### **RULE NO.**

#### 1. **DEFINITIONS**

#### 2. DESCRIPTION AND LIMITATIONS ON SERVICE

- I. WATER
  - A. Quantities
  - B. Quality
- II. SEWER
  - A. In General
  - B. Capacity Limitations
- III. WILL SERVE
  - A. Requirements Prior to Will Serve Commitment

#### 3. APPLICATION FOR SERVICE AND GENERAL MATTERS

- I. APPLICATION FOR SERVICE
  - A. Contents
  - B. Effect of Application
  - C. Purpose
- II. SPECIAL CASES
- III. WAIVER OF FEES, CHARGES, ETC.

#### 4. NOTICES

- I. NOTICES TO CUSTOMERS
  - A. In writing
  - B. Exception
- II. NOTICE FROM CUSTOMERS

#### 5. RENDERING AND PAYMENT OF BILLS

- I. RENDERING OF BILLS
  - A. Metered Service
  - B. Proration of Bills
- II. PAYMENT OF BILLS AND PENALTY FOR NON-PAYMENT

- III. APPLICATION OF PAYMENTS
  - A. Annual Notice
  - B. Biennial Review of Operation and Maintenance Charges

#### 6. DISCONTINUANCE AND RESTORATION OF SERVICE

- I. WATER SERVICE
  - A. Customer's Request for Discontinuance of Water Service
  - B. Discontinuance of Water Service by District
  - C. Restoration of Water Service and Charge for Same
- II. SEWER SERVICE
  - A. Policy
  - B. Discontinuance in Exceptional Circumstances
  - C. Notice
  - D. Capping of illegal sewer lines
  - E. Charges
  - F. Restoration of Sewer Service
- III. REFUSAL TO SERVE
  - A. Conditions for Refusal
  - B. Notification to Customers

#### 7. INFORMATION AVAILABLE TO THE PUBLIC

- I. GENERAL INFORMATION
  - A. Water Quality Report
  - B. Rules and Regulations
- II. RATES
- III. NEW OR REVISED RATES
- IV. REQUEST FOR PUBLIC RECORDS

#### 8. CONTINUITY OF SERVICE

- I. EMERGENCY INTERRUPTIONS
- II. SCHEDULED INTERRUPTIONS
- III. APPORTIONMENT OF WATER SUPPLY DURING TIMES OF SHORTAGE
- IV. LANDLORD'S STANDING ORDER AGREEMENTS

### 9. MAIN EXTENSIONS, FACILITY ADDITIONS, AND HYDRANT INSTALLATIONS

- I. WATER AND SEWER MAIN EXTENSIONS, AND FACILITY ADDITIONS
- II. HYDRANT INSTALLATION

#### 10. FIRE PROTECTION

- I. GENERAL
  - A. Use of Fire Hydrants

### 11. ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

- I. ESTABLISHMENT OF CREDIT
- II. RE-ESTABLISHMENT OF CREDIT

#### 12. DEPOSITS

- I. AMOUNT TO ESTABLISH OR RE-ESTABLISH CREDIT
- II. APPLICATION TO UNPAID ACCOUNTS
- III. RETURN OF DEPOSITS
- IV. INTEREST ON DEPOSIT

#### 13. TEMPORARY SERVICE

- I. ESTABLISHMENT OF TEMPORARY SERVICE
- II. CHANGE TO PERMANENT STATUS

#### 14. DISPUTED BILLS

I. DISPUTED BILLS

#### 15. WATER SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES

- I. INSTALLATION
  - A. Water Service Connections
  - B. Protective Devices on Water Service Connections
  - C. Maintenance
  - D. Right of Access to Premises of Customer
  - E. Responsibility for Loss or Damage

#### II. FEES FOR WATER CONNECTION

#### 16. NEW DEVELOPMENT

I. New Development Requirements / Deposit Trust Account

#### 17. SERVICE AREA

### 18. INTERPRETATIONS AND DEVIATIONS RELIEF ON APPLICATION ON OWN MOTION

- I. RELIEF ON CUSTOMERS'S APPLICATION
- II. RELIEF ON DISTRICT'S MOTION

#### 19. WATER METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

- I. TESTS
  - A. Prior to Installation
  - B. On Customer Request
- II. ADJUSTMENT OF BILLS FOR METER ERRORS
  - A. Fast Meters
  - B. Slow Meters
  - C. Non-registering Meters

## 20. SERVICE TO SEPARATE PREMISES AND MULTIPLE UNITS, AND RESALE OF WATER

- I. EXISTING SERVICE AND CONVERSION REQUIREMENTS
- II. FUTURE SERVICEA
- III. RESALE OF WATER

### 21. WATER SERVICE RULES, FEES, CHARGE AND RATES

- I. METERED WATER RATES, FEES AND CHARGES
  - A. Availability of Water Service
  - B. Applicability of Water Rules, Rates, Fees and Charges
  - C. Rates, Fees and Charges
  - D. Service to an Attached Accessory Dwelling
  - E. Infirm Care Units
  - F. Non-Taxpaying Customers
  - G. Special Conditions

- II. WATER SERVICE CONSTRUCTION CONNECTION RULES, RATES, FEES AND CHARGES
  - A. Availability of Water and Service Connection
  - B. Applicability of Water Service Connection Rules, Rates, Fees, and Charges
  - C. Fees and Charges for Taps and Water Facilities
  - D. Special Conditions

#### III. INSTALLATION FEES

- A. New Customer Set-up Fee
- B. Reinstallation of Disconnected Service Fees
- C. Fee Adjustment for Time or Replacement
- D. Special Conditions
- IV. IRRIGATION SERVICE

### 22. SEWER SERVICE RULES, RATES, FEES AND CHARGES

- I. SEWER RATES FOR SERVICE CLASSIFICATIONS-GENERALLY
  - A. Availability and Requirement of Sewer Service
  - B. Modification of Existing Sewer
  - C. Water Meter Requirement
  - D. Properties with Well Water Capability
  - E. Special Charges for Unauthorized Uses
  - F. Guidelines for Customer Charges
  - G. Accessory Dwelling
  - H. Maintenance
  - I. Right of Access to Premises of Customers
  - J. Responsibility for Loss or Damage
  - K. Infirm Care Unit

#### II. SEWER REVENUE SYSTEM

- A. Capitalization Fund
- B. Fees, Penalties & Extra Ordinary Charges
- C. The User Charge System
- III. SEWER RULES, RATES, FEES, AND CHARGES FOR RESIDENTIAL SERVICE CLASSIFICATIONS
  - A. Applicability
  - B. Sewer Service Charge
  - C. Establishing Sewer Service Charge
  - D. New Customer Set-up Fee
- IV. SEWER RULES, RATES, FEES, AND CHARGES FOR COMMERCIAL AND INDUSTRIAL SERVICE CLASSIFICATION

- A. Applicability
- B. Sewer Service Charge
- C. New Customer Set-up Fee
- D. Emergency Service Fees

## V. SEWER SERVICE CONNECTION RULES, RATES, FEES AND CHARGES

- A. Separate Services
- B. General Sewer Facilities Charges
- C. Payment
- D. Customer Refusal to Connect
- E. Sparks' Inspection Fees
- F. Tap Fee
- G. Additional Charges
- H. Refund Procedure
- I. Special Conditions

#### VI. IRRIGATION SERVICE

#### 23. ADDITIONAL CHARGES

- I. PLAN CHECKING FEE AND CONSTRUCTION INSPECTION FEES
  - A. Notice
  - B. Plan Check Fee
  - C. Construction Inspection Fee
- II. Bulk SINGLE USE OF WATER
- III. SEWER STUBS
- IV. RETURN CHECK / DISPUTED DEBIT/CREDIT CHARGE
- V. DEBIT/CREDIT CARD/ONLINE PAYMENT SERVICE FEE
- VI. FACILITY DAMAGE FEE

#### 24. ANNEXATION

- I. APPLICATION FOR ANNEXATION
- II. MATTERS TO BE DETERMINED PRIOR TO FINAL ANNEXATION
- III. ANNEXATION AND HEARING THEREON
- IV. OTHER CHARGES

#### 25. GENERAL PROVISIONS

- WORDS AND PHRASES
- II. SEPARABILITY

## 26. SOLID WASTE COLLECTION RULES AND/OR REGULATIONS DEFINITIONS, RULES AND REGULATIONS

- I. DEFINITIONS
- II. GENERAL REGULATIONS
- III. GARBAGE/RECYCLABLES STORAGE
- IV. CONTAINERS
- V. REFUSE OWNERSHIP AND RESPONSIBILITY
- VI. BILLING PROCEDURES
- VII. RATES
- VIII. PENALTIES FOR VIOLATIONS

#### 27. SPHERE OF INFLUENCE SERVICE AREA

### 28. RECREATION

- I. PURPOSE
- II. POLICIES
  - A. Definitions
  - B. User Groups
  - C. Service Levels
  - D. Smoke-Free/Vape-Free Policy
  - E. Recreation Fund Policy
  - F. Park and Facility Naming Policies and Procedures
- III. RESPONSIBILITIES
  - A. Policy Guidelines
  - B. Government & Non-Profit Organizations
  - C. Deposits/Refunds
  - D. Criteria