it reserves the right to discontinue service while making emergency repairs. Customers dependent upon a continuous supply should provide emergency storage. The District shall not be responsible for damage to property caused by faucets, valves and other equipment that are open when water is turned on at the meter, either originally or when turned on after a temporary shutdown. The District shall not be liable for damage which may result from an interruption in service from a cause beyond the control of the District.

(Res. 200, March 11, 1982.)

3.1.7 Meters

3.1.7.1 Meter Installations.

Meters will be installed in a location as determined by the District and shall be owned by the District and installed and removed at its expense. No rent or other charge will be paid by the District for a meter or other facilities, including connections. All meters will be sealed by the District at the time of installation and no seal shall be altered or broken except by one of its authorized employees or agents.

(Res. 200, March 11, 1982.)

3.1.7.2 Change in Location of Meters.

Meters moved for the convenience of the customer shall be relocated at the customer's expense. Meters moved to protect the District's property will be moved at its expense. If the lateral distance which the customer desires to have the meter moved exceeds eight feet (8') he will be required to pay for a new service at the desired location.

(Res. 200, March 11, 1982.)

3.1.7.3 Damage to Meters.

The Board reserves the right to set and maintain a meter on any service connection. The customer shall be held liable, however, for any damage to the meter due to his negligence or carelessness and in particular for damage caused by hot water or steam from the premises.

(Res. 200, March 11, 1982.)

3.1.8 Discontinuance of Service

3.1.8.1 Customer's Request for Discontinuance of Service.

Discontinuance of service may be made at any time during the year at the

written request of the customer being provided such service provided the then account for service to such customer is current and is paid in full at the time of such request for discontinuance. The written request for such discontinuance shall be made by the customer upon a form of request for discontinuance of service to be provided by the District and in no other manner. Upon such requested discontinuance of service, the water meter serving the premises on which said discontinuance has been requested will be removed from said premises and the water service shut off at the water main serving such premises. A reinstatement or reconnection charge of Two Hundred Seventy-five Dollars (\$275.00) for a 5/8" x 3/4" meter, a full 3/4" meter or a 1" meter will be made and collected prior to reinstatement or renewing of service following a requested discontinuance of service.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 353, June 20, 2006.)

3.1.8.2 Non-Payment of Bills.

If an account is not paid in full on or before the twenty-fifth (25th) day following the date of the mailing of the bill, service may be suspended for non-payment and a late payment penalty of Ninety Dollars (\$90.00) shall be charged and added to the water bill and collected prior to restoring the water service. Failure to receive a bill does not relieve the customer of liability. Any amount due shall be deemed a debt to the District and any person, firm or corporation failing, neglecting or refusing to pay said indebtedness shall be liable in an action in the name of the District in any court of competent jurisdiction for the amount thereof.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 350, March 28, 2006.)

3.1.8.3 Ten Day Notice and Right to Contest.

At least ten (10) days prior to the suspension of a customer's water service for non-payment of a bill for water, the District shall notify the customer by means of a notice mailed, postage prepaid, to the customer to whom the service is billed. Such notice shall not be mailed earlier than nineteen (19) days from the date of mailing the District's bill for services, and the 10-day period shall not commence until five (5) days after the mailing of the notice. The mailed notice shall include all of the following information:

- (a) The name and address of the customer whose account is delinquent.
- (b) The amount of the delinquency.
- (c) The date by which payment or arrangements for payment is required in order to avoid the suspension of water service.

(d) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.

(e) The procedure by which the customer may request amortization of the unpaid charges.

(f) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state or federal sources.

(g) The telephone number of a representative of the District who can provide additional information or institute arrangements for payment.

If the District has not received payment prior to the time that the forty-eight hour notice is to be given (as is required under section 3.1.8.4) a hang notice and delinquency charge in the amount of \$15.00 or 7% of the unpaid balance on the customer's water bill, whichever is greater, will be added to the account. The day that such hang notice and delinquency charge will be added to the bill and the amount of the charge shall be included in the mailed notice. If the customer chooses to contest the decision to suspend service, the customer shall be given an opportunity to do so prior to the suspension of service at a hearing conducted by the General Manager of the District or his designee.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 350, March 28, 2006.)

3.1.8.4 Forty-Eight Hours Notice.

The District shall make a reasonable, good faith effort to contact an adult person residing at the premises of the customer by telephone or in person at least forty-eight (48) hours prior to any suspension of a customer's water service. Such forty-eight hour notice shall include the items of information in section 3.1.8.3 (a), (b), (c), (f) and (g) above.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.5 Regular Business Hours.

Payments shall be received only at the District office during regular business hours, through the U. S. Postal Service or in the mail drop provided for after hours payments at the District office. District personnel are not authorized to receive payments in the field, and water service shall be restored only during regular business hours unless prior arrangements are made with the District office.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.6 Collection By Suit.

All unpaid rates and charges and penalties herein provided may be collected by suit and defendant shall pay all costs of suit in any judgment rendered in favor of the District.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.7 Returned Checks.

If a customer's check in payment of the customer's account is not honored for any reason whatsoever by the customer's bank and cannot be redeposited, the amount of said check, plus a Returned Check Service Fee of Twenty Dollars (\$20.00) shall be charged to the customer's account and the customer shall be given a notice to remit payment in cash, a cashier's check or a money order within five (5) days. If such payment is not made within the five (5) day period, the water service shall be suspended for non-payment in accordance with section 3.1.8.2 above until the entire amount past due has been paid. Payment of any applicable penalty charges must also be in the form of cash, cashier's check or money order.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 312, Section 1, February 16, 1999.)

3.1.8.8 Unsafe Apparatus and Cross-Connections.

Water service may be refused or discontinued to any premises where apparatus or appliances are in use which might endanger or disturb the service to other customers. Water service may be refused or discontinued to any premises where there exists a cross-connection in violation of these Rules and Regulation or of any State Health Department Standards.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.9 Fraud or Abuse.

Water service may be discontinued if necessary to protect the District against fraud or abuse.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.10 Non-Compliance.

Water service may be discontinued for non-compliance with any of the District's Rules and Regulations for water service.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.11 Recording Lien.

When a statement of delinquent charges and all penalties and other charges which have accrued thereon has been prepared as provided herein, such

statement shall be recorded and after it has been recorded, the same shall constitute a lien upon the real property receiving or to receive the service, excepting publicly owned property. Such lien shall continue until the charges and all penalties thereon have been fully paid or the property subject thereto has been sold to satisfy the lien. The minimum charge shall continue to accrue during the period of non-payment. The statement shall contain the County Assessor's Parcel Number of the property served, the property owner's name and last known mailing address, the amount of the charges and penalties accrued to the date of recording and the section of the State Water Code granting authority for filing such lien. The statement shall be executed by the General Manager of the District and his signature shall be acknowledged. The statement shall be filed with the County Recorder of San Bernardino County, California and shall have the same force, effect, priority and duration of an abstract of judgment against the owner of the real property and may be enforced in like manner.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

3.1.8.12 Discontinuance of Service to Multi-Unit Structures and Mobilehome Parks.

Whenever the District provides water service through a master meter to a multi-unit residential structure or mobilehome park and the customer of record for such service fails to timely pay for service, the District may discontinue such service in accordance with the provisions of this Section 3.1.8; provided, however, that the District shall also make every good faith effort to inform the actual users of the service, when the account is in arrears, by means of a notice, that service will be terminated in ten (10) days. The notice shall further inform the actual users that they have the right to arrange for continued water service from the District without being required to pay the amount due on the delinquent account if one or more of the actual users are willing and able to assume responsibility for the entire account, to the satisfaction of the District. At a minimum, the District shall require (1) the agreement of the actual user or users to comply with all District Rules and Regulations for Water Service, and (2) a deposit equal to the amount of two month's average billing for such service, as such amount is determined by the District, or demonstrate to the satisfaction of the District General Manager, or his designee, that such actual user or users have the ability to timely pay the average monthly bill for such service.

(Res. 200, March 11, 1982; amended by Res. 276, September 24, 1992.)

3.1.9 Public Fire Protection.

3.1.9.1 Supply from Fire Hydrants.

Fire hydrants are for use by the District or by organized fire protection agencies pursuant to contract with the District. Other parties desiring to use

fire hydrants for any purpose must first obtain permission from the General Manager of the District or his designee, and sign the Fire Hydrant Use/Hydrant Meter Rental Agreement prior to use and shall operate the hydrant in accordance with instructions issued by the General Manager or his designee. Unauthorized use of hydrants will be prosecuted according to law.

At the time the Fire Hydrant Use/Hydrant Meter Rental Agreement is signed, the renter shall deposit with the District the following:

Deposit	\$ 1,600.00
Set-up Fee	\$ 75.00 for each meter placement

The charge for the water used in accordance with the meter reading shall be two times the existing surcharge rate for excess consumption, as said surcharge rate is set forth in Section 3.3.3 (the District's Water Use Reduction Program), for every 100 cubic feet of water used. If less than 100 cubic feet of water is used during any day on which temporary water service is provided by the District, such user shall pay a minimum daily rate for that day equal to two times the amount of the surcharge rate for excess consumption for 100 cubic feet of water.

(Res. 200, March 11, 1982; amended by Res. 268, Sections 4 and 5, September 19, 1991; amended by Res. 347, Section 1, September 20, 2005.)

3.1.9.2 Moving of Fire Hydrant Meters.

When a fire hydrant has been installed in the location specified by the proper authority, the District has fulfilled its obligation. An additional \$37.50 charge shall be paid before a change in the size, type or location of the hydrant shall be made. Any change in the location of the fire hydrant must be approved by the proper authority.

(Res. 200, March 11, 1982; amended by Res. 268, Section 1, September 19, 1991; amended by Res. 347, Section 2, September 20, 2005.)

3.1.9.3 Fire Flow Certifications.

The District shall provide Fire Flow Certifications for proposed new structures and remodels of existing structures upon request. A Fire Flow Certification charge of Fifty Dollars (\$50.00) shall be made and collected before the District prepares and signs the Fire Flow Certification. The Fire Flow Certification will expire six months from the date of certification. In the event that the customer requests a field test to more specifically determine fire flow capacity, the District shall complete such testing provided that the customer agrees to pay the actual cost of District labor, materials, equipment and water.

(Res. 353, June 20, 2006.)

3.1.10 Private Fire Protection Service.

3.1.10.1 Connection.

The applicant for private fire protection service shall pay the total actual cost of installation of the service from the distribution main to the customer's premises including the cost of a detector check meter or other suitable and equivalent device, valve and meter box, said installation to become the property of the District. The District may agree to install the connection and meter at cost plus ten percent (10%). There shall be no connections between this fire protection system and any other water distribution system on the premises. There shall be no water used through the fire protection service except to extinguish fires and for testing the fire fighting equipment.

(Res. 200, March 11, 1982.)

3.1.10.2 Connection Rules. The following rules shall apply to fire service connections:

- (a) Valve. When a fire service connection is installed, the valve governing same will be closed and sealed and remain so until a written order is received from the owner of the premises to have the water turned on.
- (b) Meter. If the District does not require a meter, and if water is used through a fire service connection for any other purpose than extinguishing of fires, it shall have the right to place a meter on the fire service connection at the owner's expense, or shut off the entire water supply from such premises.
- (c) Additional Service. The District shall have the right to take a domestic, commercial or industrial service connection from the fire service connection at the curb to supply the same premises as those to which the fire service connection belongs. The Board shall also have the right to determine the proportion of the installation costs properly chargeable to each service connection, if such segregation of costs shall become necessary.
- (d) Check Valve. The Board reserves the right to install on all fire service connections a check valve of a type approved by the National Board of Fire Underwriters and to equip the same with a bypass meter at the expense of the owner of the property.

(Res. 200, March 11, 1982.)

3.1.10.3 Monthly Rates.

The monthly rates for private fire protection shall be established by the District Board upon receipt of application.

(Res. 200, March 11, 1982.)

3.1.10.4 Fire Storage Tanks.

Occasionally water may be obtained from a private fire service for filling a tank connected with the fire service, but only if written permission is secured from the District in advance and an approved means of measurement is available. The regular water rates will be applied.

(Res. 200, March 11, 1982.)

3.1.10.5 Violation of Agreement.

If water is used from a private fire service in violation of the agreement or of these regulations the District may, at its option, discontinue and remove the service.

(Res. 200, March 11, 1982.)

3.1.10.6 Water Pressure and Supply.

The District assumes no responsibility for loss or damage due to lack of water or pressure, either high or low, and merely agrees to furnish such quantities and pressures as are available in its general distribution system. The service is subject to shutdowns and variations required by the operation of the system.

(Res. 200, March 11, 1982.)

3.1.11 Tampering, Damage, Unauthorized Usage.

3.1.11.1 Tampering with District Property.

No one except an employee or representative of the Board shall at any time or in any manner operate the angle meter stop or valves, ~~(except in case of emergency to repair or change private plumbing)~~, main cocks, gates or valves of the District's system, or interfere or tamper with meters or their connections, street mains, fire hydrants or other parts of the water system or obtain or use water therefrom in an unauthorized manner.

(Res. 200, March 11, 1982; amended by Res. 252, December 21, 1989.)

3.1.11.2 Violation of this Section.

Tampering with the property described in section 3.1.11.1 or otherwise violating this Section 3.1.11 may be a misdemeanor punishable in accordance with applicable laws. In addition, or alternatively, the District may discontinue water service to any customer who violates this Section 3.1.11 and need not supply such customer with water service until such customer shall have remedied the violation and paid all charges required to remedy the

violation. In the event that the customer cannot remedy the violation, water service shall not be restored until the customer shall have satisfied the District that in the future the customer will comply with all the rules and regulations established by the District and with all rates and charges of the District.

(a) First Violation. For the first violation of this Section 3.1.11, the District may physically remove the meter from the service of the account in violation thereof and shall then charge a Meter Removal Fee of Two Hundred Fifty Dollars (\$250.00) which, together with all other charges required to remedy the violation must be paid before water service shall be restored.

(b) Second Violation. For the second violation of this Section 3.1.11 in less than two (2) years, the District may, in addition to taking the action in subsection 3.1.11.2 (a) above, turn off the customer's water service and, thereafter, require that the current charge for "new water service" from the District be paid by such customer before service is restored. Notwithstanding the foregoing, the District shall have no obligation to restore service (even if the customer tenders payment of all required charges to the District) until and unless the District is satisfied that the customer will comply with all rules and regulations established by the District and with all rates and charges of the District.

(Res. 200, March 11, 1982; amended by Res. 252, December 21, 1989; amended by Res. 353, June 20, 2006.)

3.1.11.3 Damage to Water System Facilities.

The customer shall be liable for any damage to the service facilities when such damage is from causes originating on the premises by any act of the customer or any tenants, agents, employees, contractors, licensees or permittees of the customer, including the breaking or destruction of locks by the customer or others on or near a meter, and any damage to a meter that may result from hot water or steam from a boiler or heater on the customer's premises. The District shall be reimbursed by the customer for any such damage promptly on presentation of a bill.

(Res. 200, March 11, 1982; amended by Res. 252, December 21, 1989.)

3.1.12 Main Extensions

3.1.12.1 Application for Main Extensions.

The District will provide all main extensions upon application for service and upon payment by applicant. Any owner of one or more lots or parcels, or subdivider of a tract of land, desiring the extension of one or more water mains to serve such property shall make a written application therefor to the District, said application to contain the legal description of the property to be

served and tract number thereof and any additional information which may be required by the District, and be accompanied by a map showing the location of the proposed connections. Upon receipt of the application the General Manager shall make an investigation and survey of the proposed extension and shall report his findings to the Board, including the estimated cost thereof. The Board shall thereupon consider said application and report, and after such consideration reject or approve it. All extensions thus provided for, in accordance with these regulations, shall extend completely across the property to be served and to the furthest boundary of such property, and all such extensions shall be and remain the property of the District.

(Res. 200, March 11, 1982.)

3.1.12.2 Advance Cost.

When the Board so determines, the applicant shall advance the amount of such estimate plus fifteen percent (15%) for District administration costs and the line shall be installed by the District and be and remain the property of the District. Adjustments of any substantial difference between the estimated and actual cost shall be made in accordance with Section 3.1.13.4.

(Res. 200, March 11, 1982.)

3.1.12.3 Refund Agreement.

A refund agreement may be made at the discretion of the Board but such refund agreement will only be made in any event to provide for direct subsequent services on the portion extended and then proportionately only to the proportion the extension bears to the total cost commencing at the beginning of the main extension to the termination of the main extension.

(Res. 200, March 11, 1982.)

3.1.12.4 Dead-End Lines.

No dead-end lines shall be permitted, except at the discretion of the Water Superintendent and in cases where circulation lines are necessary, they shall be designed and installed by the District as a part of the cost of the extension.

(Res. 200, March 11, 1982.)

3.1.13 Subdivisions

3.1.13.1 Application.

A person desiring to provide a water system within a tract of land which he proposes to subdivide or develop shall make written application therefor. The application shall state the number of the tract, the name of the

subdivision and its location. It shall be accompanied by a copy of the final map and of the plans, profiles and specifications for the street work therein. Upon receiving the application the General Manager shall make an investigation and survey of the proposed subdivision and shall report his findings to the Board, including a recommendation as to the facilities required and the estimated cost of the proposed water system therefor.

(Res. 200, March 11, 1982.)

3.1.13.2 Specifications and Construction.

The size, type and quality of materials and location of the lines shall be specified by the District and the actual construction will be done by the District or by a contractor acceptable to it, supervised and inspected by the Water Superintendent. All facilities shall be the property of the District.

(Res. 200, March 11, 1982.)

3.1.13.3 Deposit.

Subdividers will be required to advance to the District the estimated cost of the labor and material necessary to install the main lines, valves, service connections, fire hydrants, meters and other necessary appurtenances, plus fifteen percent (15%) for District administrative costs. Fire hydrants shall be so located that each lot is within 350 feet of any hydrant.

(Res. 200, March 11, 1982.)

3.1.13.4 Adjustment.

Adjustments of any substantial difference between the estimated and actual cost shall be made at or before the completion of the installation and any excess shall be refunded to the subdivider and any shortage will be paid by him to the District.

(Res. 200, March 11, 1982.)

3.1.14 Service Location Conversions

3.1.14.1 Mains to be Located in Public Streets and Thoroughfares.

The replacement or relocation of existing water distribution and transmission mains of the District, and the installation of new mains, shall be placed in and upon public streets and thoroughfares, rather than within and upon easements on private properties.

(Res. 32, July 19, 1960; amended by Res. 291, February 16, 1995.)

3.1.14.2 Abandonment of Private Property Easements.

Upon completion of the replacement or relocation of any existing main from

a private easement to a public street or thoroughfare, such private property easement shall not be abandoned unless requested by the property owner. In the event a private property owner requests that the District abandon such private easement or any portion thereof, no release or abandonment of the easement shall be executed by or on behalf of the District until the owner of the property upon which such easement is a servitude shall waive any responsibility or liability upon the part of the District to remove such pipeline from the easement.

(Res. 32, July 19, 1960; amended by Res. 291, February 16, 1995.)

3.1.14.3 Customer Costs; Reimbursement of County Permit Fees.

The cost and expense of piping the water from the connection to any replaced, relocated or newly installed distribution and transmission main to the location desired upon the customer's private property shall be the obligation of the private property owner; provided, however, that the District shall reimburse the property owner for the cost incurred by the property owner or customer in paying any applicable County of San Bernardino permit fee. To receive reimbursement of the County fee, such property owner or customer shall provide the District's General Manager with evidence of payment of the County fee.

(Res. 32, July 19, 1960; amended by Res. 291, February 16, 1995.)

3.1.14.4 Notice to Customers.

The District shall provide reasonable advance written notice to any and all property owners affected by the replacement, relocation, or new installation of any distribution and transmission mains and shall inform such property owners of a date certain by which the property owner shall arrange for connection to the relocated, replaced or newly installed main. In the event that a property owner does not timely provide for connection to the replaced, relocated, or newly installed main, the property owner's water service will be discontinued when the old main is taken out of service. Notwithstanding any other District, rule, regulation or policy to the contrary, if water service is discontinued due to the failure of the property owner to timely provide for connection to the replaced, reconnected, or newly installed main, the District shall not restore water service to such property unless and until such property owner connects to the replaced, relocated or newly installed main and pays to the District the applicable reconnection fee of \$150.00 (or such amount as is set from time to time as the District's reconnection fee).

(Res. 32, July 19, 1960; amended by Res. 291, February 16, 1995.)

3.1.14.5 Discretion of the Board.

The Board of Directors may, in an appropriate case, after consideration of substantial evidence to support their action, grant relief from the provisions

of this Section 3.1.14, provided that the Board specifically determines that such action will not threaten the health, safety or welfare of existing customers of the District.

(Res. 32, July 19, 1960; amended by Res. 291, February 16, 1995.)

3.2 Water Rates and Billing.

3.2.1 Billing Period.

The regular billing period will be annually, monthly or bi-monthly at the option of the District. All services shall be furnished only on a continuous basis. No seasonal turnoffs will be allowed or permitted except as provided in Section 3.1.8.1.

(Res. 200, March 11, 1982.)

3.2.2 Meter Reading.

Meters will be read as nearly as possible on the same day of each month or every other month. Billing periods containing less than twenty-seven (27) days or more than thirty-three (33) days for bills rendered monthly or less than fifty-four (54) days or more than sixty-six (66) days for bills rendered bi-monthly will be prorated.

(Res. 200, March 11, 1982.)

3.2.3 Opening and Closing Bills.

Opening and closing bills for less than the normal billing period shall be prorated both as to minimum charges and quantity blocks and the greater amount shall be charged. Closing bills may be estimated by the District for the final period as an expediency to permit the customer to pay the closing bill at the time service is discontinued.

(Res. 200, March 11, 1982.)

3.2.4 Due Dates.

Water charges are due and payable at the office of the District on the date of mailing the bill to the property owner or his agent as designated in the application, and delinquent 25 days after the mailing date. Service may be suspended without further notice if payment is not made by the delinquent date.

(Res. 200, March 11, 1982.)

3.2.5 Payment of Bills.

Bills for metered water service shall be rendered at the end of each billing period. Flat rate service shall be billed in advance. Bills shall be payable on presentation. On each bill for water service rendered by the District shall be printed substantially the following: "To Assure Uninterrupted Service, Payment Must Be In Our Hands

By (Delinquent Date)."

(Res. 200, March 11, 1982.)

3.2.6 Billing of Separate Meters.

Separate bills will be rendered for each meter installation except where the District has, for its own convenience, installed two or more meters in place of one meter. Where such installations are made the meter readings will be combined for billing purposes.

(Res. 200, March 11, 1982.)

3.2.7 Customer's Guarantee.

The water charge begins when a service connection is installed and the meter is set. Before water is turned on by the District for any purpose whatever, the property owner must sign a form in which he guarantees payment of future water bills for the service required. The person signing the guarantee form or meter set form will be held liable for water used until the Board is notified in writing to discontinue service or to transfer the account to another property owner. All services shall be furnished only on a continuous basis. No seasonal turnoffs will be allowed or permitted except as provided in Section 3.1.8.1.

(Res. 200, March 11, 1982.)

3.2.8 Water Usage without Proper Application.

A person taking possession of premises and using water from an active service connection without having made application to the District for water service shall be held liable for the water delivered from the date of the last recorded meter reading, and if the meter is found inoperative the quantity consumed will be estimated. If proper application for water service is not made upon notification to do so by the District, and/or if accumulated bills for service are not paid immediately, the service may be suspended by the District without further notice.

(Res. 200, March 11, 1982.)

3.2.9 Meter Tests and Adjustment of Bills for Meter Error

3.2.9.1 Meter Tests.

All meters will be tested prior to installation and no meter will be installed which registers more than two percent (2%) fast. If a customer desires to have the meter serving his premises tested, he shall contact the District and request a field test of the meter. The field test shall be completed by the District at no charge to the customer and the customer shall be informed of the result. If the customer desires to have the meter tested in the meter shop of the District, he shall make such request on a form provided by the District and deposit Fifty Dollars (\$50.00) and shall be present when the meter is

tested in the meter shop of the District. Should the meter register more than two percent (2%) fast the deposit will be refunded, but should the meter register less than two percent (2%) fast, the customer shall pay the actual cost of District labor and expense to complete the meter test and certification. The deposit shall be applied against the amount charged to the customer.

(Res. 200, March 11, 1982; amended by Res. 353, June 20, 2006..)

3.2.9.2 Adjustment of Bills for Meter Error.

(a) Fast Meters. If a meter tested at the request of a customer is found to be more than two percent (2%) fast the excess charges for the time service was rendered to the customer requesting the test, or for a period of six months, whichever shall be the lesser, shall be refunded to the customer.

(b) Slow Meters. If a meter tested at the request of a customer is found to be more than twenty-five percent (25%) slow in the case of domestic services, or more than five percent (5%) slow for other than domestic services, the District may bill the customer for the amount of the undercharge based upon corrected meter readings for the period, not exceeding six months, that the meter was in use.

(Res. 200, March 11, 1982.)

3.2.9.3 Non-Registering Meters.

If a meter is found to be not registering, the charges for service shall be at the minimum monthly rate or based on the estimated consumption, whichever is greater. Such estimates shall be made from previous consumption for a comparable period or by such other method as is determined by the District and its decision shall be final.

(Res. 200, March 11, 1982.)

3.2.10 Water Rate Schedule.

The Board of Directors has established the following monthly rates for water service. The Basic Allocation Rate for use of 0 to 1300 cubic feet of water per month is \$4.20 per 100 cubic feet. (When Phase I general conservation measures are in effect, the rate for any quantity in excess of 1300 cubic feet per month is \$6.30 per 100 cubic feet.)

In addition to the Basic Allocation Rate (and the rate for any applicable excess), the Board of Directors has established the following minimum monthly charge:

5/8 x 3/4 inch meter (standard residential service)	\$17.50 per month
3/4 inch meter	\$18.50 per month
1 inch meter	\$19.50 per month

1 inch meter (residential fire service)	\$21.75 per month
1 ½ inch meter	\$23.50 per month
2 inch meter	\$28.50 per month
3 inch meter	\$34.50 per month
4 inch meter	\$57.50 per month

3.2.11 Water Rate Schedule – Commercial Fire Services:

Commercial Fire Services have detector check meters to detect any water that passes through the fire service water line. The detector check meter is a 5/8 X 3/4 inch meter. The Basic Allocation Rate is \$4.20 per 100 cubic feet.

In addition to the Basic Allocation Rate (and the rate for any applicable excess), the Board of Directors has established the following minimum monthly charge:

Crestline Division - 5/8 X 3/4 inch meter	\$21.00 per month
Lake Gregory Division - 5/8 X 3/4 inch meter	\$25.50 per month

(Amended by Res. 338, May 25, 2004.)

3.2.12 After Hours Charge.

In the event that “on-call” District personnel are called out after regular working hours to respond to a customer request, and the District General Manager determines that the customer is responsible for the field service call, the customer shall pay the actual cost of District labor, materials and equipment.

(Res. 353, June 20, 2006.)

3.3 Water Conservation.

3.3.1 Water Waste Prohibited.

No customer shall knowingly permit leaks or waste of water. Where water is wastefully or negligently used on a customer's premises, and such waste seriously affects the general service, the District may discontinue the service if such conditions are not corrected within five (5) days after giving the customer written notice.

(Res. 200, March 11, 1982.)

3.3.2 Customer Responsibility to Prevent Water Loss.

Each customer of the District is required to install a shut-off valve on the customer's side of the meter, outside the meter box, to allow on-site plumbing to be drained as necessary to prevent loss of water from frozen or broken pipes. It shall be the customers' responsibility to maintain their on-site plumbing and operate these valves as necessary to prevent water loss, especially during periods of freezing conditions

when the premises are unoccupied.

(Ord. 29, Section 2, February 21, 1991.)

3.3.3 Water Use Reduction Program.

No customer of the District shall make, cause, use or permit the use of water received from the District for any purpose in a manner contrary to any provision of this Section 3.3.3 or in an amount in excess of that use permitted by the conservation phase then in effect pursuant to this Section 3.3.3 or pursuant to action taken by the Board in accordance to the provisions herein.

(Ord. 29, Section 2, February 21, 1991.)

3.3.3.1 Phase I - General Water Use Reduction Program.

(1) Consumer Curtailment. The District has established a Surcharge for Excess Consumption which establishes 1,300 cubic feet per month as the basic allocation for each single family residential customer. The customer of record may request an increase in this basic allocation as provided in Section 3.3.4 below. Multi-Family, Commercial and Political Entity accounts may request an increase in this basic allocation based upon the number of units served and/or uses of water as provided in Section 3.3.4 below. Every consumer shall eliminate the waste of potable water from the District in an effort to conserve District water supplies.

(2) Surcharge for Excess Consumption. The rate for water used in excess of the basic allocation shall be one and one half times the rate for the basic allocation.

(Ord. 29, Section 2, February 21, 1991; amended by Ord. 30, Section 1, August 27, 1992.)

3.3.3.2 Phase II - 10 Percent Water Use Reduction Program.

(1) Consumer Curtailment. The basic allocation is reduced to 1,200 cubic feet per month. Every consumer shall eliminate the waste and non-essential use of potable water from the District in an effort to aid the District in achieving a ten percent reduction of the amount of water used by all consumers during calendar year 1990.

(2) Surcharge for Excess Consumption. The rate for water used in excess of the basic allocation shall be two (2) times the rate for the basic allowance.

(3) Prohibited Uses. It shall be unlawful for any consumer to use potable water from the District for the following uses:

(a) The washing of sidewalks, walkways, driveways, parking lots and all other hard-surfaced areas by direct hosing, except as may be necessary to properly dispose of flammable or otherwise dangerous liquids or substances, or as otherwise necessary to prevent or eliminate materials dangerous to the public health and safety;

(b) The escape of water through breaks, leaks or dripping faucets within the consumer's plumbing or private distribution system for any substantial period of time within which such break or leak should be reasonably have been discovered or corrected. It shall be presumed that a period of forty-eight hours after the consumer discovers such a leak or break, or receives notice from the District of such leak or break, whichever occurs first, is reasonable time within which to correct such leak or break;

(c) The use of running water during freezing weather to prevent the freezing of water lines. Water lines should be protected by other means.

(d) Using a hose to wash cars, trucks, boats, trailers or other vehicles unless it has a spring-release shut-off nozzle;

(e) Lawn or garden watering, or any other irrigation or other water use, in a manner which results in water runoff or over spray of the areas being watered. Every consumer is deemed to have under control at all times its water distribution lines and facilities, and to know the manner and extent of its water use and any runoff. Any irrigation, of landscaping installed after the date upon which this subsection has been activated, is prohibited;

(f) Sprinkling for dust control;

(g) Any water use that results in the runoff of water in street, gutters, driveways, or other waterways.

(Ord. 29, Section 2, February 21, 1991; amended by Ord. 30, Section 1, August 27, 1992.)

3.3.3.3 Phase III - 20 Percent Water Use Reduction Program.

(1) Consumer Curtailment. The basic allocation is reduced to 1,100 cubic feet per month. Every consumer shall eliminate the waste and non-essential use of potable water from the District in an effort to aid the District in achieving a twenty percent reduction of the amount of water used by all consumers during calendar year 1990.

(2) Surcharge for Excess Consumption. The rate for water used in excess of the basic allocation shall be two and one half (2 1/2) times the rate for the basic allowance.

(3) Prohibited Uses. It shall be unlawful for any consumer to use potable water from the District contrary to the provisions of Section 3.3.3.2 (3), or for the following uses:

(a) The draining and refilling of a pool or spa unless necessary for significant health or safety reasons:

(b) Using water for decorative fountains or the filling of decorative lakes or ponds, except when reclaimed or recycled water is used;

(Ord. 29, Section 2, February 21, 1991; amended by Ord. 30, Section 1, August 27, 1992.)

3.3.3.4 Phase IV - 30 Percent Water Use Reduction Program.

(1) Consumer Curtailment. The basic allocation is reduced to 900 cubic feet per month. Every consumer shall eliminate the waste and non-essential use of potable water from the District in an effort to aid the District in achieving a thirty percent reduction of the amount of water used by all consumers during calendar year 1990.

(2) Surcharge for Excess Consumption. The rate for water used in excess of the basic allocation shall be three (3) times the rate for the basic allowance.

(3) Prohibited Uses. It shall be unlawful for any consumer to use potable water from the District contrary to the provisions of Section 3.3.3.3 (3), or for the following uses:

(a) The filling of new pools or spas;

(b) Sewer or storm system flushing for normal maintenance, and fire department training, except as approved in writing by the District;

(c) Use of potable water for construction;

(d) The washing of motor vehicles, trailers, boats or other vehicles by hosing, or by use of water directly from faucets or other outlets, except: it shall be lawful to wash such vehicles from water contained in a bucket or container not exceeding three (3) gallon capacity; and this prohibition shall not be applicable to the washing of such vehicles at commercial vehicle washing facilities operated at fixed locations which employ water recycling equipment.

(e) Lawn or garden watering, or any other irrigation, beyond what is needed to sustain plant life.

(Ord. 29, Section 2, February 21, 1991; amended by Ord. 30, Section 1, August 27, 1992.)

3.3.3.5 Phase V - 40 Percent Water Use Reduction Program.

(1) Consumer Curtailment. The basic allocation is reduced to 800 cubic feet per month. Every consumer shall eliminate the waste and non-essential use of potable water from the District in an effort to aid the District in achieving a forty percent reduction of the amount of water used by all consumers during calendar year 1990.

(2) Surcharge for Excess Consumption. The rate for water used in excess of the basic allocation shall be three and one half (3 1/2) times the rate for the basic allowance.

(3) Prohibited Uses. It shall be unlawful for any consumer to use potable water from the District contrary to the provisions of Section 3.3.3.4 (3), or for the following uses:

(a) The use of potable water for any non-essential outdoor use. Essential uses of potable water are uses necessary for the health, sanitation, fire protection or safety of the consumer or public.

(Ord. 29, Section 2, February 21, 1991; amended by Ord. 30, Section 1, August 27, 1992.)

3.3.3.6 Phase VI - 50 Percent Water Use Reduction Program

(1) Consumer Curtailment. The basic allocation is reduced to 700 cubic feet per month. Every consumer shall eliminate the waste and non-essential use of potable water from the District in an effort to aid the District in achieving a fifty percent reduction of the amount of water used by all consumers during calendar year 1990.

(2) Surcharge for Excess Consumption. The rate for water used in excess of the basic allocation shall be four (4) times the rate for the basic allowance.

(3) Prohibited Uses. It shall be unlawful for any consumer to use potable water from the District contrary to the provisions of Section 3.3.3.5 (3), or for any non-essential use. Essential uses of potable water are uses necessary for the health, sanitation, fire protection or safety of the consumer or public.

(Ord. 29, Section 2, February 21, 1991; amended by Ord. 30, Section 1, August 27, 1992.)

3.3.4 Exceptions to Water Use Reduction Program.

3.3.4.1 Exceptions to Basic Allocation.

Exceptions to increase the amount of water which may be used without exceeding the basic allotment may be granted by the District Manager or his designee, upon written request for the following reasons:

- (1) Substantiated medical requirements.
- (2) Multiple family units served by a single meter.
- (3) A single family residential household exceeding six (6) residents.
- (4) Unnecessary and undue hardship to the consumer or the public, including but not limited to, adverse economic impacts.

(Ord. 29, Section 3, February 21, 1991.)

3.3.4.2 Exceptions to Prohibited Uses.

Exceptions to prohibited uses may be granted by the General Manager or his designee, upon written request if it is found and determined that failure to do so would cause an unnecessary and undue hardship to the consumer or the public, including, but not limited to, adverse economic impacts.

(Ord. 29, Section 3, February 21, 1991.)

3.3.4.3 Further Exceptions to Prohibited Uses.

Exceptions to prohibited uses shall be granted by the General Manager or his designee, upon written request if it is found and determined that failure to do so would cause an emergency condition affecting the health, sanitation, fire protection or safety of the consumer or the public.

(Ord. 29, Section 3, February 21, 1991.)

3.3.5 Water Use Reduction Program Phase Implementation.

The District shall monitor and evaluate the projected supply and demand for water by its customers, and shall recommend to the Board of Directors any change in customer curtailment as indicated in the respective phases of Section 3.3.3. The Board of Directors shall, by resolution, order that the appropriate phase of water use reduction be implemented. The effective date of said phase change shall be published once in a local newspaper and a notice shall be mailed to all property owners and customers of record within 10 days after the adoption date of the resolution changing the phase of water use reduction. Said phase shall remain in effect until a different phase is initiated and made effective pursuant to the provisions of this section. The District can, by resolution, order a more stringent phase be implemented, and it need not order one phase at a time.

(Ord. 29, Section 4, February 21, 1991.)

3.3.6 Enforcement of Water Use Reduction Program.

Any consumer who violates the provisions of Section 3.3.3 herein may be cited by the District or its representative.

(Ord. 29, Section 5, February 21, 1991.)

3.3.6.1 Excess Use.

When the requirements of Sections 3.3.3.1, 3.3.3.2, 3.3.3.3, 3.3.3.4, 3.3.3.5 or 3.3.3.6 are in effect, any customer using more than 125% of the basic allocation, for any billing period, will be warned that such use is considered waste of water, and that a reduction in use is required to avoid being subject to the enforcement provisions of Section 3.3.6.2.

(Ord. 29, Section 5, February 21, 1991.)

3.3.6.2 Enforcement Provisions.

(1) First Violation. Any consumer found by the District to be violating the regulations and restrictions on water use set forth in Section 3.3.3 shall receive a written warning, which describes the penalty for subsequent violations.

(2) Second Violation. In the event that a second violation is found by the District, the District may add a single \$50 charge to the next water bill of the premises for which or upon which the violation has occurred.

(3) Third Violation. In the event that a third violation is found by the District, the District will discontinue the water service pursuant to Section 3.1.8 and the appropriate reinstatement charge will apply. Installation of a flow restrictor may be required before service is reinstated. If the installation of a flow restrictor is required, the District may add a charge to the next water bill of the premises, that covers the cost of said installation.

(Ord. 29, Section 5, February 21, 1991.)

3.3.7 Property Owner Responsibility to Provide Notification of Water Use Reduction Program.

It is the responsibility of each property owner to notify any person or persons that use their premises, including, but not limited to weekend rentals, multi-unit apartments, motels and commercial buildings, of any water use restrictions currently in effect.

The District will mail a notice to all property owners and customers of record within 10 days of the adoption date of a water use reduction phase change.

(Ord. 29, Section 7, February 21, 1991.)

3.3.8 Use of Surcharge and Other Charges.

The revenues collected by the District as a result of consumer use of water in excess of the basic allocation set forth in Section 3.3.3 and the charges to be added to consumer bills set forth in Section 3.3.6.2 (2) shall be deposited into the operating fund as reimbursement for the District's costs and expenses of administration and enforcement of the Water Use Reduction Program, and to provide funding to promote, encourage and implement water conservation programs.

(Ord. 29, Section 9, February 21, 1991.)

3.3.9 Restrictions on New Connections.

A new service connection shall only be granted upon the following conditions being met: (a) Equipped with ultralow-flush toilets and low-flow showers, faucets and appliances; (b) Equipped with an approved hot water circulation system; (c) Use of drought tolerant or native plants for exterior landscaping. Information regarding required devices and landscaping may be obtained at the District's office.

(Ord. 29, Section 6, February 21, 1991.)

CHAPTER FOUR

4 FINANCIAL MATTERS

4.1 Appointment of an Auditor.

In accordance with Section 30540 (b) of the Water Code, the Board of Directors retains an auditor as an independent contractor to conduct an annual audit of the District's books, records and financial affairs.

(See, for example, Res. 1, May 18, 1954.)

4.2 Investment of Funds in Local Agency Investment Fund.

The Board authorizes the deposit and withdrawal of District monies in the Local Agency Investment Fund in the State Treasury in accordance with the provisions of Section 16429.1 of the Government Code for the purpose of investment as stated therein.

(Res. 220, December 8, 1983.)

4.3 Investment Policy.

The Board has adopted a formal investment policy and is required to review that policy each year in a public meeting as required by the California Government Code.

(Res. 296, February 20, 1996.)

4.4 Expenditures of District.

The Funds of the District shall be paid out and expended solely and only upon accounts approved by a majority of the members of the Board.

(Res. 127, March 7, 1978; amended by Res. 186, January 15, 1981; amended by Res. 187, January 15, 1981.)

4.5 Financial Institutions.

The Board shall designate the financial institution or institutions in which all funds of the District shall be deposited. The officers of the District and the members of the Board are authorized to execute such forms and signature cards as are required by such financial institution(s) to deposit and withdraw District funds.

(See, for example, Res. 2, May 18, 1954.)

4.6 Acceptance of Deeds and Easements.

The General Manager of the District, the Chief Engineer of the District, or the Secretary of the District, or any of them, are hereby authorized as agents of the District to accept and consent to deeds or grants conveying any interest in or easement upon real estate to the District. Either of the aforementioned agents of the District may execute a certificate of acceptance as provided in Section 27281 of the Government Code certifying that the interest in real property conveyed by any deed is accepted by the District pursuant to authority vested in said agents of the District by resolution, and further certifying that the grantee consents to the recordation of said deed by either of said duly authorized agents. Any of said agents are hereby authorized and directed to attach his written acceptance to any deeds or grants executed on authority of the Board of Directors and to be recorded.

(Res. 190, April 16, 1981.)

4.7 Reserves

The District has developed a set of reserve guidelines for handling revenues. These do not include Checking, Savings or Investment accounts, which are handled under other policies. Within these guidelines, the following reserve categories have been developed:

Reserves for Purchased Water are set aside and balanced each budget year. The District maintains a \$700,000.00 per year reserve to be used exclusively for the purchase of finished water. This value is a fixed amount based on historical purchase of water, and any and all use is re-funded annually as needed. These reserves are exclusively for the purchase of drinking water from wholesale providers, and the reserve value can be adjusted by Board action.

Minimum Emergency Reserves are a fixed dollar amount of \$300,000.00 each year, and are maintained for catastrophic response. This value is reviewed each year, and can be adjusted to adapt to potential concerns as needed. Emergency Reserves can be utilized for any and all emergency needs.

Reserves for Future Improvements are set at a percentage of total Operating Revenues each year. This value is typically between 6.5% and 7.5%, and is adjusted based on other improvement projects that are budgeted. Normally referenced as 'Reserves for Capital Improvements', this category is primarily utilized for well development and reservoir concerns, but can be used for improvements to all District facilities and appurtenances.

In addition to the above accounts, the Board may approve the creation of any additional accounts, whether temporary or permanent, as the Board deems necessary or appropriate.

CHAPTER FIVE

5 CONFLICT OF INTEREST

5.1 General Requirements.

The terms of California Code of Regulations, Title 2, section 18730, and any amendments thereto duly adopted by the Fair Political Practices Commission, are incorporated by reference into the Conflict of Interest Code for Crestline Village Water District.

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res. 191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.2 Designated Positions for Disclosure Purposes.

5.2.1 General and Special Counsel.

The persons occupying the following positions are “Designated Employees” and must disclose the financial interests defined in Categories 1, 2 and 3 as set forth in Section 5.3:

- (1) General Counsel
- (2) Special Counsel

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res.191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.2.2 Other Positions.

The persons occupying the following positions are “Designated Employees” and must disclose the financial interests defined in Categories 2 and 3 as set forth in Section 5.3:

- (1) District Engineer
- (2) District Auditor
- (3) Consultants

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res.191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.3 Financial Interests That Must Be Reported.

5.3.1 Category 1.

Interests in real property, other than a principle residence located within the jurisdiction, if the interest in real property may foreseeably be affected materially by any decision made or participated in by the Designated Employee by virtue of his or her position.

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res.191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.3.2 Category 2.

Investments in or income from business entities or individuals which are of the type which within the previous two years have provided services, equipment, materials, vehicles or supplies to the District.

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res.191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.3.3 Category 3.

Business positions, including any position as a director, officer, partner, trustee, employee or any such management position, held in a business entity of the type identified in Category 2.

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res.191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.3.4 Consultants.

The General Manager of the District may determine in writing that a particular consultant, although a "Designated Employee," is hired to perform a range of duties that are limited in scope and thus is not required to comply with the disclosure requirements described in this Chapter. Such determination shall include a description of the consultant's duties and, based upon that description, a statement of the extent of disclosure requirements. These written determinations shall remain on file in the same manner and location as the District's Conflict of Interest Code. Nothing herein excuses any such consultant from any other provision of the District's Conflict of Interest Code.

(Res. 88, March 19, 1974; amended by Res. 118, February 15, 1977; amended by Res. 118a, February 15, 1977; amended by Res.191, April 19, 1981; amended by Res. 275, September 24, 1992; amended by Res. 303, November 19, 1996.)

5.4 Filing of Statements of Economic Interest.

Designated Employees shall file their statements with the Secretary of the Board of Directors of the District who will retain the statements and make them available for public inspection and reproduction pursuant to Government Code section 81008.

(Res. 303, November 19, 1996.)

5.5 Opinions of the General Counsel.

Any Designated Employee who is unsure of any right or obligation arising under the District's Conflict of Interest Code may request an opinion from the District's General Counsel.

(Res. 303, November 19, 1996.)

5.6 Officials Who Manage Public Investments.

It has been determined that the persons in the positions listed below manage public investments and will file a statement of economic interests (Form 721) pursuant to Government Code section 87200.

- (1) Members of the Board of Directors
- (2) General Manager
- (3) Secretary of the Board
- (4) Office Manager

(Res. 303, November 19, 1996.)

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CHAPTER SIX

6 OTHER MATTERS

6.1 Local Guidelines for Implementing CEQA.

The Board of Directors of Crestline Village Water District has adopted the State CEQA Guidelines as the District's Local Guidelines for Implementing CEQA. The State CEQA Guidelines are located in 14 Cal. Code Regs. Section 15000 et seq. which is incorporated herein by this reference.

(Res.79, February 20, 1973; amended by Res. 109, April 22, 1975; amended by Res. 133, May 2, 1978; amended by Res. 211, September 9, 1982; amended by Res. 220, December 8, 1983.)

6.2 Records Retention and Management

6.2.1 Purpose

To create an accurate and detailed guideline for staff regarding the retention or disposal of Crestline Village Water District (District) records; provide for the identification, maintenance, safeguarding and disposal of records in the normal course of business; ensure prompt and accurate retrieval of records; and, ensure compliance with legal and regulatory requirements.

6.2.2 General Policy

The District has a large variety of records in varying formats and media. This policy sets the guidelines by which records are processed, stored, handled and destroyed, as well as the legal minimum length of retention for each record type. It has been the practice of the District to save all records indefinitely, and destruction happens very rarely. With the advent of digital records management, the District will have greater control over handling and destruction of records.

6.2.3 Provisions

- a. Vital and important records, regardless of recording media, are those having legal, financial, operational or historic value to the District.

b. The General Manager is authorized by the Board of Directors to interpret and implement this policy, and to cause to be destroyed any or all such records, papers and documents that meet the qualifications governing the retention and disposal records, specified below.

i. Pursuant to the provisions of California Government Code Sections 60200 through 60203, and the guidelines prepared by the State Controller's office and the Controller's Advisory Committee for Special Districts, the following qualification will govern the retention and disposal of records of the District. Duplicate records, papers and documents may be destroyed at any time without the necessity of Board authorization or copying to photographic or electronic media.

ii. In no instances are records, papers or documents to be destroyed where there is a continuing need for such records for such matters as pending litigation, special projects, etc.

iii. Records, papers or documents which are not expressly required by law to be filed and preserved may be destroyed if all of the following conditions are met:

1. The record, paper or document is adequately copied or stored in electronic media or in a cloud computing storage service in compliance with Government Code Section 12168.7; and,
2. The device used to reproduce such record, paper or document is one which accurately reproduces the original thereof in all details; and,
3. The reproduced record, paper or document is placed in a conveniently accessible location and provisions are made for preserving, examining and use.

c. Upon determination of records eligible for destruction, a Records Disposition Form shall be completed by office staff and approved by the General Manager. This approval shall occur before the records are destroyed. Once approved, the records shall be properly destroyed, and the completed form shall be returned to the Office Manager for permanent retention.

6.2.4 Records Retention Schedule

A "Records Retention Schedule" shall be approved by the Board of Directors and may be updated from time to time. This policy and the Records Retention Schedule comply with the records retention guidelines provided by the California Secretary of State and may be updated from time to time.

6.3 Public Records Policy

Public records of Crestline Village Water District shall be open to inspection during regular office hours of the District to the extent required by law, and except as otherwise provided herein. "Public records" are all records of the District retained in the ordinary course of District business and in accordance with the District's Record Retention Schedule, as may be amended from time to time, and which is incorporated herein by reference, except as otherwise provided herein. "Public records" are all records of the District except those which are exempt from disclosure by the California Public Records Act (Gov. Code Section 6250).

6.3.1 Procedure

Any person desiring to inspect any public record shall identify himself or herself and shall identify the specific records desired to be inspected. The District shall, in accordance with Government Code Section 6253.1, assist the member of the public to make a focused and effective request that reasonably describes an identifiable record or records to the extent reasonable.

Any person may obtain a copy of an identifiable public record unless exempt from disclosure. Upon request, an exact copy shall be provided unless impracticable to do so.

With ten (10) calendar days after the receipt of such request, the Secretary of the District or designee shall determine whether to comply with such request and shall immediately notify the person making the request of such determination and the reasons therefor. If the Secretary of the District is uncertain whether the record is exempt from disclosure under the California Public Records Act or whether, given the facts of the particular case, the public interest served by not making the record public clearly outweighs the public interest served by disclosure of the record, the Secretary shall consult with legal counsel for the District during this initial 10-day period. In unusual circumstances, the General Manager of the District may, by written notice to the person making the request, extend the response time by a period not to exceed an additional fourteen (14) calendar days to comply with such request. Unusual circumstances mean the need to search for and collect requested records from field facilities or other locations separate from the office processing the request; or the need to search for, collect and examine a

voluminous amount of records to comply with the request; or the need for consultation with another agency having a substantial interest in the determination of the request; or the need to compile data, to write programming language or a computer program, or to construct a computer report to extract data.

Upon any request for a copy of public records which reasonably describes an identifiable record or information produced therefrom and which is not otherwise exempt from disclosure, the District shall make the records promptly available to any person upon payment of fees covering the direct costs of duplication. A response to a written request for inspection or copies of public records that includes a determination that the request is denied, in whole or in part, shall be in writing.

Should any request for public records contain exempt information including, but not limited to that listed under Government Code Sections 6253.5 and 6254, any reasonable segregable portion of such record shall be provided to any person requesting such record after deletion of the portions which are exempt from disclosure by law.

Inspection of public records shall be made only in a District office, and no document shall be removed therefrom. A representative of the District will be present during the inspection of any records.

The public records policy of the District shall at all times be subject to the California Public Records Act as it may be amended from time to time, and if there is any conflict between that Act and this policy, the Act shall prevail.

6.3.2 Copies Pursuant to the Political Reform Act of 1974

Notwithstanding the other provisions of the District's Public Records Policy, public records requested pursuant to the Political Reform Act of 1974 (Gov. Code Section 81000), shall be open for public inspection and reproduction during regular business hours, and not later than the second business day following the day on which such document was received from a public officeholder or other person subject to the Political Reform Act.

No conditions whatsoever shall be placed on those persons desiring to inspect or reproduce reports or statements filed pursuant to the Political Reform Act, nor shall any information or identification be required from such persons.

Copies shall be provided at a cost of ten cents (\$0.10) per page, and the filing officer of the District may charge a retrieval fee not to exceed five dollars (\$5.00) per request for copies of reports and statements which are five (5) or more years old. A request for more than one (1) report or statement or report and statement at the same time will be considered as a single request.

6.3.3 District Copy Cost Schedule

A request for a copy of an identifiable written public record or information produced therefrom, or a certified copy of such record, shall be accompanied by payment of a fee in the amount of ten cents (\$0.10) per page if no copy is larger

than 8-1/2" x 11". If the size of the copy of the record is in excess of 8-1/2" x 11", a request for such copy shall be accompanied by payment of a fee in the amount fixed by the General Manager, provided the amount so fixed shall not be more than ten cents (\$0.10) time the number of 8-1/2" x 11" pages into which each copied sheet could be divided if so desired. The cost for records made available in an electronic format shall be determined under the Electronic Records section above.

Requests for a mailed copy of the Board of Directors' monthly agenda will be directed to the District Secretary. Copies of the agenda will be provided upon compliance and payment of the fee in the amount of eight dollars and sixty cents (\$8.60) for each agenda requested according to the Copy Cost Schedule, to cover the direct cost of duplication, postage and labor.

Black and White Copies

8-1/2" x 11"	\$0.10
8-1/2" x 14"	\$0.10
11" x 17"	\$0.10

Color Copies

8-1/2" x 11"	\$1.60
8-1/2" x 14"	\$1.60
11" x 17"	\$2.80

Electronic Records \$0.10 per copy

Mailing Service Fees

Postage per Ounce	Current First-Class rate per USPS
Staff Labor	Current burdened cost rate of staff

Board Meeting Agendas

Mailed Board Agenda	\$8.60, includes postage, paper and staff costs
Board Package	\$0.10 per copy

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