

**NORTH TAHOE PUBLIC UTILITY DISTRICT  
WATER ORDINANCE  
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# SECTION 1

## GENERAL

### 1.01 PURPOSE

The purpose of this Ordinance is to establish the rules, regulations, conditions of service, and rates for water service by the North Tahoe Public Utility District.

### 1.02 ENFORCEMENT OF ORDINANCE, RULES, AND REGULATIONS

The General Manager of said District is hereby charged with enforcement of the provisions of this Ordinance and Rules and Regulations made pursuant thereto. The Board of Directors shall establish such rules and regulations as may be necessary for the safe, economical and efficient operation, management, and protection of said District system, and such rules and regulations as may be necessary for the regulation, collection, rebating, and refunding of applicable rates and/or service charges.

### 1.03 DEFINITIONS

- A. A.W.W.A.  
American Water Works Association.
- B. Allowable Use  
Allowable use is the amount of water in gallons that can be used without an additional charge for usage being made. See EXHIBIT "A", WATER RATES.
- C. Approved  
Accepted by the District as meeting an applicable specification stated or cited in this ordinance, or as suitable for the proposed use.
- D. Auxiliary Water Supply  
Any water supply available to the premises other than the approved public water supply will be considered as an auxiliary water supply. The auxiliary water supply may include another purveyor's public potable water supply, or any natural source such as a well, spring, stream, lake, etc. or reclaimed water.
- E. Backflow  
The reversal of the normal flow of water caused by either backpressure or backsiphonage.
- F. Backflow Preventer  
An assembly or means designed to prevent backflow.
- G. Backpressure  
The presence of a pressure in any portion of the customer's service greater than the pressure at the service connection.
- H. Backsiphonage

The flow of water or other liquids, mixtures or substances into the distribution pipes of a potable water supply from any source other than its intended source caused by a reduction of pressure in the potable water supply system.

I. Contamination

An impairment of the quality of potable water by sewage, industrial fluids, waste fluids, compounds, or other materials to a degree which creates an actual or potential hazard to the public health through poisoning, toxicity, or the spread of disease.

J. Cross-Connection

Any physical connection or arrangement or piping or fixtures between two otherwise separate piping systems one of which contains potable water and the other non-potable water or industrial fluids of questionable safety, through which, or because of which, backflow or back-siphongage may occur into the potable water system.

K. Cross-Connections, Controlled

A connection between a potable water system and a non-potable water system with an approved backflow prevention assembly properly installed and maintained so that it will continuously afford the protection commensurate with the degree of hazard.

L. Cross-Connection Control

The installation of an approved backflow prevention assembly at the water service connection to any customer's premises.

M. Customer

The owner of a parcel, or their authorized agent, receiving water service from the District.

N. Daily Allowable Usage

Daily allowable usage is the monthly gallons allowed as shown in EXHIBIT "A", WATER RATES, divided by 30 days.

O. District

The North Tahoe Public Utility District, County of Placer, State of California.

P. District Board or Board

Board of Directors of the North Tahoe Public Utility District, an elected body.

Q. Hazard, Degree of

The term is derived from an evaluation of the potential risk to public health and the adverse effect of the hazard upon the potable water system.

1. Hazard - Health

Any condition, device, or practice in the water supply system and its operation which could create, or in the judgment of the District, may create a danger to the health and well being of the water customers.

2. Hazard - Plumbing

A plumbing type cross-connection in a consumer's potable water system that has not been properly protected by an approved air-gap or approved backflow prevention assembly.

3. Hazard - Pollution

An actual or potential threat to the physical properties of the water system or to the potability of the public or the customer's potable water system, but which would constitute a nuisance or be esthetically objectionable or could cause damage to the system or its appurtenance, but would not be dangerous to health.

4. Hazard - System

An actual or potential threat of severe damage to the physical properties of the public potable water system or the consumer's potable water system or of a pollution or contamination which would have a protracted affect on the quality of the potable water in the system.

R. Industrial Fluids System

Any system containing a fluid or solution which may be chemically, biologically or otherwise contaminated or polluted in a form or concentration such as would constitute a health, system, pollution, or plumbing hazard if introduced into an approved potable water supply. This may include but not be limited to: polluted or contaminated waters; all types of process waters and "used water" originating from the public potable water system which may have deteriorated in sanitary quality; chemicals in fluid form; plating acids and alkalines; circulating cooling waters connected to an open cooling tower and/or cooling towers that are chemically or biologically treated or stabilized with toxic substances; contaminated natural waters from wells, springs, streams, rivers, irrigation canals or systems, etc; oils, gases, glycerin, paraffins, caustic and acid solutions and other liquid and gaseous fluids used in industrial or other purposes or for fire-fighting purposes.

S. Meter Read Cycle

The number of days between meter reads.

T. Multi-family Uses

All plumbing fixtures in hotels, motels, condominiums, apartments, townhouses, or duplexes.

U. New Uses

Any uses incorporated in new construction or added to existing structures through remodeling taking place after the date of adoption of this Ordinance.

V. Parcel

A term utilized by Placer County to define and identify land subdivision. A parcel represents a division of land where ownership may be transferred.

W. Pollution

Means the presence of any foreign substance (organic, inorganic, or biological) in water which tends to degrade its quality so as to constitute a hazard or impair the usefulness or quality of the water to a degree which does not create an actual hazard to the public health, but which does adversely and unreasonably affect such waters for domestic use.

- X. Potable Water  
Any water, which according to recognized standards, is safe for human consumption.
- Y. Pressure Reducing Valve  
A valve device providing regulation of water pressure to limit the pressure for use within a structure.
- Z. Pressure Relief Valve  
A valve device providing relief of surges in the system due to excessive pressure within or external to the structure.
- AA. Public Uses  
All plumbing fixtures in commercial or industrial establishments, in restaurants, bars, public buildings, comfort stations, schools, gymnasiums, or places to which the public is invited or which are frequented by the public without special permission or special invitation and other installation (whether pay or free) where fixtures are installed so that their use is similarly unrestricted.
- AB. Residential Unit  
A structure or a separate space or unit, which has a fully-contained living facility with kitchen or kitchenette, living area, bedroom area and separate entrance, which is determined by the District to be a single unit for purposes of receiving water service. Such unit may or may not be individually metered. The District will be the sole determining authority as to residential units.
- AC. Self Closing Valve  
A water valve designed to close by spring or water pressure when left unattended.
- AD. Service Unit  
A service unit is a single-family dwelling or the equivalent of a single-family dwelling. This is the minimum service level.
- AE. Single Family Uses  
All plumbing fixtures in single-family residences.
- AF. Time and Material Costs  
Time and material costs shall include labor, materials, equipment, outside contractors and the appropriate overhead on all of these charges.
- AG. Uniform Plumbing Code (UPC)  
A code published and updated periodically by the International Association of Plumbing and Mechanical Officials.
- AH. Water Closet Reservoir Device

A device designed to reduce the flush in tank type toilets to three and one-half (3 1/2) gallons or less.

AI. Water Saving Aerator

An aerator limiting flow to a maximum of four (4) gallons per minute.

AJ. Water Saving Shower Head

A shower head limiting flow to a maximum of two and one-half (2-1/2) gallons per minute or less.

AK. Water Saving Toilets

Tank-type toilets designed for a maximum of 1.6 gallons per flush or water closets equipped with an approved flush-o-meter valve designed for a maximum 1.6 gallons per flush.

AL. Water Service Connection

The terminal end of a service connection from the public potable water system; i.e., where the water purveyor loses jurisdiction and sanitary control over the water at the point of delivery to the customer's water system. If a meter is installed at the end of the service connection, the service connection shall mean the downstream end of the meter. Normally, such connection is at the property line.

AM. Water Used

Any water supplied by a water purveyor from a public potable water system to customer's water system after it has passed through the point of delivery and is no longer under the sanitary control of the water purveyor.

## **SECTION 2**

### **CONDITIONS OF SERVICES**

#### **2.01 WATER PRESSURE AND SUPPLY, DISTRICT RESPONSIBILITY**

The District assumes no responsibility for loss or damage due to lack of water or pressure, either high or low, and agrees to furnish such quantities and pressures as are available in the distribution system.

#### **2.02 SERVICE INTERRUPTION**

The District reserves the right at any and all times to discontinue water delivery for the purpose of maintenance, repairs, and alterations to its system. Wherever possible, advance notice of interruption of service will be given to all water users affected.

#### **2.03 ACCESS TO FACILITIES**

By applying for and/or receiving water service from the District, each consumer irrevocably licenses the District and its authorized employees and agents to enter upon the consumer's property at reasonable times for the purpose of reading, inspecting, testing, checking, repairing, maintaining or replacing the District's meters, backflow prevention devices, and other facilities.

#### **2.04 WATER USER'S RESPONSIBILITY FOR CONTROL OF WATER DELIVERED**

Title to water furnished by the District, the risk of loss thereof and full responsibility for the carriage, handling, storage, disposal and use shall pass from the District to the water user at the outlet of a District meter, the control valve of a fire hydrant, or the outlet of a check valve assembly.

#### **2.05 PLACE OF USE OF WATER; RESALE PROHIBITED**

Except with the prior written authorization of the District, no customer shall use, or permit the use of, any water furnished by the District on any premises other than that specified in the customer's application for service, nor shall any customer resell any water furnished by the District.

#### **2.06 ELECTRIC GROUNDS**

No electric circuit shall be grounded to the District's facilities or to any plumbing or metal in electrical continuity therewith. Any person who makes, or permits to be made, such a connection will be liable for damages to the District's facilities, and for personal injury resulting from such a connection.

#### **2.07 CUSTOMER'S COMPLIANCE WITH ORDINANCE**

By applying for or receiving water service from the District, each customer covenants and agrees to be bound by and to comply with all regulations of the District as may be in force at the time of application and as may subsequently be adopted by the District.

## **2.08 DAMAGES THROUGH LEAKING PIPES AND FIXTURES**

If the customer requests the District turn on water to a vacant property, the District shall take no responsibility for damage to the property if a leak occurs inside of the structure, a faucet or fixture is open, or a leak occurs at any place in the service line after the District's meter.

## **2.09 SHUTOFF VALVE ON THE CUSTOMER'S PROPERTY**

The customer shall install, maintain and use a customer's shutoff valve to turn water on and off for their convenience. Such valve shall be located downstream of the water meter. The District's valve shall not be used by the customer or their representatives without the express written approval of the District. Unauthorized use constitutes tampering with the District facilities.

## **2.10 PRESSURE RELIEF AND PRESSURE REDUCING VALVES**

A suitable pressure relief valve must be installed and maintained by the customer, at the customer's expense. When check valves or other protective devices are used, the relief valve shall be installed between any check valves and the water heater.

When the District's line pressure is over 60 pounds per square inch at the service connection, a suitable pressure reducing valve shall be installed and maintained by the customer. The valve shall be set to maintain a pressure equal to or lower than 60 pounds per square inch within the structure.

## **2.11 DISCONTINUANCE OF SERVICE**

- A. Service may be discontinued for the following reasons:
  - 1. Failure of customer to meet financial obligations for water service provided or for repairs or alterations made to the customer's service facilities by the District.
  - 2. The presence of a public health hazard associated with the customer's service connection that would adversely affect the public water system.
- B. The following steps will be followed where an active service must be discontinued:
  - 1. Customer and/or owner of property will be noticed via mail at least fourteen (14) days before the time and date for discontinuance.
  - 2. A notice will be placed on the property at least 48 hours prior to discontinuance.
  - 3. If a public health hazard is determined by the District to be present, service will be discontinued without prior notice and the customer promptly notified.



## SECTION 3 NEW SERVICES, ADDED SERVICES

### 3.01 CONDITIONS UNDER WHICH NEW SERVICES WILL BE CONNECTED

New services will be connected subject to the following conditions:

- A. The property to be served is within the service area of the North Tahoe Public Utility District.
- B. A District water main of adequate capacity and pressure, as solely determined by the District, exists in a publicly traveled right of way, or District easement abutting a principal boundary of the land to be served; or adequate mains, pumps and storage facilities, as solely determined by the District, are constructed in accordance with SECTION 12, EXTENSION OF FACILITIES.
- C. The customer shall make application for said service and pay the charges as provided in the Ordinance.

### 3.02 APPLICATION, CHARGES, AND CONDITIONS FOR NEW SERVICES

Applications for new service shall be in writing on forms provided by the District signed by the customer or his authorized agent. Application shall be supported by such data as the District shall reasonably require, such as a map or legal description of the property to be served, the date service is to begin, the names and billing address of the recorded owners responsible for the payment of the District's fees, charges, and rates. If the person making application is not the owner of the property, permission to bill this person must be provided to the District on a form provided by the District. All fees are due to the District prior to the installation of the water meter. Applicant must provide an emergency telephone number and mailing address as provided for on the application.

A. Payment for Previous Service

An applicant will not be granted service unless all accounts of the applicant with the District are current for any service provided by the District.

B. Connection Fee

The connection charge for each service shall be as shown in EXHIBIT "A", WATER RATES based on the size of the meter necessary to serve the structure(s).

C. Meter Charge

The total cost of the meter and meter installation shall be charged as a lump sum cost as shown in EXHIBIT "A", WATER RATES.

D. Extension of Facilities

Where it is required to extend District facilities to serve a property, such fees shall be deposited as shown in SECTION 12, EXTENSION OF FACILITIES.

E. Tapping Fee

Tapping charges will be billed to customer based on tap size as shown in EXHIBIT "A", WATER RATES.

F. Change of Accounts

In the event the name of an account is changed, or transferred, or there is a request to read the meter, there shall be a fee charged to the account as shown in EXHIBIT "A", WATER RATES.

**3.03 SERVICE UNIT**

All service to structures (including but not limited to duplexes, fourplexes, etc.) or other uses on the same parcel or contiguous parcels in the same ownership shall be considered a single Service Unit and may have single water service and point of connection to the District's water system. The determination of what constitutes the same ownership, contiguous parcels, and a Service Unit shall rest solely with the District. Upon written request by the property owner and approval by the District, a property owner may have more than one Service Unit on the same parcel or contiguous parcels of property. Each Service Unit shall be independently metered, and independently pay a connection charge in accordance with EXHIBIT "A", WATER RATES.

**3.04 CHANGE OF PARCEL STATUS/OWNERSHIP**

Two or more structures on the same parcel or contiguous parcels in the same ownership as of the effective date of this Ordinance may be served by one meter. Should the parcel be split and sold to another owner, each resulting parcel shall have a separate water service. Connection charges shall be paid as shown in EXHIBIT "A", WATER RATES, for each structure built or existing on the parcels. When a structure exists or is placed on each parcel, a new connection charge is due, and a credit for the original connection fee paid shall be given.

The installation and/or paying the costs for the District to install a new meter to serve the resulting parcel shall be accomplished prior to the effective date of the parcel split or close of escrow in the event of a sale. Responsibility for all charges, connection fees, meter installation fees shall be the responsibility of the property owner of record.

**3.05 WATER USED WITHOUT APPLICATION BEING MADE**

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 billing. If a proper application for water service and outstanding bills for service are not brought current within fourteen (14) days of notification by

the District, the service may be discontinued by the District in accordance with SECTION 2.11, DISCONTINUANCE OF SERVICE.

If no previous water service has existed at a property where service is established without application being filed, water service shall be deemed established thirty (30) days after the application for a building permit and the cost of water shall be paid from that date.

All costs of disconnecting and reconnecting the service, as determined by District records, will be added to the initial billing.

### **3.06 SERVICE CALLS**

Service calls will be accepted and a response rendered by District personnel unless the problem is clearly believed to be that of the customer. A charge as shown in EXHIBIT "A", WATER RATES or a charge based on the actual time and materials (T & M) provided will be made to the customer unless the problem is a District responsibility. The General Manager or his authorized agent shall assess the situation and make a determination of responsibility for the problem. This determination may be appealed under SECTION 15, APPEALS.

### **3.07 ALTERED SERVICES**

Where new additional structures are built on parcels having existing water service, a new connection fee may be due based on the size of the meter necessary to serve the total use on the parcel. The new connection fee will be as shown in EXHIBIT "A", WATER RATES, with a credit given for connection fees previously paid at their current value. Credit will be given when the existing meter is returned to the District.. If the meter size remains the same no additional connection fees will be due.

### **3.08 REFUND OF CONNECTION FEE**

Should a connection to the system not be made after an application for new service has been made, a written request may be made to the District for refund of the connection fee. The written request must be made to the District within three (3) years of the date of the original application. An administration fee in the amount as shown in EXHIBIT "A", WATER RATES will be deducted from the refund.

If the size of a service is decreased, no refund of the connection fee previously paid shall be made.

### **3.09 TAPPING OF DISTRICT LINES**

The District will provide a tap to the District main at a cost as shown in EXHIBIT "A", WATER RATES. No individual or customer shall tap the District main without written permission from the District.

## **SECTION 4**

### **TEMPORARY SERVICE**

#### **4.01 INSTALLATION AND PAYMENT**

Service which the District determines will be for less than one year and will not require installation of a permanent connection shall be provided upon payment of the total estimated cost of installing and removing the connection and a security deposit as shown on Exhibit "A", WATER RATES. Service charges and rates shall be in accordance with the billing procedures and rates contained within this Ordinance.

#### **4.02 SERVICE THROUGH FIRE HYDRANTS**

Temporary use of water from a fire hydrant must be authorized by the District, and a hydrant meter obtained from the District. A deposit equal to the value of the replacement cost of the hydrant meter will be paid to the District. Upon termination of the temporary service, if the District equipment is returned without damage, the deposit will be refunded less the daily rental charge and water use charges. Deposit, daily rental rates, and water use charges are shown in EXHIBIT "A", WATER RATES. The customer must provide a hydrant wrench necessary to operate such hydrant.

## **SECTION 5**

### **FIRE SERVICE**

#### **5.01 CONDITIONS OF SERVICE**

The District will provide water service for fire hydrants and other facilities used exclusively for fire fighting at such pressure, and at such rates of flow, as may be available from time to time as a result of the operation of District's storage, transmission and distribution facilities. The District does not warrant or guarantee any pressure or range of pressures, or rate of flow. The District shall not be liable for any damage in any manner arising out of the non-availability of water, or water pressure, at any hydrant or facility used for fire fighting.

#### **5.02 PRIVATE FIRE PROTECTION SYSTEM**

- A. The District's cost of materials and installation, including usual overhead charges, for connections to the District's water distribution system for privately owned hydrants, sprinkler systems or similar outlets used exclusively for fire fighting, shall be deposited with the District by the customer when requesting the service, unless the customer chooses to install such service per District's specifications.
- B. The connection from the District's main to the property line of the parcel served shall be designed, owned and maintained by the District, and constructed at the owner's expense. All mains shall be tapped by the District at a charge shown in EXHIBIT "A", WATER RATES.
- C. Fire service connections may be constructed utilizing a separate connection to the District main for fire service and a separate connection for domestic service. As a more economical alternative, a single service connection between the main and the property line may be installed and sized to include capacity for fire service and domestic service.
- D. A fire service creates a potential for cross-connection with the District's distribution system. An approved backflow prevention device must be installed at the applicant's expense in accordance with SECTION 11, CONTROL OF BACKFLOW AND CROSS CONNECTIONS. The backflow prevention valve, including the enclosure and facilities leading therefrom shall be installed, owned, operated and maintained by the customer.
- E. Each fire service line shall include a detector check meter satisfactory to the District. The detector check meter will be owned and maintained by the District. All such equipment shall be installed in a manner protecting the equipment from freezing and physical damage.
- F. The District reserves the right to disconnect a privately-owned fire protection system, or to require a meter service to be installed in lieu thereof, in the event water is taken through the detector check assembly for any use other than fire fighting.
- G. Charges for private fire protection service will be shown in EXHIBIT "A", WATER RATES.

### **5.03 SIZING AND APPROVAL OF FIRE PROTECTION CONNECTION**

- A. The District will size the fire service connection based on currently available pressure in the District main, or 60 p.s.i. whichever is greater. If a single service connection is used for both fire and domestic use, the line shall be sized to include both uses, and a pressure regulator valve set to a maximum of 60 p.s.i. shall be installed. A capacity for domestic use of no less than five (5) gallons per minute (g.p.m.) shall be added to the fire demand in order to size the service. If the fire service is not combined with the domestic service, the line shall be sized based on available pressure in the District system.
  
- B. The applicant must provide the District with an approved plan showing:
  - 1. The required flow demand in g.p.m. and pipe sizes of the system.
  - 2. Type of system (wet or dry).
  - 3. Proposed backflow prevention device (make and model).
  - 4. Piping location to include backflow device, water meter, detector check meter, and provisions for freezing and physical damage protection.
  - 5. Plumbing fixtures to be installed inside and outside of the structure to include hose bibs and outside irrigation systems.

### **5.04 COMMERCIAL FIRE PROTECTION**

Commercial structures may require special considerations not covered in the Ordinance. The District reserves the right to evaluate the fire service requirements on a case by case basis which will be in the best interest of the customer.

## SECTION 6 METERS

### 6.01 METERS

All services from the District water system(s) shall be metered. It is District policy to meter each individual customer served and each individual parcel or property served. Due to existing piping arrangements, this may not be possible. The District may elect to meter a group of customers, or parcels, or properties, at the sole discretion of the District. On clusters of condominium units and multiple residential units, the number of meters shall be at the discretion of the District. Multiple residential units constructed after the effective date of this Ordinance shall be individually metered.

A. Location

The District meters will be located immediately adjacent to or within the customer's property on a principal boundary of the property abutting a right of way satisfactory to the District. Exceptions to this requirement may be specifically authorized under such circumstances as the District may consider appropriate.

B. Sealing

All meters will be sealed by the District at the time of installation, and no seal shall be altered or broken except by employees or authorized agents of the District.

C. Change in Location of Meters

Meters moved for the convenience of the customer will be relocated at the customer's expense. Meters moved to protect the District's property will be moved at District expense.

D. Common Area Meters

Common area meters serve seasonal uses in multiple unit development areas in common ownership with no residential, commercial, or other use besides irrigation (drinking fountains, tennis court maintenance excepted). The rate for this type of service is as shown in EXHIBIT "A", WATER RATES.

E. Size of Meters

Meters shall be sized by the District in accordance with the EXHIBIT "B", METER SIZING CHART. Meter sizing shall be determined by a fixture unit count utilizing fixture unit values contained in the UPC, any additional customer requirements requested at the time of application for service, and any other factors which, in the opinion of the District, may affect the demand for water, and the size of the meter.

F. Re-evaluation of Meter Size

1. Requested by Customer

A customer may request a change in meter size based on changed conditions at the place of service or when historical usage indicates a change is warranted. Costs for change in meter size, including installation costs on a time and materials basis, and additional connection charges, shall be the responsibility of the customer requesting the change. In the case where a meter is downsized, no additional cost for the meter shall be incurred by the customer and no credit shall be given by the District.

2. District Initiated

The District may require a change in meter size when the historical usage indicates the meter is operating above or below the meter's rated design capacity. The customer shall be given written notice in advance of the change. The cost of a change in meter size shall be as stated above.

## 6.02 METER READING AND METER ACCURACY

A. Measurement of Water Supplied

All water supplied by the District will be measured by means of water meters, sized, owned, and maintained by the District. Gallons will be the unit of measure, and the amounts charged for service shall be based on the current rates established by the District. The District may change the unit of measure if a new method is determined to be more accurate and/or more cost effective.

B. Frequency of Meter Reading

Meters will be read, as practical, on a monthly basis. Additional readings will be made on commencement and termination of service, and as required by special circumstances. The fact that a meter is not read shall not preclude computation of a bill. The District may change the frequency of meter reading if a new frequency is determined to be more cost effective.

C. Meters That Cannot Be Read Due To An Obstruction

Where a meter cannot be read because of an obstruction, the customer will be notified and shall be required to remove the obstruction. If an obstruction is not removed within thirty (30) days of notification, service may be terminated.

D. Testing Meters

The District will test the accuracy of its meters upon the request of a customer. A deposit will be required prior to the meter being tested. The customer may witness the test. If a meter is found to be working improperly, it will be repaired or replaced by the District and the cost of the test will be refunded. If it is determined that the meter is registering more than 2% over actual quantities passing through it, the cost of said test deposited by the customer shall be refunded.

1. Adjustment for Meter Errors - 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.

2. Adjustment for Meter Errors - Slow Meters

If a meter tested at the request of a customer is found to be more than ten (10%) percent slow in the case of domestic services, or more than five (5%) percent slow for other than domestic services, the District may bill the customer for the amount of the undercharge based on corrected meter readings for the period, not exceeding six months, that the meter was in use.

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. Such estimates shall be made from previous consumption for a comparable period or by such other method as is determined by the District.

4. Cost of Testing Meters

A charge will be made in accordance with EXHIBIT "A", WATER RATES.

E. Analysis of Water Meter Reads

1. Where water meters are installed and available to be read, readings shall be analyzed to determine excess water usage within seven (7) calendar days of the meter reading date. If the usage is in the abnormal range (four times the base amount), the owner shall be notified and the service turned off if the residence or business on the premises is vacant. If contact of property owners or emergency shutoff of service has not been completed within said seven day period, the property owner shall be responsible for all water used during said seven (7) day period, and only for the historical use thereafter, until the date of contact with the property owner or shutoff of service. When the property owner is contacted, all usage charges shall apply after the date of contact. Contact shall be made by phone, certified mail (contact is considered to be complete on the 1st day of attempted delivery), or posting of the premises.
2. This policy, and any reductions in billing, shall not apply in situations where meters cannot be read due to adverse conditions or where meters are prevented from being read by conditions beyond the control of the District.

## SECTION 7 BILLING

### 7.01 GENERAL

Payment for water service is due bimonthly in advance of the service being rendered with overage charges to be billed in arrears. Bills will be mailed at the beginning of each billing period to the address furnished to the District. The customer shall be responsible to keep the District advised of the address to which bills are to be mailed. Non-receipt of a bill shall not relieve a customer of any payment obligation to the District. Charges will be in accordance with EXHIBIT "A", WATER RATES.

### 7.02 BILLING

#### A. Metered Services - Single Service Unit

Where a service unit is individually metered, consumption will be calculated by subtracting allowable water use in gallons during the meter read cycle from the metered consumption. The amount of the bill shall be the monthly minimum rate plus the water use over the allowable charge based on the number of days in the meter read cycle.

#### B. Metered Services: Cluster Units

Where multiple dwelling units are in separate ownership served by a single, common meter, the bill shall be calculated as follows: Consumption will be calculated by subtracting the allowable gallons in the meter read cycle, based on the number of units served, from the metered consumption. Allowable water use shall be the amount allowed per unit times the number of units. Any amount over the allowable shall be equally apportioned and charged to each unit. The charge for cluster units will be the monthly minimum rate for each unit, plus an equal share of any water use over the allowable gallons based on the number of days in the meter read cycle.

#### C. Unmetered Services Method of Billing

Charges for unmetered service will be billed based on the monthly flat rate.

#### D. Commencement of Billing

Charges shall start from the date the water meter is installed and water is available to the customer, with the first billing being rendered on or about the first day of the next billing period following the meter installation. On a service without a water meter, the date the service is connected to the main, and the water is available to the customer shall be substituted for the date of the water meter installation for the purposes of billing.

#### E. Billing Period

The billing period shall be bimonthly. The District shall attempt to read each meter at the same time of each month, such that each meter reading period will be as close to one month as practical.

F. Customer To Be Billed

The District will bill each individual customer consistent with the concept of metering each individual customer, individual parcel, or individual property. If conditions indicate another form of billing is in the best interest of both the District and the customer, another method of billing may be initiated. The determination of how to bill the customer will be at the sole discretion of the District.

**7.03 PAYMENT OF BILLS**

Bills shall be due and payable upon presentation. Payment shall be made to the District Office. Bills shall become past due in thirty (30) days, and delinquent in sixty (60) days from the billing date, and may become a lien on the property (60) days after the billing date.

A. Delinquent Bills

In the event of delinquency in the payment of any rates, or charges, or installation charges thereof, or interest thereon, a basic penalty of 10% of the amount of each delinquency shall be added thereto, plus an additional penalty of one percent (1%) per month for non-payment of rates, charges, installation charges, and/or interest and penalties.

B. Returned Checks

A charge, as shown in EXHIBIT "A", WATER RATES, shall be paid for each check tendered as payment to the District that is returned unpaid after negotiation by the District.

C. Estimated Bills

If a meter fails to register correctly, or cannot be read, the District shall estimate the quantity of water delivered taking into consideration seasonal water demand previous usage history and any other factors in arriving at a fair charge.

D. Disputed Bills

Any request for investigation of a disputed bill must be made in writing to the General Manager, who shall perform such investigative work as deemed necessary and respond to the customer within fourteen days. The response shall contain information obtained by the investigation and the decision of the General Manager.

Appeal of the General Manager's decision may be made as indicated in SECTION 15, APPEALS.

E. Responsibility for Payment

1. All charges for water service shall be billed to the owner of the property making application for service. Upon written request of the owner, and approval by the District, charges for water service shall be billed to the person occupying the property provided, however, that in the event of delinquency, such charges shall

be billed to the property owner and remain with the property. Should charges remain delinquent, the District shall place a lien on the property as indicated in SECTION 7.03 F, LIEN OF PROPERTY.

2. Should the property be sold and a delinquent bill exists on said property, the District will transfer those charges to any other open account under the name of the previous owner afforded such service. A transfer fee will be assessed, in accordance with SECTION 3.04, CHANGE OF PARCEL STATUS. Should the property be sold and no other account is available to accommodate said transfer, charges will remain with the property and the new owner will become responsible for these amounts. No service will be rendered to the property until previous bills are satisfied.
3. Upon receipt of a properly executed application for water service, the billing may be assigned to a homeowners association or a property management organization.

F. Lien of Property

Each water service bill and/or charge levied by, or pursuant to this Ordinance and the rules and regulations thereunder on any property within the District, is hereby made a lien upon such premise, and any measures authorized by law may be taken by the District to enforce payment of such lien.

**7.04 INTEGRATED BILLING AND COLLECTION REGULATIONS FOR SEWER AND WATER SERVICE**

- A. Charges for sewer collection and water service provided by the District shall be billed upon the same bill and collected as one item. If all or part of any bill is not paid prior to becoming delinquent, the District may discontinue any and all service for which the bill is rendered. In particular, if the District provides both sewer collection and water service and all or part of the component of any bill related to sewer collection service is not paid prior to becoming delinquent, the water service may also be discontinued.
- B. In the event of discontinuance of water service for nonpayment as set forth above, water service shall not be reconnected until all delinquent District water and sewer charges, including accrued interest and penalties, have been paid. In the event such charges are not paid within thirty (30) days of discontinuance of water service, the District may remove the water meter, if one is in service. The reconnection of service shall require reinstallation of water meter and payment of reconnection fee as shown in EXHIBIT "A", WATER RATES, together with District labor costs as shown in EXHIBIT "A", WATER RATES and actual District equipment and material costs, in addition to payment of all delinquent water and sewer charges, including accrued interest and penalties.

**7.05 UNCONTROLLABLE LOSS OF WATER**

- A. Where a customer, through no fault of their own, has incurred excessively high water bills during one meter read cycle, relief may be granted by the District even though the water has passed through the District meter onto the customer's property. Relief is intended for situations where lines have frozen and broken, and the detection and

correction of such a break could not have reasonably been accomplished in time to avoid the excessively high water usage.

- B. Relief shall be granted in cases where the total metered water loss is greater than 100,000 gallons in one meter read cycle.
- C. Request for relief must be in writing to the District. The General Manager will, to the greatest extent possible, confirm that the high overage was a result of an undetectable condition and was not a direct result of negligence or inattention of the property owner. Upon such a determination the General Manager will calculate the overage charge for the first 100,000 gallons at the current District charge for water usage. For gallonage above 100,000 gallons excess usage the rate will be as shown in EXHIBIT "A", WATER RATES. The decision of the General Manager to grant relief to the customer shall be made as noted in SECTION 15, APPEALS.

## **SECTION 8**

### **DISCONNECTION, TERMINATION, AND ABANDONMENT OF SERVICE**

#### **8.01 DISCONNECTION BY THE DISTRICT**

The District reserves the right to disconnect any connection to the water distribution system and to discontinue water service for any of the following reasons:

- A. The customer fails to comply with any of the District's regulations.
- B. The service is being furnished without a proper application or under a false or fraudulent application.
- C. There is evidence of unlawful tampering or interference with the District's facilities by the customer.
- D. The District or a State or County public health officer finds that there exists a condition hazardous to the health and safety of the customer or any water user of the District.
- E. The customer fails, after notice from the District, to remove an obstruction that prevents the reading of the meter.
- F. The customer fails to maintain the facilities in a suitable condition that allows for reading of the meter.
- G. The customer does not meet the requirements of the District's Water Conservation provisions in this Ordinance or uses water in a wasteful manner.
- H. The customer does not pay for any rate or charge of the District within sixty (60) days after mailing or presentation, provided that written notice of intent to disconnect and discontinue service is delivered to the premises served and/or mailed to the customer's billing address at least fourteen (14) days prior thereto.
- I. When water uses are found that pose a clear and immediate hazard to the potable water supply and these hazards cannot be immediately abated, the shutoff procedures shall be initiated. If, in the opinion of the District, the threat to public health is immediate, service shall be disconnected and the customer notified after the fact. Conditions requiring water shutoff shall include, but not be limited to the following:
  - 1. Refusal to test backflow preventer.
  - 2. Refusal to repair faulty backflow preventer.
  - 3. Refusal to replace faulty backflow preventer.
  - 4. Direct or indirect connection between a potable water system and a sewer line.
  - 5. Unprotected direct or indirect connection between a potable water system and a system or equipment containing toxic chemicals or sewage.

6. Unprotected direct or indirect connection between potable water systems and auxiliary water systems.
7. Unprotected direct connection between potable water system and non-potable or non-pressure system.
8. Refusal to correct violations.

## **8.02 REQUEST TO TURN OFF OR TURN ON CUSTOMER'S SERVICES**

In the event of a emergency, as determined by the District, the District will, upon request, turn off or turn on the customer's service. During or after regular working hours, a fee shall be charged, as shown in EXHIBIT "A", WATER RATES. If the actual cost to the District is greater than the fee shown in EXHIBIT "A", WATER RATES, due to accessibility of the meter, or any other reason beyond the control of the District, the actual cost of the service shall be billed to the customer on a time and material basis. A temporary turn off shall not exempt the property from paying the minimum monthly charge for water service.

## **8.03 TERMINATION/RECONNECTION OF SERVICES**

Water service to an existing developed property may not be terminated. If all use of the property is extinguished then a service may be terminated. Termination of service shall include the removal of the water meter and capping of the service line at the water main, and relenquishment of the water connection permit to the property. The cost of labor, materials, and equipment to terminate a service shall be the responsibility of the property owner.

Reconnection of previously terminated services will be subject to the availability, application processes, conditions and fees in effect at the time of property reconnection.

## **8.04 ABANDONMENT OF SERVICE LINE**

Whenever a service line is abandoned, the owner of the property previously served by the said line shall pay the District's time and material costs for disconnecting the connection of the service line from the District's main, and removing the District's facilities appurtenant to the service line. Reconnection shall be in accordance with SECTION 8.03, TERMINATION/RECONNECTION OF SERVICES BY CUSTOMER REQUEST.

## **8.05 TURN OFF FOR NONPAYMENT**

If the water is turned off for non-payment, or attempted to be turned off, a charge for turn off as shown in EXHIBIT "A", WATER RATES will be added to the amount due. In order to have service restored, all charges including the turn off and turn on charges, must be paid in full by cash, cashiers check or money order. In the event such charges are not paid within thirty (30) days of discontinuance of water service, the District may remove the water meter. In this instance the reconnection of service shall require reinstallation of the water meter and payment of a reconnection fee as shown in EXHIBIT "A", WATER RATES. Additional charges on a time and

material basis for District labor, equipment, and material costs will also be assessed as applicable, for both removal and reinstallation of the meter if such action is necessary.

#### **8.06 WATER TURN OFF DUE TO HEALTH HAZARD**

When it becomes necessary to shut off a user's water, the following steps shall be followed:

- A. A reasonable effort should be made to advise consumer of intent to institute water shutoff.
- B. The Placer County Health Department shall be advised of pending water shutoff.
- C. Water supply will remain inactive until correction of violations has been inspected and approved by the District and/or the Placer County Health Department.

#### **8.07 TURN OFF FOR WASTE OR EMERGENCY**

Where the District has reason to believe that excess water is being used on private property in violation of District ordinances, or that an emergency situation exists, the District shall attempt to contact a responsible party during normal business hours. If contact cannot be made, water service may be discontinued on an emergency basis and the customer notified by mail.



## **SECTION 9**

### **MATERIAL AND MANNER OF CONSTRUCTION**

#### **9.01 GENERAL**

- A. The size, alignment, materials of construction of a water service, and the methods to be used in excavating, placing of the pipe, connection to the public water system, joining, testing, and backfilling the trench shall conform to the requirements of this section. The size and appurtenances of a service lateral for use other than by a single residential dwelling, shall be subject to review and approval by the District.
- B. Where a service has been provided to the property line, that service shall be used. If the owner, for his convenience desires service at a location other than that provided, upon approval of the District, a new service may be installed. All costs shall be borne by the property owner.

#### **9.02 MATERIAL AND MANNER OF CONSTRUCTION**

- A. Pipe size to be a minimum of 3/4".
- B. Pipe materials shall be capable of withstanding the existing water pressure, including an allowance for surge. Approved types of pipes for installation within the District are: Schedule 40 galvanized steel pipe, polyethylene tubing heavy density #3408, 200 psi rating minimum, or Type K copper soft annealed tubing. All piping materials used must be approved by AWWA and/or NSF for use in water systems and be appropriately marked.
- C. The District will provide and install, at the owner's expense, the water meter and box. It is the responsibility of the owner to install a gate valve as close to the meter box as practical to act as the customer's shutoff valve, and to connect the service from the meter to the structure.
- D. The water meter box location shall remain accessible to the District and shall not be covered in any way.
- E. The installation of the water service line shall be in conformance with the Uniform Plumbing Code. When copper service lines are installed, an insulating bushing (dielectric union) must be installed at the meter box to assure discontinuity between lines of different metal types.
- F. The line shall be bedded on a firm trench bottom of fine granular material passing the 3/4" sieve. Bedding and backfill should have a minimum thickness of 4" and 6", respectively.
- G. The line shall be left exposed and shall be leakproof under static line pressure when inspected by the District.
- H. The minimum required depth of the water service on private property is twenty-four (24") inches.

- I. Sewer and water lines may be placed in the same trench only when both of the following requirements are met:
  1. The bottom of the water pipe, at all points, shall be at least twelve (12") inches (33.3mm) above the top of the sewer line.
  2. The water pipe shall be placed on a solid shelf excavated at one side of the common trench, and twelve (12") inches (33.3mm) horizontally from the sewer line.

## SECTION 10

### WATER CONSERVATION REQUIREMENTS

#### 10.01 WATER CONSERVATION REQUIREMENTS

These requirements are set forth to insure the most efficient use of the water resources available to the District and to enable the water system to be operated in the most cost effective manner for the benefit of all of the District water customers.

#### 10.02 REQUIREMENTS

A. Requirements For New Single Family Uses

All new single family uses shall be equipped with approved water saving shower heads, water saving aerators on kitchen sinks and lavatories, water saving toilets, and pressure reducing valves when such a device is required to maintain 60 PSI or less within the structure.

B. Requirements For New Multi-Family Uses

All new multi-family uses shall be equipped with approved water saving shower heads, water saving aerators on kitchen sinks and lavatories, water saving toilets, and pressure reducing valves when such a device is required to maintain 60 PSI or less within the structures.

C. Requirements For New Public Uses

All new public uses shall be equipped with approved water saving shower heads, water saving aerators on kitchen sinks and lavatories, self-closing valves on lavatories, water saving toilets, and pressure reducing valves when such a device is required to maintain 60 PSI or less within the system.

D. Insulation of Water Pipes in New Construction

All hot water pipes installed within any new construction shall be insulated to minimum Placer County Building Department and Health Department standards.

E. Requirements For Existing Single Family Uses

All single family uses existing prior to January 1, 1978 shall be modified so as to be equipped with approved water saving shower heads, water saving aerators in place of existing aerators on kitchen sinks and lavatories, and water saving toilets or water closet reservoir devices, provided that such devices are offered to be furnished by the District.

F. Requirements For Existing Multi-Family Uses

All multi-family uses existing prior to January 1, 1977 shall be modified so as to be equipped with approved water saving shower heads, water saving aerators in place of

existing aerators on kitchen sinks and lavatories, and water saving toilets or water closet reservoir devices, provided that such devices are offered to be furnished by the District.

G. Requirements For Existing Public Uses

All public uses existing prior to January 1, 1977 shall be modified so as to be equipped with approved water saving shower heads, water saving aerators in place of existing aerators on kitchen sinks and lavatories, self-closing valves on lavatories, and water saving toilets or water closet reservoir devices, provided that such devices, except for self-closing valves in lavatories, are furnished by the District.

H. Periodic Inspection and Maintenance

The owners of all new and existing single-family, multi-family and public uses shall allow the District the right of inspection of all fixtures or devices. If said fixtures or devices are found to not meet minimum standards set forth herein, said owners shall, within fourteen (14) days, repair or replace any devices not meeting minimum standards.

# **SECTION 11**

## **CONTROL OF BACKFLOW AND CROSS CONNECTIONS**

### **11.01 GENERAL**

No water service connection to any premises shall be installed or maintained by the District unless the public water supply is protected as required by State regulations and the requirements stated herein. This regulation supplements and does not supersede local plumbing regulations, codes or ordinances, or State Department of Health Services Regulations relating to water supplies.

### **11.02 PURPOSE OF THIS SECTION**

- A. To protect the public potable water supply of the District from the possibility of contamination or pollution by isolating within the customer's internal distribution system(s) or the customer's private water system(s) such contaminants or pollutants which could backflow into the public water systems.
- B. To promote the elimination or control of existing cross-connections, actual or potential, between the customer's in-plant potable water system(s) and non-potable water system(s), plumbing fixtures and industrial piping system.
- C. To provide for the maintenance of a continuing program of cross-connection control, which will systematically and effectively prevent the contamination or pollution of the District's potable water system.

### **11.03 DISTRICT RESPONSIBILITY**

The District shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow of contaminants or pollutants through the water service connection. If, in the judgment of said District, an approved backflow prevention assembly is required on the customer's water service connection for the safety of the water system, the District shall give notice in writing to said customer to install such an approved backflow prevention assembly. District shall not be responsible for any loss or damage directly or indirectly resulting from or caused by the proper, improper, or negligent installation, operation, use, repair or maintenance of, or interfering with, any protective device by any customer or any other person.

### **11.04 CUSTOMER RESPONSIBILITY**

It shall be the responsibility of each customer at their own expense to furnish, install, and keep in good working order and safe condition, any and all protective devices. Once notified of the need to install a backflow prevention assembly, the customer shall immediately install such approved assembly at the customer's own expense; and failure, refusal or inability on the part of the customer to install, have tested and maintain said assembly shall constitute a ground for discontinuing water service to the premises until such requirements have been satisfactorily met.

Customer to maintain adequate heat source to backflow prevention assembly housing in order to prevent cold weather from affecting the operation of the assembly.

## 11.05 REQUIREMENTS

### A. Water System

1. The water system shall be considered as made up of two parts; the utility system and the customer system.
2. Utility system shall consist of the source and distribution system; and shall include all those facilities of the water system under the complete control of the utility, up to the point where the customer's system begins.
3. The customer's system shall include those parts of the facilities beyond the termination of the utility distribution system, which are utilized in conveying utility-delivered domestic water to points of use. In the absence of any other contractual relationship, the customer's system begins at the outlet of the District's meter.

### B. Policy

1. No water service connection to any premises shall be installed or maintained by the District unless the water is protected as required by State laws and regulations and this ordinance. Service of water to any premises shall be discontinued by the District if a backflow prevention assembly required by this ordinance is not installed, tested and maintained, or if it is found that a backflow prevention assembly has been removed, by-passed, or if an unprotected cross-connection exists on the premises. Service will not be restored until such conditions or defects are corrected.
2. The customer's system shall be open for inspection at all reasonable times to authorized representatives of the District and County Health Departments to determine whether cross-connections or other structural or sanitary hazards, including violations of these regulations, exist. When such a condition becomes known, the District shall deny or immediately discontinue service to the premises by providing for a physical break in the service line until the customer has corrected the condition in conformance with State, County and District regulations relating to plumbing and water service.
3. An approved backflow prevention assembly shall also be installed on each service line to a customer's water system at or near the property line or immediately inside the building being served; but in all cases, before the first branch line leading off the service line wherever the following conditions exist:
  - a. In the case of premises having an auxiliary water supply which is not or may not be of safe bacteriological or chemical quality and which is not acceptable as an additional source by the District, the public water system shall be protected against backflow from the premises by installing an approved backflow prevention assembly in the service line appropriate to the degree of hazard.

- b. In the case of premises on which any industrial fluids or any other objectionable substance is handled in such a fashion as to create an actual or potential hazard to the public water system, the public system shall be protected against backflow from the premises by installing an approved backflow prevention assembly in the service line appropriate to the degree of hazard.
  - c. In the case of premises having (1) internal cross-connection that cannot be permanently corrected or controlled, or (2) intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, making it impracticable or impossible to ascertain whether or not dangerous cross-connections exist, the public water system shall be protected against backflow from the premises by installing an approved backflow prevention assembly in the service line.
4. The type of protective assembly required under subsections B. 1, 2 & 3, shall depend upon the degree of hazard which exists as follows:
- a. In the case of any premises where there is an auxiliary water supply as stated in subsection B.3.a. of the section and it is not subject to any of the following rules, the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principle backflow prevention assembly.
  - b. In the case of any premises where there is water or substance that would be objectionable but not hazardous to health, if introduced into the public water system, the public water system shall be protected by an approved double check valve assembly.
  - c. In the case of any premises where there is any material dangerous to health which is handled in such a fashion as to create an actual or potential hazard to the public water system, the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principle backflow prevention assembly. Examples of premises where these conditions will exist include sewage treatment plants, sewage plumbing stations, chemical manufacturing plants, hospitals, mortuaries or plating plants.
  - d. In the case of any premises where there are "uncontrolled" cross-connections, either actual or potential, the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principle backflow prevention assembly at the service connection.
  - e. In the case of any premises where, because of the security requirements or other prohibitions or restrictions, it is impossible or impractical to make a complete in-plant cross-connection survey, the public water system shall be protected against backflow from the premises by either an approved air-gap separation or an approved reduced pressure principle backflow prevention assembly on each service to the premises.

5. Any backflow prevention assembly required herein shall be a model and size approved by the District. The term "approved backflow prevention assembly" shall mean an assembly that has been manufactured in full conformance with the standards established by the American Water Works Association, and have met completely the laboratory and field performance specifications, testing and certifications of the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California.

#### **11.06 CONTROL OF BACKFLOW AND CROSS CONNECTIONS**

- A. The protection required to prevent backflow into the public water system shall be commensurate with the degree of hazard that exists on the customer's premises. The types of backflow prevention assemblies that may be required include:

Double Check Valve Assembly	(DC)
Reduced Pressure Principle Assembly	(RP)
Air Gap Separation	(AG)

- B. The District shall maintain a list of the minimum types of backflow protection required at specific facilities. Those facilities or situations which are not listed shall be evaluated on a case by case basis and the appropriate type of protection shall be as determined by the District. The list will be available for public inspection at the office of the General Manager during normal business hours.

#### **11.07 INSTALLATION REQUIREMENTS FOR BACKFLOW PREVENTION ASSEMBLIES**

Customers with services which require backflow protection assemblies shall purchase approved devices and pay all costs associated with installation of the appropriate size and type of device. New installations shall be installed under private contract at the customer's expense. Existing facilities determined to need backflow protection will be retrofitted with the appropriate device under private contract at the customer's expense. All new installations shall be completed and tested prior to obtaining a certificate of occupancy.

- A. Air-Gap Separation (AG)

1. An air-gap separation shall be located on the water customer's side of, and as close to, the service connection as is practicable.
2. All piping from the service connection to the receiving tank shall be above grade and visible unless otherwise approved by the District.
3. There must be no outlet, tee, tap, take-off or connection of any sort, to or from the supply pipeline, between the service connection and the air-gap separation.

- B. Reduced Pressure Principle Assembly (RP) and Double Check Valve Assembly (DC)

1. RP and DC devices to be installed above ground on the water customer's side of, and as close to, the service connection as is practicable, unless otherwise approved by the District.



2. RP and DC to be installed a minimum of twelve inches (12") above finished grade and not more than thirty-six (36") above finished grade as measured from the bottom of the assembly, and shall be readily accessible for maintenance and testing.
3. There shall be no outlet, tee, tap, take-off or connection of any sort, to or from the supply pipeline, between the service connection and the backflow prevention assembly.
4. RP and DC devices shall be housed in a heated structure such that it will be kept from freezing and with adequate drainage. If a separate housing is not practicable, the device must be installed within the structure being served, in such a manner that it is readily accessible for inspection and testing. Care should be taken to place the device in an area which will not be adversely affected when the RP relief port opens during a backflow condition.

It is the customer's responsibility to provide drainage capable of removing maximum flow discharged through the device according to manufacturer's specifications.

In all cases the location of the device must be approved by the District.

5. RP shall be installed such that no part of the assembly will be submerged during normal operating and weather conditions.

## **11.08 TESTING AND MAINTENANCE**

The District requires that each backflow prevention assembly be tested annually to assure proper operation. In instances where a hazard is deemed great enough, testing may be required at more frequent intervals. The customer shall bear all costs of device testing. The cost of any maintenance required as a result of inspections or testing is the responsibility of the customer. Maintenance work shall be performed by the owner or the owner's representative. Records of inspections, testing or repairs shall be kept by the District and made available to the California Department of Health Services.

The District will notify the customer when tests are required and supply the necessary test forms and instructions. These forms will be completed by the certified backflow prevention tester and returned to the District by the date indicated. Testers shall be certified by the AWWA, California-Nevada Section. Test procedures shall be those recommended by the Foundation for Cross-Connection Control and Hydraulic Research, University of Southern California.

## **11.09 NON-COMPLIANCE**

If, following an inspection and/or testing a device is found to be in non-compliance, the customer shall be notified and given fourteen (14) days to correct the deficiency after which time the inspection will be repeated.

The District shall cause discontinuance of water service if a backflow prevention device has failed to be tested properly or properly maintained or installed as required by the District.

Notification of intent to terminate water service shall be commensurate with the hazard to public health and may be delivered to the tenant, owner, or both as the situation requires.

#### **11.10 ADMINISTRATIVE FEES**

The District shall charge an annual fee for the record keeping and notification requirements. Charges are as set forth in EXHIBIT "A", WATER RATES.

## **SECTION 12**

### **EXTENSION OF FACILITIES**

#### **12.01 GENERAL**

Facilities to extend the District's water distribution system, including, without limitation, water mains, storage reservoirs, pumps and appurtenances and collectively referred to herein as "extension facilities", may be constructed to serve lands where the District is not adequate in a public right of way abutting said lands.

#### **12.02 DESIGN, INSTALLATION AND OWNERSHIP OF FACILITIES**

The extension facilities necessary to serve any parcel of land shall be determined solely by the District. Said facilities may be designed by the District or a qualified agent of the applicant, and will be installed in accordance with plans and specifications acceptable to the District. Upon completion, inspection and acceptance of said facilities by the District, they shall be owned and operated by the District as a part of the District water system.

#### **12.03 LOCATION OF EXTENSION FACILITIES**

Extension of facilities shall be located only on land owned by the District in fee, or in a public street or highway, or in an easement granted to the District and satisfactory to the District. The applicant will cause to be conveyed or granted to the District, without cost to the District, such lands and/or easements as the District determines to be necessary for the extension facilities. Lands shall be conveyed to the District in simple, free and clear of liens or encumbrances, except for such encumbrances of record that may be acceptable to the District. Easements shall be granted in such form as shall be satisfactory to the District.

#### **12.04 INSTALLATION**

The applicant shall install extension facilities utilizing a competent and experienced contractor, licensed in California for construction of such facilities, and approved by the District. The District reserves the right to construct, with its own personnel or by contract, all extension facilities including but not limited to storage facilities, pumping plants, taps of existing mains, and extensions involving complicated connections to, or interference with, the District's existing facilities.

#### **12.05 PAYMENT OF COSTS**

The applicant for service shall pay all District costs associated with the design and installation of those extension facilities. The District's actual costs shall be determined by the District and shall include labor, materials, equipment, engineering, inspection, and overhead expenses applicable to such work.

#### **12.06 DEPOSIT OF INSTALLATION COSTS**

The applicant shall deposit with the District a sum equal to 125% of the estimated total cost of the construction of the extension facilities prior to final design and construction. If, upon completion of the work, the amount paid to or deposited with the District is less than said actual costs, the difference shall be paid to the District by the applicant prior to the commencement of service. Any amount paid or deposited in excess of said actual cost will be credited toward usage or refunded upon application.

#### **12.07 REIMBURSABLE COSTS**

The following costs of extension facilities (excluding costs of acquisition of lands and easements, and cost of temporary facilities), shall be subject to reimbursement as herein provided:

- A. The portion of the capital cost of storage, back up and pumping facilities, allocated on a proportionate use basis, to any capacity of said facilities greater than necessary to meet ultimate requirements of the applicant's property.
- B. The cost of all water mains not abutting the applicants land which are of larger diameter than necessary to serve only the Applicant's land, less the District's estimate of the cost of mains in the same location of the diameter necessary to serve the ultimate requirements of the applicant's land.

#### **12.08 ENVIRONMENTAL IMPACT REPORTS**

Whenever the District determines that an environmental impact report is necessary, the District will provide applicant with an estimate of the cost. The applicant will deposit 125% of the estimated amount with the District. The District's actual costs, including overhead expenses, or preparing said report, and conducting hearings as necessary will be determined by the District and the applicant will pay any excess thereof over the amount deposited. If the deposit exceeds said costs, the difference will be refunded to the applicant.

## **SECTION 13**

### **DROUGHT CONDITIONS**

#### **13.01 GENERAL**

Conditions of drought are not uncommon in the area served by the District by action of the District Board, drought conditions may be declared.

#### **13.02 ACTIONS OF THE DISTRICT**

In the event of declared drought conditions, the District will take such actions as necessary to insure the available District water supply is utilized for the benefit of the greatest number of District customers. The District may enact water rationing, time of use schedules, limitation of use, or such other measures as deemed necessary to insure continued water availability.

#### **13.03 CUSTOMER RESPONSIBILITY**

It will be the express responsibility of the customer to carefully observe all rules, regulations and prohibitions set by the District in the event of declared drought conditions. The unavailability of water or a prohibition of water use at certain times shall not relieve the customer of paying the fees set by the District as shown in EXHIBIT "A", WATER RATES.

## **SECTION 14**

### **VIOLATIONS**

#### **14.01 GENERAL**

- A. In the event of a violation of any of the laws of the State of California applicable to water service or publicly owned and operated water systems and facilities, the Ordinance of the District, or the rules and regulations established thereto, the Manager shall notify the person or persons causing, allowing or committing such violation, in writing, specifying the violation, or upon the failure of such person to cease or prevent further violation, within five (5) days after the deposit of such mail in the United States Post Office, Tahoe Vista, California.
- B. The Manager shall exercise his authority to disconnect the property from the system. However, in the event such violation results in a public hazard or menace, the District may enter upon the property without notice and perform such work, and expend such sums, as may be deemed necessary to abate such hazard, and the reasonable value of the work done and the amounts so expended thereon shall be a charge to the property in violation.

#### **14.02**

##### **NOTICE OF NON-COMPLIANCE**

In the event a property owner shall refuse to allow the District access to the structure for the purpose of furnishing, installing or inspecting water conservation devices pursuant to these requirements, or to correct a public health hazard, the District shall then give the property owner written notice that the structure is not in compliance with the requirements. If the property owner continues to refuse access for a period of fourteen (14) days from the date of such written notice, the structure shall then be deemed in violation and the property owner thereof subject to penalty, as set forth in this Ordinance.

#### **14.03 PENALTY FOR NON-COMPLIANCE**

- A. Noncompliance with this Ordinance or violation of the requirements set forth herein, is declared unlawful and a misdemeanor, and shall be punishable by a fine not exceeding \$500.00.
- B. Every day a violation of this Ordinance continues shall constitute a separate offense.
- C. Any structure which is in violation of the requirements of this Chapter shall be subject to disconnection from all services provided by District upon five-(5) days prior written notice to the owner thereof

#### **14.04 INTERFERENCE WITH DISTRICT FACILITIES**

- A. Unlawful Acts

The District will prosecute violations of Section 499, 624, and 625 of the Penal Code of California which make it a misdemeanor to tamper with, or bypass, water meters, to take water without payment, or to damage or to obstruct the District's facilities.

**B. Drawing Water From Fire Hydrants**

No person, other than authorized North Tahoe Fire District personnel, shall open, or draw water from, any fire hydrant connected to the District's distribution system without prior specific authorization of the District.

**C. Damage To District's Facilities**

The customer, by applying for water service from the District, covenants and agrees that, in addition to any right or remedy available to the District by law, the customer will pay to the District its cost for repairing or replacing any of its facilities damaged as a result of construction or other work done on the customer's property. The water consumer shall be held liable for any damage to the meter due to his negligence or carelessness.

## **SECTION 15**

### **APPEALS**

#### **15.01 GENERAL**

The many variables applicable to the provision of water service requires that appeals be accepted by the District. This section indicates appeals procedures in place, and in the event these procedures are not sufficient an additional appeal process is provided.

The intent of this provision is to allow relief for customers whose lines have frozen and broken, and the detection and correction of such a break could not have reasonably been accomplished in time to avoid the excessively high water usage.

Customers who have had uncontrollable loss of water greater than 100,000 gallons in one meter read cycle may qualify for relief. To qualify the customer must make an appeal to the District in writing for relief of the charges.

District staff will, to the greatest extent possible, confirm that the high overage was a result of an undetectable condition and was not a direct result of negligence or inattention of the property owner. Upon such a determination, the staff will calculate the overage charge for the first 100,000 gallons at the current District charge for water usage. For gallonage above the 100,000 gallon excess usage, the rate will be the water production and delivery cost rate as shown in EXHIBIT "A", WATER RATES.

#### **15.02 APPEALS**

- A. Appeals shall be directed to the General Manager in writing. The General Manager shall perform such investigative work as deemed necessary and respond to the customer within fourteen (14) days. The response shall contain information obtained by the investigation and the decision of the General Manager.
  
- B. Any person who shall be dissatisfied with a determination of the General Manager may, at any time within thirty (30) days after such determination, appeal to the Board of Directors by giving written notice to the General Manager setting forth the determination with which such person is dissatisfied. The General Manager shall investigate and transmit to the Board of Directors a report upon the matter appealed. The Board of Directors shall cause written notice, as to the time and place fixed for hearing such appeal, to be given to all persons affected by such application at least ten (10) days prior to said appeal.

#### **15.03 PAYMENT OF CHARGES PENDING APPEAL. REFUNDS**

Pending decisions upon any appeal relative to the amount of charges made hereunder, the person making such appeal shall pay such charges. After the appeal is heard the Board of Directors may order refunded to the person making the appeal such amount, if any, as the Board of Directors shall determine should be refunded.



## **SECTION 16**

### **SEVERABILITY**

If any section, subsection, subdivision, paragraph, sentence, clause or phrase of this Ordinance or any part thereof is for any reason held to be invalid, such decision shall not affect the validity of the remaining portions of this Ordinance or any part thereof. The Board hereby declares that it would have passed each section, subsection, subdivision, paragraph, sentence, clause or phrase thereof, irrespective of the fact that any one or more sections, subsections, subdivisions, paragraphs, sentences, clauses or phrases be declared invalid.

## **SECTION 17**

### **EFFECTIVE DATE OF ORDINANCE, AND REVOCATION OF PRIOR WATER ORDINANCES INCONSISTENT HEREWITH**

This Ordinance shall become effective thirty (30) days from date of adoption

To the extent of any of the existing and prior ordinance of the District applicable to its water systems, works, and facilities are inconsistent herewith, all such prior water Ordinances shall be and the same shall be deemed revoked upon this Ordinance becoming effective

PASSED AND ADOPTED this 7 day of January, 1997 by the following ROLL CALL:

AYES:	Lanini, Lewis, Mooney, Schwartz, and Sevison
NOES:	None
ABSENT:	None

## Water Ordinance Updates

ORDINANCE #	DESCRIPTION	ADOPTION DATE
Ordinance 146	Adjust Water Rates	August 19, 1980
Ordinance 152	“	January 6, 1981
Ordinance 158	“	September 1, 1981
Ordinance 165	“	June 1, 1982
Ordinance 167	“	April 5, 1983
Ordinance 173	“	June 14, 1983
Ordinance 184	“	June 4, 1985
Ordinance 185	“	July 9, 1985
Ordinance 194	“	June 30, 1986
Ordinance 203	“	May 28, 1987
Ordinance 213	“	1987
Ordinance 229	“	1989
Ordinance 239	“	1990
Ordinance 246	“	
Ordinance 271	“	1994
Ordinance 281	“	
Ordinance 285	“	1995
Ordinance 297	“	January 7, 1997
Ordinance 317	Adjust Water Rates	May 11, 1999
Ordinance 319	Rates For Water Usage Over Gallons Allowed	July 13, 1999
Ordinance 331	Adjust Water Rates	November 13, 2001
Ordinance 333	Adjust Water Rates	January 14, 2003
Ordinance 359	Termination/Reconnection of Services by Customer Request, Amending Section 8.03, Disconnection, Termination, & Abandonment of Service	May 9, 2005
Ordinance 367	Amend Water Connection Fees	September 11, 2007
Ordinance 370	Adjust Water Rates	October 29, 2007
Ordinance 385	Adjust Water Tap Fee (Section 3.02)	December 10, 2013