



# **CARPINTERIA VALLEY WATER DISTRICT**

## **RULES AND REGULATIONS**

**2023-24**

Adopted by the Board of Directors

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# **CARPINTERIA VALLEY WATER DISTRICT**

## **RULES AND REGULATIONS**

### **1. RULES AND REGULATIONS**

- a. These Rules and Regulations shall be known as “The Rules and Regulations of Carpinteria Valley Water District”.
- b. No officer, agent or employee of Carpinteria Valley Water District (District) shall have any authority to waive, alter or amend in part or in whole, these Rules and Regulations.
- c. These Rules and Regulations may be amended, added to or revoked in whole or in part, at any meeting, general or special, of the Board of Directors of Carpinteria Valley Water District, a quorum being present, by a majority vote of the Directors, provided that a written notice of any proposed amendment, addition or revocations shall have been delivered to each Director prior to any such meeting.
- d. The term “customer” as used in these Rules and Regulations, is defined to mean the person(s) served water as a result of having made an application for service as provided for in these Rules and Regulations. [Rule 11](#) identifies the various customer classes recognized by the District and the definition of independent water service entities. Customers – by receiving water service – implicitly agree to abide by these Rules and Regulations.

### **2. AREA SERVED, CONDITIONS OF SERVICE AND SERVICE INTERRUPTABILITY**

Except as provided by law and in these Rules and Regulations, only those lands lying within of Carpinteria Valley Water District Boundary, and no other lands, with the exception of lands served by agreement with Casitas Municipal Water District in Ventura County will be served with water from the works of Carpinteria Valley Water District.

Service of water shall be subject to the terms and conditions of these Rules and Regulations and the terms and conditions of a certain contract dated April 15, 1995, Master Contract



Renewal #175R-1802R between Carpinteria Valley Water District and the United States Bureau of Reclamation.

The District does not guarantee continuous delivery of water. Routine and emergency repairs to District facilities, infrastructure and appurtenances may require the District to discontinue water flow in any portion of its service area. With the exception of emergencies, reasonable effort will be made to inform customers affected by such service interruptions prior to the discontinuance of service. As noted in [Rule 25](#), the District assumes no responsibility for damages or losses that may occur to customers' apparatus and appliances.

### 3. APPLICATION FOR SERVICE

- a. **New or Enlarged Connections:** A written application for water service must be made for new or enlarged service connections. Said application shall be made to the District on a form provided by the District and available to the applicant at the District Office.
- b. **Owner Occupants:** In addition to providing personal and contact information regarding water service [[Owner Application](#)], owner occupants shall be asked to sign a continuing service agreement whereby ongoing monthly service charges associated with water service will be paid for until such time as the property has been transferred to another owner or a tenant occupant has become the customer of record. However, property owners continue to assume responsibility of all unpaid charges incurred by their tenants.
- c. **Tenant Occupants:** In addition to providing personal and contact information regarding water service [[Tenant Application](#)], tenant occupants will be responsible for obtaining a signature from the property owner or duly appointed representative whereby the property owner assumes responsibility of unpaid water service charges in the event the tenant occupant terminates water service and fails to pay.

All applications for new service connections must be accompanied by the Connection Fees as required in [Rule 9](#) of these Rules and Regulations, and in addition, the applicant must establish credit with the District as set forth in [Rule 4](#).



#### 4. CREDIT OF APPLICANT

- a. **Establishment of Credit:** No later than 14 working days after the commencement of service, each applicant must establish credit with the District by any one of the following methods:

- (1) If the applicant provides sufficient evidence of creditworthiness established on another Carpinteria Valley Water District service account, as determined solely by the Manager or his designee, credit will be deemed established.
- (2) By a cash deposit with the District in the amount required by [Rule 6](#), hereof.
- (3) By receipt of a letter or e-mail from another public water agency with the following information confirming the customer's good credit account history for a current account with that agency:
  - (i) Date account was open.
  - (ii) Statement that there have been no shut offs for non-payment or late payments in the last 2 years.

A current account includes an account closed at the request of the customer within 60 days of the date of the new service request. The District must receive a customer's letter of credit no later than 14 working days after commencement of service.

- b. **Re-Establishment of Credit:**

- (1) If a customer fails to pay a water bill within fifteen (15) days after presentation of said bill, as set forth in [Rule 5](#), then, even though the customer's service has not been disconnected as set forth in [Rule 13\(d\)](#) hereof, said customer may be required to re-establish credit with the District by making a cash deposit in the amount required by [Rule 6](#) of these Rules and Regulations.

Customers who are delinquent on their payments may be contacted by the District via telephone, letter or electronic means.

- (2) If a customer fails to pay a water bill within fifteen (15) days after presentation of a second notice that the bill is due and owing, then whether or not service has been disconnected as provided in [Rule 13\(d\)](#), said customer may be required to



re-establish credit with the District by making a cash deposit with the District in an amount equal to twice the estimated average of a bill for the account class to be rendered.

Customers who are delinquent on their payments may be contacted by the District via telephone, letter or electronic means.

## **5. PRESENTATION AND PAYMENT OF BILLS**

Bills for services by the District will be presented by the District for payment at monthly intervals and all of said bills will be due and payable upon presentation of said bill to the customer.

Bills shall be considered presented when either delivered personally to the customer or when deposited in the United States mail, postage prepaid, and addressed to the customer at the address shown on the customer's application for service. The District offers a direct payment service whereby monthly water bills are automatically deducted from a customer's checking account. Forms for such service are available at the District office or the District's website.

Payments may be made at the District office. Customers making credit card payments at the District office must show proof of identity upon payment. Electronic payments may be made through the District's website ([www.cvwd.net](http://www.cvwd.net) or <https://www.municipalonlinepayments.com/cvwdca> ). In addition, credit card payments may be made over the telephone through the District's 'Interactive Voice Response' (IVR) third-party service. A service fee for processing electronic and telephone payments may be applied by the District or third-party service provider. Service charges are specified in the District's annual fee table in [Appendix C](#).

If the District receives a returned check from the bank, the customer shall be charged a returned check fee as specified in the District's annual fee table in [Appendix C](#).

In the event that the District receives a second returned check from the bank for non-sufficient funds (either personal check or automatic clearing house check), a customer will be required to pay subsequent water bills in cash, credit card or cash equivalent (cashier's check, money order etc.) for twelve months. The customer will have 2 days to bring the account to good



standing and pay all returned check fees and any penalties and charges for service termination.

## 6. DEPOSITS

- a. **Deposit Amount** The amount of cash deposit necessary to establish credit, as required by [Rule 4](#) for all customer classes, shall be a sum equal to twice the estimated average bill for the account class rendered.
- b. **Refund of Deposit**: Where service has been ordered permanently discontinued by the customer, all money on deposit with the District for the purpose of establishing credit will be first applied to the payment of any bills due and owing the District, and the balance of said deposit, if any, will be refunded to the customer.

The District will review the account history of each customer after two years. If the account is in good standing after two years a credit of the amount of deposit will be applied to the account of the customer of record. Good standing requires no late fees within the two-year period. If a customer has their deposit credited to their account after the two-year period and they receive in excess of one late fee within any following two-year period they may be required to pay a deposit amount (see 6a for amount) to return their account to good standing. Said deposit must be paid prior to reconnecting service after their second late fee.

- c. **Failure to Pay**: The District must receive said deposit within 14 working days of the service start date or shut off procedures will begin immediately..
- d. **Lifeline Program**: The District will apply a 20% credit to the total Monthly Service Charge every month for qualified residential or Multi-Family customers. Master metered customers will also receive a credit of 20% of the per dwelling unit Monthly Service Charge for each qualified unit. Customers, including those served by a master meter, must be verified CARE participants to qualify. Monthly Service Charges are defined in [Appendix A](#) and [Appendix H](#) include example calculations.

To participate in the District's Lifeline program, the applicant must be a qualified participant in Southern California Edison's CARE program, Southern California Gas



Company's CARE program or the LIFELINE program administered through their local telephone provider. See the California Public Utilities Commission's website ([http://www.cpuc.ca.gov/PUC/CEC/d\\_lowerbill.htm](http://www.cpuc.ca.gov/PUC/CEC/d_lowerbill.htm)) for more information on how to qualify for these programs. Verification is deemed complete upon District customer submitting a current Edison or Southern California Gas bill confirming their participation in the CARE Program.

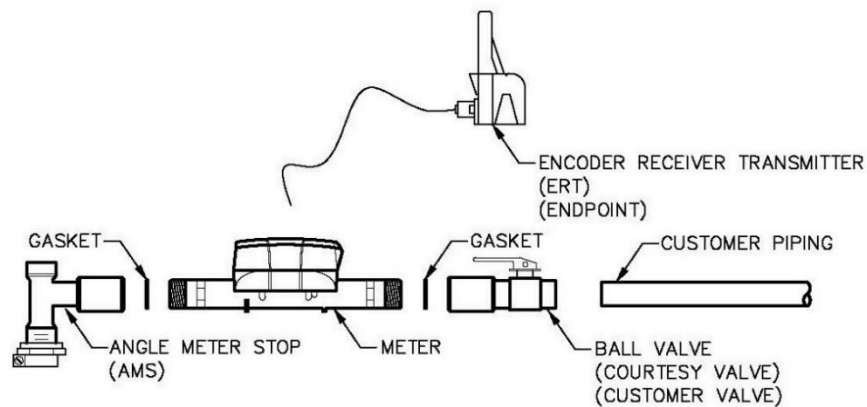
## **7. INSTALLATION, DOWNSIZING, MODIFICATION AND REMOVAL OF WATER SERVICE CONNECTION**

- a. Upon approval by the District of an application for water service connection and the receipt of any deposits or fees required to be deposited or paid by these Rules and Regulations, the District will furnish and install service pipe of suitable capacity from its water mains to the curb line of property abutting upon a public street, highway, public right-of-way, lane, alley, road or easement along which the District has, or will install, water mains.
- b. The District will determine the number of necessary service connections based on the following.
  - (1) For commercial, industrial, public authority and residential customers, the District shall consider the following:
    - Independent ownership or rental status; or
    - Separate or distinct parcel boundaries as identified by the County of Santa Barbara or City of Carpinteria.
  - (2) For agricultural or agricultural customers, the District shall consider the following:
    - Independent ownership or rental status; or
    - Separate or distinct parcel boundaries as identified by the County of Santa Barbara or City of Carpinteria with the exception of contiguous parcels under the same ownership.
  - (3) For fire service customers, the District shall rely upon local and state construction standards and fire service organization needs.

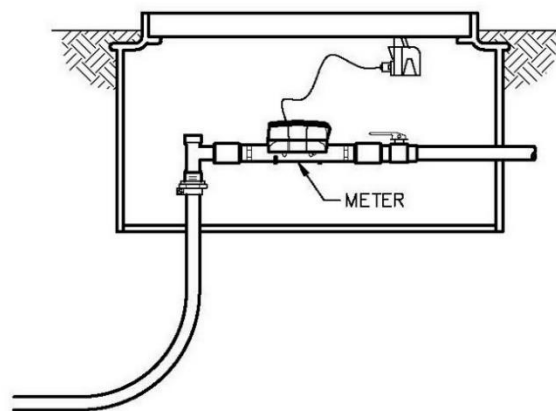


- c. All customer piping and appurtenances as described in Section (1)&(2) below shall be installed by the customer and at the customer's sole cost and expense. Said piping and appurtenances so installed by the customer must conform to the California Plumbing Code; Local Building codes, Fire District Code and District specifications.

- (1) A typical meter installation is depicted in Figure 1 below. The District is responsible for the proper operation and maintenance of the water meter including the gasket on the customer side of the meter. Piping and appurtenances including any shut-off or customer valve after the gasket and meter mounting hardware on the customer side of the meter are the customer's property and responsibility (see section c. below).



EXPLODED VIEW OF TYPICAL METER INSTALLATION

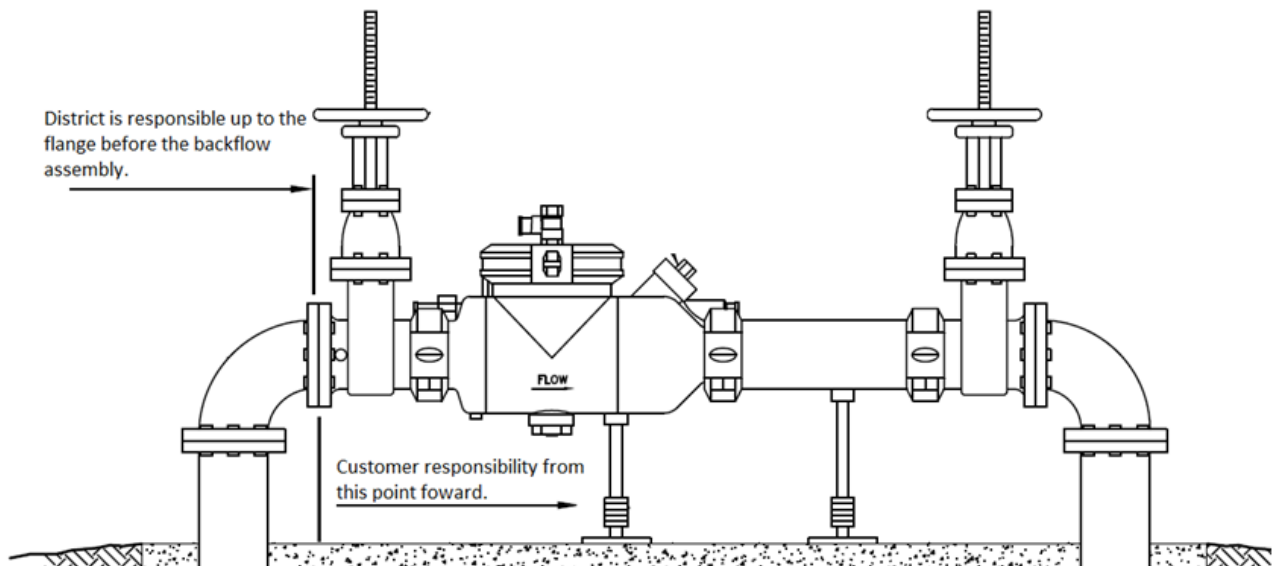


PROFILE VIEW OF TYPICAL METER INSTALLATION

**Figure 1**



- (2) A typical fire line installation is depicted in Figure 2 below. The District is responsible for the proper operation and maintenance of the service line including the gasket on the District side of the backflow device and the detector meter on the device. Piping and appurtenances including any shut-off or customer valves after the gasket are the customer's property and responsibility.



**Figure 2**

- d. If a customer owns more than one property within the District and conditions or water requirements for one property has changed a customer may request for a service connection to be moved. Under such a request the following shall apply:
- (1) Provided suitable outlets exist, a service may be moved from one property to another on a cost plus 40% basis for materials and outside services; cost plus 55% for equipment and cost plus 85% for labor. Equipment shall be charged at rates as specified in the District's annual fee table in [Appendix C](#). Deposits will be required based on meter size as specified in the District's annual fee table in [Appendix C](#). Valves, check valves, and meter shall be installed in the new location and such pipe and fittings as are suitable for re-use shall be used. The District shall be the sole judge of suitability of pipe and fittings for re-use.



- (2) A service vacated in section (1) above, may be replaced with a new service of a size mutually satisfactory to District and customer, on a cost plus 40% basis for materials and outside services; cost plus 55% for equipment and cost plus 85% for labor. Equipment shall be charged at rates as specified in the District's annual fee table in [Appendix C](#). Deposits will be required based on meter size as specified in the District's annual fee table in [Appendix C](#). Such a service will require the customer to pay the appropriate Capital Cost Recovery Fees for the new meter.
- e. Downsizing may be done upon receipt of a completed application by the customer, subject to the following:
  - (1) A favorable engineering feasibility and water needs analysis performed by the District; and
  - (2) Payment of deposit for District expenses, based on meter size as specified in the District's annual fee table in [Appendix C](#).

When downsizing a service, the District will install and connect all devices and appurtenances on the District side of the meter. The customer shall contract with an appropriate vendor to connect the new meter to the existing water service on the customer side of the meter (see section b.(1) above).

No adjustment of the Capital Cost Recovery Fees will be considered for meter downsizing. Any subsequent replacement with the original or larger meter service will be subject to the then prevailing Capital Cost Recovery fee schedule and regulations (see [Appendix B](#) for current fees and [Appendix D](#) for CCRF methodology).

- f. A customer may request the removal of a redundant or unwanted meter, for which approval is subject to the following:
  - (1) A favorable engineering feasibility and water needs analysis performed by the District; and
  - (2) Payment for District expenses, based on meter size as specified in the District's annual fee table in [Appendix C](#).



The District reserves the right to remove all service lines and appurtenances to the distribution main at the customer's expense. The cost for such a removal will be done on a cost plus 40% basis for materials and outside services; cost plus 55% for equipment and cost plus 85% for labor. Equipment shall be charged at rates as specified in the District's annual fee table in [Appendix C](#). There will be no refund of Capital Cost Recovery Fees in accordance to District Resolution 870 (see [Appendix D](#)). Deposits will be required as in [Rule 9\(a\)](#).

A meter approved by the District for removal or removed after customer request or failure to pay may be re-installed upon request of a customer, and will be done on a cost plus 40% basis for materials and outside services; cost plus 55% for equipment and cost plus 85% for labor. Equipment shall be charged at rates as specified in the District's annual fee table in [Appendix C](#). Capital Cost Recovery Fees based on the size of the meter must be paid in accordance to District Resolution 870 (see [Appendix D](#)). Deposits will be required as in [Rule 9\(a\)](#).

## **8. WATER SYSTEM EXTENSIONS**

- a. The District may, upon written application, extend its water distribution system inside the District to serve a new customer or group of customers. New customers shall be those who make application for service from such extensions, in accordance with District Rules and Regulations, prior to the time construction work is started on said extension, and who agree to pay charges and regular rates for water service from the date of completion of the extension, or as service is available to each parcel, as the work progresses. Such charges and rates are published in appendices A,B & C of these Rules and Regulations. Extension of the District's System will require a "Facilities Extension Agreement" between the District and the customer(s) applying for the extension.

Should an extension require construction of public water facilities, the District will decide if the extension will be constructed by District personnel or an District approved contractor. In the event that the District undertakes the construction, the applicant(s) shall deposit with the District, in advance and before construction is started, an amount which shall be the District's estimate of the entire cost of the extension. "Cost



of Installation” includes all labor, material, equipment, engineering and miscellaneous items furnished or used in making such extension, and will be done on a cost plus 40% overhead basis for materials and outside services; cost plus 55% overhead for equipment and cost plus 85% overhead for labor. Equipment shall be charged at rates as specified in the District’s annual fee table in [Appendix C](#). Upon completion of the extension, the actual cost thereof shall be retained by the District and the balance, if any returned to the applicant(s). In the event the amount deposited does not cover the cost of the extension, the applicant(s) shall pay the balance due, upon demand.

- b. Upon completion and acceptance of the extension, the applicant(s) shall dedicate the water facilities and appurtenances to the District. The dedication will convey ownership of the new facilities to the District in Fee.
- c. In the event that the District requires an extension with a pipe size larger than necessary to serve the property of the applicant(s), the additional cost on account of installing a larger than necessary pipe, shall be borne by the applicant(s). Such costs will be included in the actual costs of said extension, but may be subject to refund as in Section 8(d) below.
- d. For a period of ten (10) years, commencing with the date of acceptance of the extension by the District, the District will refund to the applicant a pro rata share of moneys which the District may collect on account of a “Benefited Property Charge” for such extension, as said charge is hereinafter defined. The District shall be under no obligation, however, to take legal action to enforce collection of said “Benefited Property Charges”, and does not hereby create or establish any rights of the applicant as a third party beneficiary to any agreement or action by the District.
  - (1) Upon completion and acceptance of an extension, the actual costs of said extension, exclusive of public fire hydrants and services which are attributable to the applicant(s) as determined by the District, shall be prorated to all parcels, including the applicants, which in the sole opinion of the District, will be, or in the future may be, benefited by water service connections from said extension.
  - (2) Applicant shall be given a description of the parcels, which will be subject to the benefited property charge. The costs so pro-rated as to parcels of real property



not owned by the applicant, or any of them if there be more than one, as of the date of acceptance of the extension, shall be known as the "Benefited Property Charge". Prior to the service of water to any parcel of real property, for which parcel there has been allocated a Benefited Property Charge, the applicant(s) for water service to said parcel shall pay to the District, said charge, which payment shall be in addition to any other required by these Rules and Regulations on account of water service connections.

(3) In no event shall the total amount refundable to any applicant(s) exceed the total cost of the extension attributable to the applicant(s) and no refund shall be made after said ten (10) year period, even though the District for its own benefit may still continue to collect all charges allocated to each party benefited.

- e. The District shall hold title to all accepted pipe line extensions. The District reserves the right at all times, to add any extension or additional metered customers to an extension, without procuring the consent of any party or parties contributing to the cost of the original or subsequent extension.
- f. Where possible, water main extensions and any related facilities shall be installed in streets or roads formally dedicated to public use. In the event that private land must be traversed with District facilities, a legal easement shall be established and dedicated to the Carpinteria Valley Water District.
- g. All extensions of water mains shall be made in accordance with the plans and specifications as approved by the District Engineer, who will determine the size of facilities required and will estimate the cost of all work to be done.
- h. If pumping is required on any extension, to provide adequate pressure served by Gobernador Reservoir (approximately 350 feet elevation - Pressure Zone I) and served by Shepard Mesa Tank (approximately 650 feet elevation (Pressure Zone II) surcharges per 100 cubic feet shall apply These surcharges are described in the District's annual fee table in [Appendix C](#).
- i. If pumping plants, storage facilities or any other related facilities are required in order to provide water service, including fire services, such facilities shall be included in the



costs of the extension. The District shall determine the number and size of pumping plants, storage facilities or any other related facilities, which shall be constructed as a part of the distribution system extension, at the sole cost of the applicant(s).

- j. The applicant(s) shall provide the District, without cost to the District, all necessary reservoir sites, easements and rights-of-way for said storage facilities, pumping plants or related facilities, including rights-of-way for necessary roads, power and communication. In the event that necessary sites, rights-of-way or easements are on property other than that owned by the applicant(s) and the applicant(s) is unable to acquire said sites, rights-of-way or easements, by negotiation, the District may, but shall be under no obligation to, use its power of eminent domain to acquire said sites, rights-of-way or easements, after the applicant(s) has first deposited with the District, the total estimated cost of said acquisition. Any difference between the amount deposited and the actual total cost of acquisition, shall be adjusted by a refund or additional payment, as the case may be.

All of the foregoing provisions of this Rule, which are applicable to main extensions, shall also apply to reservoirs, pumping plants, or other related facilities, except that in no event shall the District be obligated to pay any costs on account of installing a reservoir, pumping plant or other related facilities larger than necessary to serve the property of the applicant.

## **9. CONNECTION FEES**

- a. The fees for making new service connections, re-installations, removals or for enlarging service connections already in existence, shall be at District's cost plus overhead of 30% on materials and outside services, and cost plus 55% for labor and equipment. Equipment shall be charged at rates as specified in the District's annual fee table in [Appendix C](#). Deposits in the amounts as shown in the District's annual fee table in [Appendix C](#). will be required based on meter size. If the amount of the deposit is less than the actual costs, the customer will be billed for the balance. If the amount of the deposit is more than the actual costs, the balance will be refunded to the customer. An itemized billing will be given for all installations.



- b. Service piping shall be no less than the meter size . Minimum service piping shall be 1" size for 3/4" meter, 1" size for 1" meter and 2" size for 1 ½" meters.
- c. If the division of a parcel of land or change in land use has resulted in a larger service than that required by [Rule 12](#), for the remaining area, the District shall, at the request of the customer and upon payment of all necessary costs and fees, remove the existing service and replace same with an appropriately sized service to satisfy the remaining area. No refund is to be made by the District for the existing connection or meter (See [Appendix D](#)).
- d. Subject to [Rule 7](#) above, all service connections and meters with appurtenances installed, regardless of size, shall remain the property of the District.

In addition to the standard connection fees in [Rule 9](#), the District will comply with the requirements of the Regulations of the California Administrative Code, Title 17, known as "Cross Connection" regulations (see [Rule 35](#)).

#### **10. CAPITAL COST RECOVERY FEES**

- a. Rates for the Capital Cost Recovery Fees shall be determined in the annual schedule of rates and charges as adopted by the Board of Directors as attached in [Appendix B](#).
- b. The Capital Cost Recovery Fee for new service connections shall be charged based on the size of the new meter required for the property as calculated by the District and shall be charged at the time of issuance of such new meter. New water service connections or changes to existing services shall follow the methodology described in Resolution 870 (see [Appendix D](#)) and adhere to the annual Capital Cost Recovery Fee table provided in [Appendix B](#).
- c. The Capital Cost Recovery Fee for larger meters which replace an existing active meter shall be equal to the difference between the current Capital Cost Recovery Fee for the new meter required, and the Capital Cost Recovery Fee for the previously installed meter service. Examples for such changes are specified in Resolution 870 (see [Appendix D](#)).



- d. Separate water service connections for fire sprinklers are required for certain structures and uses within the District. These meters are sized based upon the need for maximum short duration flow capacities rather than on the District's standard meter size requirements for estimated water use for the building, property size or use proposed. New fire service connections or changes to existing services shall follow the methodology described in Resolution 870 (see [Appendix D](#)) and adhere to the annual Capital Cost Recovery Fee table provided in [Appendix B](#).
- e. Connection Fees for installing new water and fire services and meters will continue to be charged in addition to the Capital Cost Recovery Fee, based on actual costs plus overhead and equipment charges as determined by the District. The District will continue to require a deposit to cover the estimated District costs related to such service installation.
- f. All deposits and fees for service installation must be made in full prior to the District's approval of a construction agreement. All Capital Cost Recovery Fees must be paid in full prior to the installation of a meter. The District encourages new customers to work with District staff to properly time the installation of new meters and services. In the event that Capital Cost Recovery Fees are paid without a scheduled date for meter installation (pre-pay) the customer shall be responsible for all Capital Cost Recovery Fees that accrue between the time of initial payment and time of meter installation. The District will not provide final project approval (including but not limited to Certification of Occupancy) until all fees, charges and deposits have been paid in full.

## 11. WATER RATES AND CHARGES

The District's application of water rates and charges considers the customer's account class, number of residential dwelling units, size of service, historical usage, and pumping zone.

- a. **Residential dwelling unit:** a building or structure or portion thereof designated or occupied in whole or in part as a residence or sleeping place, either permanently or temporarily, which includes sanitary facilities, and one kitchen provided within the unit. For purposes of this definition an attached or detached residential second unit



of 750 sqft or greater shall be considered a separate residential dwelling unit (See [Rule 17](#) for definition of accessory dwelling unit). District staff shall make determinations regarding whether a structure or building constitutes a residential dwelling unit upon review of all development proposals, a request for new water service, or periodic review and inspection of existing service connections. Communal buildings in multi-family complexes (e.g., laundry rooms, community centers) do not count as separate dwelling units.

b. **Account classes**

- (1) **Single Family Residential** accounts are exclusively for domestic residential use excluding multi-family and master meter residential units (see definitions below).
- (2) **Master Meter Residential** accounts are exclusively for meters serving two or more residential dwelling units.
- (3) **Multi-Family Residential** accounts are exclusively for domestic multi-family residences (two or more) units that are individually metered but have at least one shared wall.
- (4) **Landscape** accounts irrigate landscaped medians, parks, lawns, or gardens on public parcels and private residential, commercial, and industrial parcels. (see [Rule 17](#) below.)
- (5) **Commercial** accounts are in whole or in part for commercial use including but not limited to adult living facilities, assisted living facilities, dormitories, extended care facilities, foster care facilities, group homes, orphanages, residential care facilities, transitional care facilities. Some commercial accounts within the District have one meter serving multiple businesses or locations.
- (6) **Hospitality** accounts are in whole or in part for use by hotels, hostels, and motels. Hospitality accounts have one meter serving multiple rooms/dwelling units.
- (7) **Industrial** accounts are in whole or in part for industrial use.
- (8) **Public Authority** accounts are in whole or in part for a federal, state, county, city or special district public agency such as schools, hospitals, or similar use as determined by the District's General Manager.



(9) **Agricultural** accounts use water for agricultural purposes which may include commercial poultry or livestock operations. Agricultural accounts must meet specific meter size and acreage requirements as summarized in the table below and outlined in the text below.

Customers requesting the agricultural account classification must provide a planting plan and irrigation plan for the parcel, and must show the proposed or existing agricultural coverage.

All meters approved for the agricultural account class must install meter protection as described in [Rule 35](#).

**Table. Summary of requirements to qualify as Agricultural account class**

Meter status	Approval	Meter size	Irrigated acreage
New	Not eligible	$\frac{3}{4}$ "	n/a
		1"	n/a
	Automatically approved	$\geq 1 \frac{1}{2}$ "	2-3 acres
		2"	3.1-36 acres
		3"	36.1-105 acres
		$\geq 4$ "	$\geq 105.1$ acres
Existing	May be approved upon review	$\frac{3}{4}$ "	0.33-1.99 acres & $\geq 50\%$ permeable parcel area
		1"	0.33-1.99 acres & $\geq 50\%$ permeable parcel area
		$1 \frac{1}{2}$ "	2-3 acres
		2"	3.1-36 acres
		3"	36.1-105 acres
		$\geq 4$ "	$\geq 105.1$ acres

(iii) New meters that meet the following requirements automatically qualify as agricultural accounts.

- (a) New  $1 \frac{1}{2}$ " meters to irrigate 2-3 acres for commercial agricultural purposes.
- (b) New 2" meters to irrigate greater than 3 and up to 36 acres for commercial agricultural purposes.



- (c) New 3" meters to irrigate greater than 36 and up to 105 acres for commercial agricultural purposes.
- (d) New 4" or larger meters to irrigate greater than 105 acres for commercial agricultural purposes.
- (iv) New meters that are  $\frac{3}{4}$ " or 1" in size cannot qualify as agricultural accounts.
- (v) Existing  $\frac{3}{4}$ " or 1" meters that meet the following requirements may qualify as agricultural accounts. [Appendix K](#) provides an example calculation.
  - (a) Irrigate at least 0.33 acres and less than 2 acres for agricultural purposes.
  - (b) Irrigate at least 50% of the permeable area of the parcel for agricultural purposes. Permeable areas exclude hardscape like residential structures and driveways.
- (vi) Existing 1  $\frac{1}{2}$ " or larger meters that meet the following requirements may qualify as agricultural accounts.
  - (a) Existing 1  $\frac{1}{2}$ " meters to irrigate 2-3 acres for commercial agricultural purposes.
  - (b) Existing 2" meters to irrigate greater than 3 and up to 36 acres for commercial agricultural purposes.
  - (c) Existing 3" meters to irrigate greater than 36 and up to 105 acres for commercial agricultural purposes.
  - (d) Existing 4" or larger meters to irrigate greater than 105 acres for commercial agricultural purposes.
- (vii) Existing meters that do not meet the acreage requirements specified in this rule cannot qualify as agricultural accounts.
- (viii) If a customer is approved as the agricultural account class but has not finished implementation of their agricultural operations (e.g., planting crops) at the time of approval, the customer must complete implementation within two years of approval. After two years if the District



determines the customer has not completed implementation the District may change the customer's account class.

(ix) The General Manager's determination whether an account qualifies as agricultural shall be final, unless an appeal by the customer within thirty (30) days of receipt of written notice of such determination is made to the District's Board, in which case the determination of the Board made at a public meeting with notice to the customer shall be final. Any determination by the District, however, may be subject to change based upon Contract #I75R-1802R as referenced in [Rule 2](#) above.

(10) **Fire** accounts provision water to a customer designated as a closed water distribution system or network with the sole purpose or function of fire suppression.

(11) **Temporary** accounts apply to circuses, bazaars, fairs, temporary restaurants, construction works, or temporary emergency services for residents, etc., of a temporary nature.

- c. **Size of Service:** (See [Rule 12](#)).
- d. **Monthly Service:** The minimum monthly service charge for metered services, regardless of the amount of water used by a customer during any given month or fraction thereof, shall be in accordance with the schedule of rates and charges as adopted by the Board of Directors as attached in [Appendix A](#).
- e. **Water Measurements:** Except as these Rules and Regulations otherwise provide, all water supplied by the District shall be measured by standard water meters, and a hundred cubic feet shall be the standard unit of measurement.
- f. **Meter Water Rates:** The rates charged by the District for water furnished through meter service, shall be in accordance with the annual schedule of rates and charges as adopted by the Board of Directors as attached in [Appendix A](#).
- g. **Surcharge for Pumping:** Customers receiving water in certain pressure zones may require the District to pump or re-pump water. To provide proper service, the District



may install a connection in these pressure zones, and will apply the following surcharge:

Pressure Zone I: Connections served by the Gobernador Reservoir

(See [Appendix A](#) for current surcharge)

Pressure Zone II: Connections served by the Shepard Mesa Tank

(See [Appendix A](#) for current surcharge)

## 12. MAXIMUM FLOW

Nothing herein contained shall be construed as, nor shall it constitute a representation by the District that said maximum rate of flow will be available to any customer at any specified time or times.

Maximum flow allowed through meters of various sizes shall be as follows:

3/4" meter	32 gallons per minute
1" meter	55 gallons per minute
1 1/2 " meter	100 gallons per minute
2" meter	160 gallons per minute
3" meter	375 gallons per minute
4" meter	700 gallons per minute

Customer shall be responsible for rate of flow through meter and violation of this rule shall be grounds for discontinuance of service.

## 13. DISCONTINUATION OF SERVICE

- a. **Request for Discontinuation:** A customer may at any time request discontinuation of service by completing a Request for Termination of Water Service form. Said request must be received by the District office at least one (1) business day prior to the date on which discontinuation is desired. Such request for discontinuation may



include a request for service removal, in which case the District, upon notice to the record property owner, may remove the installed meter service.

- b. **Vacating of Premises:** A customer who vacates a premises for which he has been served water and who fails to request discontinuation in the manner provided in Section (a) of this Rules and Regulations, shall be held responsible for all water consumed on said premises up until the time that the District has actual notice that said customer has vacated said premises.
- c. **Continuation of Monthly Service Charge:** Customers and/or property owners with an installed meter service, whether the meter is on or off are required to pay a monthly service charge. If the monthly service charge is not paid according to these Rules and Regulations, the record customer will be notified by mail, with a copy of the notice sent to the address shown on the Santa Barbara County tax rolls if the record customer is different from the record owner. Failure to pay the monthly service charge within 60 days of the date of such notice could result in the removal of the meter. If the meter is removed for non-payment, or at the request of the customer or property owner, payment of a fee for the reinstallation of the meter as well as the applicable Capital Cost Recovery Fees as outlined in [Appendix D](#) (see also [Rule 10](#)).
- d. **Nonpayment of Bills:**
  - (1) **Non-Residential Delinquent Accounts:** The District may discontinue water service to any customer who fails or refuses to pay any bill presented for service at any address with an outstanding balance within the District's service area. The District may discontinue service for non-residential customers within fifteen (15) days after the billing date. The sending of any further notice to a customer prior to such discontinuation by the District shall not constitute a waiver of the District's right to discontinue said service for nonpayment within said fifteen (15) day period (see [Rule 13](#)).

The District may discontinue or refuse to provide service for non-residential water customers at any new location who fails or refuses to pay any bill for service rendered at any former location within thirty (30) days after said bill for service at



a former location has been presented at the address given by said customer on the application for service at said new location.

Customers who are delinquent on their payments may be contacted by the District via telephone, letter or electronic means.

- (2) **Residential Delinquent Account:** Delinquent residential accounts are Residential, Multi-Family, and Master Meter accounts that remains unpaid (and without having made payment arrangements or established an alternative payment schedule) by close of business on the 60<sup>th</sup> day after the billing date. An account for which no payment has been received after 60 days shall have their water service terminated. The following rules apply to delinquent accounts in accordance to California Health and Safety Code Division 104, Part 12, Chapter 6 [116900-116926]:

(x) **Late Fee:** If payment for a bill is not received by close of business on the 35<sup>th</sup> day after the billing date, a late fee will be assessed. The due date is displayed prominently on the bill. The District will make a reasonable, good faith effort to notify the customer by phone of an impending late fee 2 days before the due date identified on the bill. The District assumes no responsibility for phone or email contact information that has not been kept up-to-date by the customer.

(xi) **Waiver of Late Fee:** At the request of the customer and discretion of the Assistant General Manager, the District may waive the late fee if there are extenuating circumstances and the customer has not been assessed a late fee for delinquent payment in the preceding 24 months.

(xii) **Alternative Payment Arrangements:** Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted. Alternative payment arrangements include:

- (a) Weekly or bi-weekly payments of any outstanding balance;



- (b) 12-month amortization of any outstanding balance.
- (xiii) A customer wishing to make alternative payment arrangements must contact the District and request, in writing, either a weekly or bi-weekly repayment schedule or a 12-month amortization plan. This letter must include the following:
  - (a) Customer's name, address and account number
  - (b) Requested payment alternative
  - (c) Signature and date
- (xiv) The District will review this application for payment and re-issue a copy of the original bill to the customer with repayment amounts and payment commencement date.
- (xv) **Medical Necessity and Financial Hardship:** Water service to an account will not be terminated if the customer of record meets all three of the following conditions:
  - (a) The customer of record is willing to enter into an alternative payment arrangement outline in (iii) above;
  - (b) A Primary Care Provider (General Practitioner, Obstetrician/Gynecologist, Pediatrician, Family Practice Physician, Primary Care Clinic, Hospital, or Outpatient Clinic) certifies that the termination of service will be life threatening or pose a serious threat to the health and safety of any resident of the premises where water service is provided; and
  - (c) The customer of record can demonstrate that the household income is less than 200% of the Federal Poverty Level either through financial documents or through participation in CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children by any member of the household.



(xvi) **Termination of Service:** In the event that an account has not made alternative repayment arrangements or meets the conditions of section (iv) above, the District will terminate service 60 days after the billing date. The service termination timeline will be:

- (a) On or around the 32<sup>nd</sup> day after the billing date: telephone notification of imposition of the late fee;
- (b) On or around the 45<sup>th</sup> day after the billing date: letter of late fee and intent to terminate service issued to customer of record. This letter shall state:
  - i. Customer's name, address and account number
  - ii. Past due amount
  - iii. Date by which payment or payment arrangements are required to avoid service termination
  - iv. Description of alternative payment options
  - v. Description of the process to dispute or appeal a bill
  - vi. District telephone number and website to District policies.
- (c) On or around the 52<sup>nd</sup> day after the billing date: door tag indicating the date of service termination hung on the premises;
- (d) On or around the 61<sup>st</sup> day after the billing date: termination and lock-out of water service and reconnection fee assessed (see [Appendix C](#) for reconnection charge).

(xvii) **Notice to Residential Tenants / Occupants:** The District will make a reasonable, good faith effort to inform the occupants or property managers, by means of written notice to the service address, when the water service account is in arrears and subject to termination at least 7 days before water service is shut off. The written notice will advise the tenant/occupant that they have the right to become customers of the District without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at that address. The District will



assess the fitness of a new customer of record and may refuse service at its discretion. A tenant assuming the responsibility of an account will not be charged the past due amount but will be responsible for paying a deposit for service.

(xviii) **Reconnection Charge:** In any case where the District has discontinued the service of water to a customer for nonpayment of bills said customer shall not receive such service until and unless, the customer satisfies all requirements of these Rules and Regulations, pays to the District a fee to cover the administrative costs for such reconnection and pays all past due charges and penalties. The reconnection charge for customers demonstrating that the household income is less than 200% of the Federal Poverty Level shall not exceed \$50.00 during business hours or \$150.00 during evenings and weekends. (see [Appendix C](#) for the District's reconnection fees.)

(xix) **Failure to Comply With Alternative Payment Arrangements:** In the event that a customer fails to meet an agreed-upon payment schedule (section iii), an account will be deemed delinquent beginning the date of the first missed payment and subject to termination of service 5 business days after notification.

(xx) **Contact Information:** A customer wishing to appeal a water bill or make alternative payment arrangements can contact the Billing Department at (805) 684-2816 ext. 105.

(xxi) **Disputed Bills and Monetary Penalties:** A customer may request a review of their water bill or other penalty in accordance to [Rule 15](#) of the District's Rules and Regulations. The District will not begin service termination procedures while a bill is being appealed or disputed.

(xxii) **Notification of Terminated Service:** The District will provide a summary of terminated service connections on its website <https://cvwd.net/customer-service/billing/terminated-services/> and provide a written and verbal report to the Board of Directors during the first meeting of the Board at the beginning of the fiscal year.



(xxiii) **Other Unpaid Bills Within the District:** The District may discontinue or refuse to provide service to a customer at any new location who fails or refuses to pay any bill for service rendered at any former location within ninety (90) days after said bill for service at a former location has been presented at the address given by said customer on the application for service at said new location. Such accounts shall be subject to all other conditions outlined in [Rule 13](#). (2) above.

- e. **Unsafe Apparatus or Appliances:** The District shall have the right to refuse or discontinue service of water to a customer if said customer's service apparatus or appliances or any part thereof shall at any time be deemed by the District to be unsafe or unfit for the service of water. The District may also refuse or discontinue the service of water to a customer if the use of said customer's apparatus or appliances for the service of water is prohibited or forbidden under the authority of any State, City, County or Municipal law, statute or ordinance, now or hereafter in existence, and the customer shall not be entitled to service of water until such time as he or she has put the apparatus or appliances in a condition deemed safe by the District or has complied with all of the same laws, statutes or ordinances, as the case may be.

Each customer shall be responsible for keeping their service apparatus and appliances in a safe and sound condition and in compliance with all applicable laws, statutes and ordinances. There shall be no obligation or duty upon the District to inspect said apparatus and appliances and the action of the District in serving water to a customer does not constitute a representation by the District that the customer's apparatus or appliances are in a safe condition and comply with all of the applicable laws, statutes and ordinances.

The District may also deem conditions that limit access to District meters and appliances to be unsafe and, therefore, be grounds for discontinuance of service. (See Rules [17](#) and [24](#).)

- f. **Use of Service Apparatus or Appliances Detrimental to Other Customers:** The District may refuse or discontinue the service of water to any customer who has



apparatus or appliances, the operation or utilization of which would be detrimental to or would interfere with the serving of water to other customers.

- g. **Violation of Rules and Regulations:** Violation of any of the Rules and Regulations of Carpinteria Valley Water District shall constitute grounds for the District to discontinue service of water to said customer.
- h. **Notice:** Except as otherwise herein provided, the District will not discontinue service to any customer without first giving said customer written notice of said discontinuation, including the reasons therefore and a reasonable time, as determined by the District, within which to remedy, cure or contest the facts upon which the discontinuation is based.
- i. **Door Tag Notice:** If an account is past due the District will not discontinue service without first hanging a door-tag at the service property. The door-tag will state the shut-off date and the amount that must be paid to avoid shut off. The District will charge for processing this door tag in the amount as shown in the District's annual fee table in [Appendix C](#). Said fee will be assessed on a customer's account as of the penalty date and time shown on the Disconnect Notice, regardless if payment is received prior to the door-tag being delivered to the customer's property.

In the event that the District receives a Request for Discontinuance of Service and has not yet received a Request for Service the District will hang a door-tag giving the new occupant 24-hours to contact the District before service is discontinued.

Notwithstanding [Rule 13](#) above, the District may, without notice, discontinue the service of water to any customer in any case where the District determines, in its sole discretion, that continuation of service would result in a waste of water or would constitute or create an immediate danger or hazard to either the customer or the District, or both.

#### 14. RECONNECTION CHARGE

In any case where the District has discontinued the service of water to a customer for nonpayment of bills or for other violation of these Rules and Regulations, said customer shall



not receive such service until and unless, the customer satisfies all requirements of these Rules and Regulations, pays to the District a fee to cover the administrative costs for such reconnection (see [Appendix C](#)) and has paid their past due balance. The customer will be required to pay the reconnection charge if the past due amount is not paid by 7:00 a.m. on the shut off date.

## **15. DISPUTED BILLS AND MONETARY PENALTIES**

a. In the event that a customer disputes or denies the accuracy of any bill, or requests reduction in payment due to a leak or some other similar problem on the customer side of the meter, the following procedure shall be followed:

(1) The customer shall deposit with the District an amount as determined by the District based on the normal average amount of water metered for the period in question (and associated meter charges) within the time required by [Rule 13](#) hereof and shall accompany said deposit with a written statement that said customer believes the bill to be in error or in excess of normal usage due to a leak or some other similar misfortune and briefly stating the reasons for believing said bill is in error or that due to circumstance beyond the customer's control some reduction should be provided.

(2) The District will, upon receipt of said deposit and statement, give written notice to said customer that his or her bill will be considered by the Board of Directors of the District at the next meeting of the Board of Directors which next meeting shall not be sooner than 7 days after the giving of said statement by the District to said customer.

(3) At said meeting of said Board, the customer may appear in person or by his representative, and present whatever evidence he or she may have concerning the alleged error in his or her bill or basis for requested relief and the Board shall give its decision not later than ten (10) days after the conclusion of said meeting.

Failure of a customer to give notice to the District of an error in or request for reduction of their bill within ten (10) days of receiving said bill, shall constitute a waiver of any error or request for reduction by said customer and the bill shall be deemed correct and final as presented.



(4) A request for reduction in a bill due to a leak or some other similar problem occurring on the customer side of the meter, subject to fulfillment of all of the requirements of this rule, may, after Board of Directors review, and within the Board of Director's sole discretion, be favorably granted by the Board of Directors as follows:

(xxiv) A credit of 25% of the charge for the amount of water metered in excess of the 4-year average amount of water metered for the month in question as determined by the District may be applied to the customer's account after a Water Audit is completed by the District.

(xxv) A three-month period of time may be allowed for payment of the total amount of the bill, less the 25% adjustment.

(5) The Manager, at the Manager's discretion, may provide a credit of 25% to the customer's account, if calculated to be less than \$150, without forwarding the request for reduction to the Board of Directors, and after a Water Savings Survey is completed by the District.

(6) The Customer must sign up for EyeOnWater <https://eyeonwater.com/signin> (if not already enrolled) to receive bill credit, due to a leak or some other similar problem, from the District.

b. In the event that a customer of record wishes to dispute monetary penalties the following procedure shall be followed:

(1) The customer of record shall pay all monetary penalties and water-service charges and keep their account in good financial standing;

(2) The customer of record shall provide written documentation to the District detailing their dispute and providing a reason for the monetary penalty to be waived;

(3) The General Manager or Assistant General Manager District will review the circumstances associated with the monetary penalty and make a determination of whether the waiver is granted or not and notify the customer of record;



- (4) In the event that a waiver is not granted by the General Manager or Assistant General Manager, the customer of record may in writing appeal further to the Board of Directors.

## 16. RECORDS REPRODUCTION FEE

At the Manager's discretion, a per-page charge must be paid upon receipt of 10 or more copies of letter and/or legal size records made in-house as requested (see [Appendix C](#)). For requests in excess of 25 photocopies the District reserves the right to require, at the discretion of the Business Manager, that an outside service provider perform the requested copying at the expense of the person making the request.

Reproduction of blueprints, maps and similar documents will be provided by the District as follows: Fees for blueprints, maps, etc. must be paid equal to the fee billed to the District for the service provided by an outside service provider upon receipt of the reproductions by the person requesting the copies. Fees for maps and similar products that the District can reproduce will be charged based on reproduction costs (see [Appendix C](#)).

The District may also charge for the duplication of video recordings of meetings. These charges will reflect the cost of video / digital media and any specialized computer software that may be necessary for duplication (see [Appendix C](#)).

Requests for digital records and data can usually be met without charge. At the Manager's discretion, data manipulation and conversion requiring an hour or more of staff time may be assessed at a rate of cost plus 55% for labor and equipment. Individuals or organizations requesting digital record and data are required to pay a deposit toward estimated costs. Any unused deposit money will be credited back to the applicant.

## 17. METERS AND APPLIANCES

- a. **Meters and Appliances**: All meters and appliances (such as meter boxes, valves, radios, external antennas etc.) installed by the District upon the customer's property for the purpose of delivering water to the customer shall be the property of the District, and may be repaired, replaced or removed by the District at any time. No customer may refuse the installation of any type of water meter for any reason.



Customers may opt-out of the installation of any radio transmitter associated with meter reading after completing an application for opt-out and payment of any associated fees and charges. (See [Appendix C](#) and [Appendix J](#).)

Meters and appliances must be accessible to the District or its duly authorized agents at all times. Barriers to access – including but not limited to fences, landscaping, gates, locks, vehicles, equipment, dogs or other animals or refuse will be reported to the customer and required to be corrected immediately. Should a condition limiting access remain, the District reserves the right to discontinue service after giving written notice to the customer via certified mail with return receipt. Service may be discontinued seven days after customer receipt of written notice and remain discontinued until such time as the condition limiting access has been modified or removed and access is deemed safe and acceptable by the District.

Except as herein otherwise provided, no rent or other charge shall be made by the customer against the District nor by the District against the customer for placing or maintaining said meters and appliances upon the customer's premises. The customer shall exercise reasonable care to prevent the District's meters and equipment from being injured or destroyed. In the event customer identifies any defect in the meter, customer shall notify the District thereof immediately.

The District shall have the right to remove any and all of its facilities installed on customer's premises at the termination of the service.

- b. **Meter Installation:** All meters and appliances shall be installed by the District. Meters, wherever practicable, shall be placed in suitable meter boxes located in the parkway adjacent to the curb line. When it is not practicable to place meters in the parkway, the meters shall be installed in some convenient place approved by the District upon the customer's premises, in an approved easement, and in a location that is at all times accessible for inspection, reading and testing. The District shall not install submeters. The District shall not use customer installed submeters for its metering or billing.



- c. **Meter Tampering:** The customer shall not make or maintain any by-pass or other connection between the meter and the District's main. The customer shall not tamper with the meter or any other appliance or interfere with the operation of the meter or appliances in any manner or for any purpose. Penalties for tampering with a meter or appliances or bypassing a meter may include, but are not limited to, tampering fines and penalties, fees for unmeasured water consumption, meter and appliance replacement costs and labor, criminal prosecution and disconnection of District water service (see [Appendix C](#)).
- d. **Number of business or dwelling units per water service connection.**
  - (1) In accordance with Senate Bill 7 (SB 7), the District requires all new construction of multi-family residential structures to be individually metered or master metered with submeters. The District defines multi-family residences as multiple dwelling units in one building, or dwelling units in separate buildings that share a wall.

Each building with more than 10 residential dwelling units may be eligible for a master meter with submeters (instead of individual meters). Buildings with 10 or fewer dwelling units are not eligible for master meters. However, final determination of master meter eligibility is at the District's discretion.
  - (2) Hospitality developments may use master meters to serve multiple sleeping rooms. The District does not require individual meters or submeters for individual sleeping rooms.
  - (3) The District recommends individual meters for each commercial, industrial, and public authority (CII) business. The District may allow master meters to serve multiple CII business if it determines individual meters are not practical.
  - (4) Stand-alone single family residential dwelling units must be individually metered except as follows:
    - (i) residential dwelling units on agricultural parcels; or
    - (ii) accessory dwelling units as defined below.



- e. **Accessory Dwelling Units:** District rules and regulations shall comply with California and local requirements regarding Accessory Dwelling Units (ADU) and Junior Accessory Dwelling Units (JADU).

ADUs / JADUs constructed either within an existing building envelope or in a new permitted structure, will not be required to be independently metered, nor will the ADU/JADU be subject to Capital Cost Recovery Fees (CCRF). However, all ADU / JADU developments will be required to meet District and local agency requirements for hydraulic capacity of service, including service line capacity, water meter capacity and if applicable fire sprinkler capacity. In the event that ADU / JADU developments require increased service or meter capacity, costs associated with increased service will be applied as described in Rules 9 and 10 and [Appendix D](#).

The District will consider ADUs with a footprint of 750 square feet or more as separate dwelling units from the main structure. The District will reclassify accounts with ADUs of 750 sqft or greater as Master Meter Residential accounts and these accounts will be subject to the rates and charges associated with this account class. The District will not consider JADUs or ADUs with a footprint of less than 750 square feet as separate dwelling units. The District will not reclassify accounts that add an ADU / JADU of less than 750 square feet.

- f. **Irrigation Meters:** Facilities for irrigation of new and existing parks, medians, landscaped public area, lawns or gardens surrounding condominiums, townhouses, apartments, and industrial parks shall be designed and installed in such a way to conserve water. The rate and extent of water application shall be controlled by the owner so as to minimize water usages.

Dedicated landscape water meters are required for residential landscapes over 5,000 square feet, non-residential landscapes over 1,000 square feet, and shared landscaped common areas. Dedicated landscape meters must be installed by the District, be on a dedicated service line and be installed with approved backflow prevention.



In most cases the irrigation meter shall be sized based on the peak flow through a single valve of the irrigation system (i.e. highest producing valve). However, the District reserves the right to further evaluate the system and to select a meter size that best meets the needs of the system. The meter size may be based on multiple valves, branches of the system, square footage, or as deemed most appropriate by the District.

## **18. METER TESTS**

Any customer may request the District to test his or her water meter. A deposit to cover the reasonable cost of the test will be required of the customer, in accordance with the District's annual fee table in [Appendix C](#).

The amount so deposited will be returned to the customer if the meter is found, upon testing, to register more than one and one-half (1.5%) percent fast under conditions of normal operation; otherwise the deposit will be retained by the District.

A customer shall have the right to require the District to conduct the test in his or her presence, or if he or she so desires, in the presence of a representative appointed by him or her. The customer shall make this request in writing at the time the deposit is submitted. The customer will be notified in advance of the time and place the test will be made.

A report giving the name of the customer requesting a test, the date of the request, the location of the premises where the meter has been installed, the type, make, size and the result of the test, will be supplied to the customer within a reasonable time after completion of the test.

All new meters have been calibrated by the manufacturer, and no meter will be placed in service nor allowed to remain in service, which has an error in registration in excess of one and one-half (1.5%) percent, under conditions of normal operation.

## **19. ADJUSTMENT OF BILLS FOR METER ERROR**

If as a result of the test pursuant to [Rule 18](#) a meter is found to be more than one and one-half (1.5%) percent fast in registration, the District shall refund to the customer the overcharge



based on a corrected meter reading for the period in which it can be shown the meter was in error. If the period during which the meter was in error cannot be established to the satisfaction of the District, the period for which the refund shall be made shall be the period during which the meter was in use, or the period of three months immediately preceding the test, whichever is the shorter period.

If as a result of said meter test, a meter used for residential or domestic service is found to register less than seventy-five (75%) percent of actual consumption, the District shall present the customer with a bill for the amount of water actually consumed, but not covered by any bills previously presented to the customer for a period not to exceed three months immediately preceding the test.

If as a result of said test said domestic or residential meter is found not registering, the District shall present the customer with a bill equal in amount to an average bill of a like customer for the period during which it can be shown that although water was being used by the customer, the meter did not register, except that in no event shall said period be deemed to be longer than three months immediately preceding the test.

If as a result of a test on a meter used for commercial, public authority, industrial or agricultural purposes, said meter is found to register less than ninety-eight and one-half (98.5%) percent of the actual consumption, the District shall present the customer with a bill for the amount of water used but not covered by any previous bills for the period in which the meter was in error. In the event that said period of error cannot be established to the satisfaction of the District, it shall be assumed that said period was the three months period immediately preceding the test and the corrected bill shall be presented upon that basis.

## 20. NOTICES

Any notices given under these Rules and Regulations shall be given as follows:

- a. **From the District to the Customer:** By written notice delivered personally to the customer or placed in the United States Mail, postage prepaid, and addressed to the address given by the customer to the District on his or her application for service, or at such other address as the customer may, in writing, direct the District to send notices.



- b. **From the Customer to the District:** By written notice delivered to the District office, either by hand or by placing same in the United States Mail, postage prepaid, and addressed to the District office.

## 21. TEMPORARY SERVICE

Temporary service, as herein considered, refers to services to circuses, bazaars, fairs, temporary restaurants, construction works, or temporary emergency services for residents, etc., of a temporary nature. Temporary service meters must remain within the boundaries of the District's service area.

If in the District's opinion the furnishing of such service will not create an undue hardship upon the District or its customers, the District will furnish temporary water service under the following conditions:

- a. The applicant for such temporary service shall be required to pay to the District an advance, or otherwise as the District may elect, the total cost of installing and removing any facilities necessary in connection with furnishing of such service by the District.
- b. Each applicant for temporary service shall be required to deposit with the District a sum of money equal to the estimated amount of the District's bill for such service, or to otherwise secure, in a manner satisfactory to the District, the payment of any bills which may accrue by reason of such service so furnished or supplied.
- c. **Temporary Meter Connection Charge:** A Monthly Service Charge (MSC) equivalent to that of a 3" meter MSC shall be required for all temporary meters (see [Appendix A](#)).
- d. **Method of Billing:** Quantity of water charged for at commercial rates will be equivalent to the use as recorded on a temporary meter. Water will be rendered following application. No load estimation will be permitted without District authorization.
- e. **Use From Miscellaneous Outlets:** The user shall be required to furnish and install fittings on the District's outlet (exclusive of fire hydrants) together with an auxiliary



control Gate Valve which must be in good working order, without leakage, and to be used for control of water deliveries. When water is taken from a miscellaneous outlet (end drain), the user will be charged a deposit amount equal to the Monthly Service Charge of a 3" meter (see [Appendix A](#)), a portion of which is non-refundable as a service charge in connection with the use of the outlet. The non-refundable charge is provided in the District's annual fee table in [Appendix C](#). Water used will be billed at the commercial rate as specified in [Appendix H](#).

- f. Use From Fire Hydrants: If water is to be taken from a fire hydrant, the user will be charged a deposit amount equal to the Monthly Service Charge of a 3" meter (see [Appendix A](#)), a portion of which is non-refundable as a service charge in connection with the use of the District's special fire hydrant take-off assembly. The non-refundable charge is provided in the District's annual fee table in [Appendix C](#). User must obtain a permit from the Carpinteria – Summerland Fire Protection District prior to making an application with the District for use of a fire hydrant. Water used will be billed at the commercial rate as specified in [Appendix H](#).
- g. There will be a charge levied by the District each time the meter with or without fire hydrant take-off assembly is moved to a new location. This charge is provided in the District's annual fee table in [Appendix C](#).
- h. Carpinteria Sanitary District (CSD) Hydrant Meter for On-Going Use: The Carpinteria Sanitary District uses a temporary hydrant meter for the purpose of filling its sewer hydro-cleaning equipment at remote locations within its service area on a routine basis. CSD equipment is made available to CVWD periodically on an as-needed mutual aid basis. No Monthly Service Charges (MSC), for the temporary hydrant meter, or deposit requirements will be assessed. Any and all water use shall be billed in accordance to the rates presented in [Appendix A](#). There will be no charge for temporary hydrant meter relocation so long as CVWD has access to read the meter on a monthly basis, day to be specified by CVWD. The proposed addition would go into effect on the May 28, 2006 billing cycle.
- i. City of Carpinteria Hydrant Meter for On-Going Use: The City of Carpinteria uses a temporary hydrant meter for the purpose of street cleaning of various locations within



its service area on a routine basis. Any and all water use shall be billed in accordance to the rates presented in [Appendix A](#). There will be no charge for temporary hydrant meter relocation so long as CVWD has access to read the meter on a monthly basis, day to be specified by CVWD. The proposed addition would go into effect on the December 28, 2019 billing cycle.

- j. In some circumstances, the District may require the installation of a suitable backflow prevention device for temporary meters. (See [Rule 35](#) below.)
- k. Nothing in these Rules and Regulations shall be construed as limiting or in any way affecting the right of the District to collect from the customer any other or additional sum of money which may become due and payable to the District from the customer by reason of the temporary service furnished or to be furnished hereunder.

## **22. CONSUMPTION OF WATER AFTER DISCONNECTION**

If after a service connection has been disconnected by the District, the occupant of the premises continues to obtain water through said service connection without District approval pursuant to these Rules and Regulations, water shall not again be supplied to the premises and/or the person using such water, until payment has been made for all water consumed during the period and all other payments for fines and penalties imposed pursuant to these Rules and Regulations have been received by the District, including a reconnection fee and such other fines and penalties, as set forth in the District's annual fee table in [Appendix C](#).

The District is working toward compliance with California SB 998 and will develop appropriate policies and procedures to comply with this State law by February 2020.

If any damage is done to the meter, lock or other equipment, the occupant may also be charged for replacement costs including materials, labor and tampering fee (see [Appendix C](#)). The water user may also be subject to prosecution for theft of District water.

## **23. RESALE OF WATER**

A customer shall not resell or transfer any of the water received from the District to any other customer or person, or on other premises than specified in their application for service,



without the prior written consent of the District. Any such District consent shall be subject to the requirement that the customer defend, indemnify and hold the District harmless against any claims arising from or related to such resale.

#### **24. DISTRICT'S RIGHT OF INGRESS TO, AND EGRESS FROM CUSTOMER'S PREMISES**

The District or its duly authorized agents, shall at all times have the right of ingress to and egress from the customer's premises at all reasonable hours or during emergency situations for any purpose reasonably connected with the furnishing of District water and the exercise of any and all rights given the District by law, or these Rules and Regulations.

Meters and appliances must be accessible to the District or its duly authorized agents at all times. Barriers to access – including but not limited to fences, landscaping, gates, locks, vehicles, equipment, dogs or other animals or refuse will be reported to the customer and required to be corrected immediately. Should a condition limiting access remain, the District reserves the right to discontinue service after giving written notice to the customer via certified mail with return receipt. Service may be discontinued seven days after customer receipt of written notice and remain discontinued until such time as the condition limiting access has been modified or removed and access is deemed safe and acceptable by the District.

The District shall have the right to remove any and all of the District's property and equipment installed on the customer's premises at the termination of service.

#### **25. CUSTOMER RESPONSIBLE FOR EQUIPMENT FOR RECEIVING WATER**

The customer shall, at his or her own risk and expense, furnish, install and keep in good and safe condition, all apparatus and appliances which may be required for receiving, controlling, applying and utilizing District water. Such appliances may include but are not limited to: water lines; pressure regulators; water heaters; booster pumps and storage tanks. The District shall not be responsible for any loss or damage caused by the improper installation of such apparatus and appliances, negligence, want of proper care, or wrongful act of the customer, or any of his or her agents, employees or licensees, in installing, maintaining, using or operating any such apparatus or appliances. The customer shall be responsible for regulating pressure on said appliances.



In the event that the District must temporarily discontinue water service, the District shall make reasonable effort to inform customers of such interruptions prior to service discontinuance. The District shall not be responsible for customers' failure to receive or understand this information, nor will the District be responsible for damages caused to any equipment that requires continued water delivery.

All leaks, whether found by the customer or District personnel, must be repaired within 72 hours of identification. The District will require proof of repair – contractor's bills, inspection by District personnel, etc. – for any credit or to forego penalties for water wasting.

**26. SERVICE CONNECTIONS MADE BY DISTRICT EMPLOYEES**

Only duly authorized employees of the District are allowed to connect to the customer's service or disconnect the same from the District's water mains.

**27. DAMAGE TO DISTRICT PROPERTY**

Any damage occurring to a meter, radio, external antenna or other appliances or pipes owned by the District caused by an action or failure to act by any customer, or any agent, employee, contractor, tenant or guest thereof, or arising or resulting from any activity, device or occurrence on customer's premises, shall be paid for by the customer on presentation of a bill therefore.

**28. COMPENSATION TO DISTRICT EMPLOYEES**

All inspectors, agents and employees of the District are strictly forbidden to demand or accept any personal compensation for services rendered to a customer.

**29. WRONGFUL USE OR WASTE OF WATER**

No customer shall provide water to any person, company or corporation other than the occupant or occupants of the premises of said customer, nor shall any customer knowingly permit leaks or waste of water. If any customer willfully or negligently wastes water, the water may be shut off and the connection sealed by the District, and the water shall not be turned on again until a reconnection fee is paid by said customer to the District, in addition to accrued



monthly service charges and fees for metered water use. The reconnection fee is provided in the District's annual fee table in [Appendix C](#).

- a. **Water Waste:** In accordance with District regulations, water waste includes, but is not limited to: irrigation of turf and landscapes within 48 hours of measurable rainfall; run-off onto hard surfaces; washing of driveways, sidewalks or other hard surfaces with a garden hose; the use of a garden hose without an automatic shut-off nozzle and the use of a fountain or decorative water feature without a recirculating water pump. Additionally prohibition against use of single pass cooling towers, non-recirculating vehicle wash and laundry facilities for all development and tenant improvements.

The District will contact customers if it becomes aware of water waste. Customers must cease water waste activities (e.g., washing of hard surfaces) immediately. If water is running off the property due to a leak, the customer must respond to the District and take steps to address the leak within three days. See the Leak Policy below for additional guidance.

- b. **Leak Policy:** Any unresolved leak constitutes a waste of water. However, the District recognizes that identifying and resolving leaks can require significant effort and potentially significant financial investment. Therefore, the District's policy for fixing leaks is designed to reduce water waste without placing an unnecessary financial burden on customers.

The District's Advanced Metering Infrastructure (AMI) automatically detects continuous flow and reports the flow rate on the Beacon online portal. The District monitors Beacon and may contact customers with continuous flow. Customers can detect and monitor their own leaks through EyeOnWater. The action required by the customer depends on the rate of flow detected.

- (1) **Flow greater than or equal to 60 gallons per hour (GPH):** The customer must respond to the District within 72 hours to confirm whether the source of flow is process water (i.e., a legitimate source of continuous flow), or leaks. If the



customer does not respond, the District will assume the customer has leaks, and proceed as such.

If the source of flow is leaks, not process water, the customer must resolve the leaks and sign up for EyeOnWater within 30 days. If the customer does not resolve the leak(s) within 30 days the District may shut off the customer's water and levy penalties.

The District will consider the leak(s) resolved when the leak rate reported on Beacon (i.e., EyeOnWater) is less than or equal to 60 GPH. If the leak rate later increases to > 60 GPH the customer will once again have a large leak and be subject to the requirements in this rule.

- (2) Flow less than 60 gallons per hour: If the rate of continuous flow is less than 60 GPH, the District requires the customer to sign up for EyeOnWater within 30 days and make a good faith effort to resolve the leak. The District's website provides information on tests the customer can perform to identify the leak(s). These tests do not require special equipment or professional services.

Customers who do not resolve their large leak(s) within 30 days will be subject to the following fine structure unless the District decides to waive the fine. Further, if a customer with legitimate continuous flow does not inform the District the source of continuous flow is legitimate, not a leak, it will be subject to the leak procedures stated above and the fines listed below.

- 1<sup>st</sup> violation occurs after 30-60 days: \$25 fine and violation letter
- 2<sup>nd</sup> violation occurs after 60-90 days: \$100 fine and violation letter
- Subsequent violations occur every 30 days starting at 91 days: \$500 fine and violation letter

### **30. NON-OBSTRUCTION OF DISTRICT FACILITIES, WATER METERS, FIRE HYDRANTS AND OTHER APPURTENANCES**

No person or persons shall block, hinder or impede access to or place upon, or about, water meter boxes, fire hydrants or other facilities (buildings, reservoirs, air vacuum station, end



drain, radios, external antennas, etc.) of the District, any object, material, debris, or structure of any kind that shall prevent free access to the same at all times.

In the event that the District must remove any kind of impeding object, the District reserves the right to levy any and all costs associated with removing the obstruction onto the water bill of the customer or owner of the obstruction. These costs may include – but are not limited to – towing services, employee costs, equipment rental, tree removal, legal services and the like.

### **31. USE OF WATER DURING FIRE**

The District may require customers to shut off all agricultural or other regular flow of water in the event of a fire in said customer's section of the District. All customers in the District may be required to shut off their water in the event of a fire in the business area of the District.

### **32. PRIVATE FIRE SPRINKLER OUTLETS & PRIVATE FIRE SYSTEMS**

Monthly stand-by charges are established for private fire sprinkler outlets and private fire systems as set forth in the annual schedule of rates and charges as adopted by the Board of Directors as attached in [Appendix A](#).

The applicant shall be responsible for the installation, repair and maintenance of said private fire sprinkler outlets or private fire systems and shall pay for any connection charge pertaining to said application.

Except as hereinafter provided, said private fire sprinkler outlet and private fire systems shall not be used for any purposes other than fire purposes and the use of said line for any other purpose shall constitute grounds for the discontinuance of said service by District. Private Fire Systems are defined as pipelines, valves and other appurtenances with fire hydrant(s) for the sole purpose of fire suppression, not owned by the District.

Private fire systems may be permitted at the discretion of the District's General Manager when the location of the hydrant(s) is not within the public right of way or existing CVWD easements. If a location in the public right of way is available, then the applicant will be required to extend Districts system and install public hydrants per [Rule 8](#).



### **33. PUBLIC FIRE HYDRANTS**

The District may enter into an agreement with any customer or potential customer within the District's service area to provide a fire hydrant connected to the District's distribution system to meet the requirements for fire protection determined by the Fire Authority. The cost and process of installing such hydrant(s) is as described under [Rule 8](#).

No water may be used from any fire protection system for other than fire purposes without regular application having been made to the District and the District having approved said application. Said application for use other than fire use, if granted by the District, shall be upon such terms and conditions as to the use of water and the charge therefore as the District may deem proper.

### **34. SERVICE CALLS**

Service calls carried out by the employees or representatives of the District during the regular office hours of the District shall be made with no charge to the customer except where it is necessary to make temporary repairs to the customer's installation, in order to prevent a break in the service to the customer.

Under special circumstances, a customer and the District may arrange service calls after regular business hours or on weekends. These service calls will be charged to the customer at a rate as determined by District staff prior to the arranged service call.

Non-emergency after hours calls for service will be charged if a representative responds on site. Customer will be informed of the fee prior to a service person responding. The fee is provided in the District's annual fee table in [Appendix C](#).

### **35. CROSS CONNECTIONS**

All customer water installations served with water by the District shall comply with the provisions of the Regulations of the State Water Resources Control Board, Cross-Connection Control Policy Handbook (CCCPH), concerning cross-connections. The District has the responsibility of preventing water from unapproved sources, or any other substance, from entering the public water supply system. The District, after review of the conditions present



or future, shall require an approved method of protecting the public water system by requiring the customer or customers to install at the customer's cost, or to reimburse the District for costs incurred by the District installing an approved device. The District requires all Landscape and Agriculture accounts to have meter protection. The principle that the degree of protection shall be commensurate with the degree of hazard, will be applied by the District in determining the type of device, or method of protection.

All customers with said devices shall perform tests annually, with written confirmation of proper operation submitted to the District. Failure to test or repair defective devices may result in termination of water service, fines and reconnection charges, as specified in [Appendix C](#).

### **36. INCLUSION OF UNPAID CHARGES AS TAX LIENS**

In addition to any other method for collection herein provided, the amount of any delinquent and unpaid charges for water and other services provided, including for monthly service charges, water rates and any damage to District property, may be collected as follows:

- a. Following 30 day notice to the property owner, they may be added to and become a part of the annual taxes next levied upon the property upon which the water for which charges are unpaid was used and upon the property subject to the charges and shall constitute a lien on that property as of the same time and in the same manner as does the tax lien securing such annual taxes.
- b. Following 30-day notice the amount of any unpaid charges may, at the discretion of the District, be secured by filing for record in the office of the county recorder a certificate specifying the amount of such charges and the name and address of the person liable therefore, which together with interest, penalty and any processing fees and charges (see [Appendix C](#)) shall constitute a lien upon all real property in the county owned or acquired by that person.

### **37. PRIVACY OF UTILITY ACCOUNT INFORMATION**

- a. Carpinteria Valley Water District customers supply personal information as a requirement of receiving water service. Government Code section 6254.16



specifically limits who has access to personal information gathered for utility billing purposes and under what circumstances that information may be released. Customer information is strictly confidential and may not be disclosed or accessed for purpose other than provision of, and billing for, utilities unless pursuant to one of the listed exceptions. For purposes of this Rule, "Utility Customer Information" is hereby defined as including, but not limited to, the name of the utility customer, credit history, utility usage data, home address, telephone number, social security number, and driver's license number.

- b. Exceptions: Disclosure of the name of a utility customer, the home address of a utility customer, and utility usage data only may be disclosed as follows:
  - (1) To an agent or authorized family member of the person to whom the information pertains, upon the written designation or authorization of such person, signed by the District customer.
  - (2) To an officer or employee of the District or another governmental agency when necessary for the performance of his or her official duties.
  - (3) To a consultant, under contract with the District, when necessary for the performance of services under said contract; provided, that the Department head administering said contract approves such disclosure.
  - (4) Upon a valid court order.
  - (5) Upon the request of an employee of the Santa Barbara County Sheriff's Department or City of Carpinteria or County of Santa Barbara Code Enforcement Department relative to an ongoing criminal or code enforcement investigation.
  - (6) Upon determination by the District that the District customer who is the subject of the request has used District services in a manner inconsistent with the District's rules and regulations.
  - (7) Upon determination by the District that the District customer who is the subject of the request is an elected or appointed official of the District with authority to determine the District's utility usage policies, provided that the home address of an appointed official shall not be disclosed without his or her consent.



- (8) Upon determination by the District that the public interest in disclosure of the information clearly outweighs the public interest in nondisclosure. Reliance on this exception requires the express approval of the District's General Counsel. Requests for approval from the District's General Counsel shall be submitted in writing. The General Manager shall receive a copy of all requests and responses.
- c. Utility Customer Information Not Covered by Exceptions: Disclosure of additional Utility Customer Information (i.e., including but not limited to, credit history, telephone number, social security number, and driver's license number) will only occur pursuant to a valid court order .



## Appendix A

### Water Rates and Charges

*Proposed **Water Rates** and **Monthly Service Charges** effective October billing period*

**Table I**

<b>Water Rates (unit cost)</b>			
<i>1 unit = 100 cubic feet (HCF) or 748 gallons</i>	Base \$/HCF	Pressure Zone I \$/HCF	Pressure Zone II \$/HCF
<b>Residential, Multi-family, Master Meter, Landscape</b>			
Tier 1	\$4.48	\$4.81	\$5.14
Tier 2	\$4.66	\$4.99	\$5.32
Tier 3	\$5.50	\$5.83	\$6.16
<b>Commercial, Industrial, Public Authority, Hospitality</b>			
Base	\$4.50	\$4.83	\$5.16
Peak	\$5.44	\$5.77	\$6.10
<b>Agricultural Irrigation</b>			
Uniform	\$2.13	\$2.46	\$2.79
Residential Equivalency Fee	\$22.50	per month	
<b>Temporary</b>			
Uniform	\$4.73	\$5.06	\$5.39
<b>Fire</b>			
Uniform	\$4.50		

**Table II**

<b>Monthly Basic and State Water Project Charges</b>			
Meter Size	Basic	SWP	Total
3/4"	\$9.58	\$33.82	\$43.40
1"	\$12.88	\$56.37	\$69.25
1 1/2"	\$21.14	\$112.73	\$133.87
2"	\$31.05	\$180.36	\$211.41
3"	\$62.44	\$394.53	\$456.97
4"	\$108.70	\$710.14	\$818.84
6"	\$219.40	\$1,465.37	\$1,684.77
Multi-family – Individually Metered	\$9.58	\$15.76	\$25.34
Master-Metered	By Meter Size	\$15.76	
Hospitality	By Meter Size	\$8.59	



**Table III**

<b>Monthly Capital Improvement Program (CIP) Charge</b>		
Rate	\$5.58	per HCF
Minimum	\$22.32	4 HCF
Maximum	\$1,395.00	250 HCF

**Table IV**

<b>Meter Size</b>	<b>Monthly O&amp;M Charge</b>
3/4"	\$42.32
1"	\$70.53
1 1/2"	\$141.05
2"	\$225.68
3"	\$493.66
4"	\$888.58
6"	\$1,833.58

**Table V**

<b>Monthly Fire Service Charges</b>	
<b>Fireline Size</b>	<b>Charge</b>
2"	\$12.15
3"	\$26.48
4"	\$51.21
6"	\$139.97
8"	\$293.05
10"	\$523.32



Table VI a

1 unit = 100 HCF or 748 Gal	Variable Drought Rates	
	STAGE 1 \$/HCF	STAGE 2 \$/HCF
<b>Residential, Multi-family, Master Meter, Landscape</b>		
Tier 1	\$0.21	\$0.50
Tier 2	\$0.22	\$0.52
Tier 3	\$0.26	\$0.61
<b>Commercial, Industrial, Public Authority, Hospitality</b>		
Base	\$0.22	\$0.50
Peak	\$0.26	\$0.60
<b>Agricultural Irrigation</b>		
Uniform	\$0.10	\$0.24
<b>Temporary</b>		
Uniform	\$0.23	\$0.52
<b>Fire</b>		
Uniform	NA	NA

Table VI b

Meter Size	Fixed Drought Rates	
	STAGE 1	STAGE 2
3/4"	\$5.05	\$10.39
1"	\$8.42	\$17.32
1 1/2"	\$16.83	\$34.63
2"	\$26.93	\$55.40
3"	\$58.89	\$121.18
4"	\$106.00	\$218.12
6"	\$218.73	\$450.09



**Water Rates & Charges Notes & Definitions**

**Water Rates** refer to the unit cost of water. One unit is defined as 748 gallons or 100 cubic feet (HCF) of water.

**Pressure Zone I** refers to connections served by Gobernador Reservoir.

**Pressure Zone II** refers to connections served by Shepard Mesa Tank.

**Table I - Notes on Water Rates**

For **Commercial, Industrial, Public Authority, and Hospitality** accounts the structure of the rates are unchanged and are as follows:

The **Base Tier** is based on the 5-year (December to March) water consumption by account and/or dwelling unit.

The **Peak Tier** pricing applies to all consumption in excess of the Base Tier.

For **Agricultural** accounts the structure of the rates is unchanged and are as follows:

All water is charged at a uniform rate.

Agricultural customers with residential units pay a **Residential Equivalency fee** that covers drinking water treatment related costs equivalent to 9 units per month.

For **Residential** accounts the structure of the rates is unchanged and are as follows:

**Tier 1** is based on efficient indoor use for a three-person household.

**Tier 2** is based on average summer use (June to September) of the Residential class.

**Tier 3** pricing applies to all consumption in excess of Tier 2 use.

**Table II - Notes on Basic and State Water Project Charges**

The Basic component funds costs associated with meter maintenance, customer service, and billing. The State Water Project component funds 100% of the District's SWP debt obligation. Implementation of these monthly service components varies by meter size account class.

**For all individually metered dwelling units or structures**, the Basic component and SWP component charges vary by meter size.

**For all dwelling units classified as Multi-Family (MFR)** (i.e., individually metered) the SWP component is adjusted to the service level of approximately half of a  $\frac{3}{4}$ " meter. The Basic component is equal to the full charge on a  $\frac{3}{4}$ " meter.

**For all dwelling units classified as Master Meter Residential (MMR)** the SWP component is adjusted to the service level of approximately half of a  $\frac{3}{4}$ " meter per dwelling unit. The Basic component for master meter accounts is charged by meter size.

**For all dwelling units classified as Hospitality** the SWP component is adjusted to the service level of approximately  $\frac{1}{4}$  of a  $\frac{3}{4}$ " meter per dwelling unit. The Basic component for master meter accounts is charged by meter size.

**Table III - Notes on Capital Improvement Program (CIP) Charges**

The Capital Improvement Program or **CIP** charge pays the District's non-SWP debt obligations and capital project costs that help the District meet drinking water quality standards set by the United States Environmental Protection Agency and enforced by the California State Water Board. These charges are based on 5-year average monthly water use, subject to a minimum of 4 HCF and a maximum of 250 HCF per month.



**Table IV - Notes on Agricultural Operation & Maintenance (AG O&M) Charges**

The **AG O&M** charge appears only on the bills of agricultural accounts. This charge funds the portion of costs that are collected from other customer classes through the **CIP** charge. These charges fund non-SWP debt obligations and capital projects for repair and replacement of water system infrastructure that is necessary to maintain the District's level of service. These charges are based on meter size.

**Table V - Notes on Charges for Fire Service**

Charges for **Fire Service** recover costs associated with providing private fire protection. These charges are based on fire-line size.

**Table VI - Drought Rates and Charges**

The proposed rate structure will include **fixed and variable drought surcharges** for stage 1 and stage 2 drought conditions. These charges recover revenue losses from demand reduction, water supply costs related to groundwater basin recovery. Other drought related costs include variable costs associated with State Water deliveries, costs associated with the Lake Cachuma EFP Secure Pipeline Project, and costs associated with supplemental water supply purchases.



## Appendix B Capital Cost Recovery Fees

**Effective December 13<sup>th</sup>, 2023**

### **WATER SERVICE CAPITAL COST RECOVERY FEES**

<b>Per-dwelling unit</b>	<b>Meter Size</b>				
	<b>3/4 inch</b>	<b>1 inch</b>	<b>1 1/2 inch</b>	<b>2 inch</b>	<b>3 inch</b>
\$10,965	\$16,448	\$27,414	\$54,827	\$87,723	\$197,378

### **FIRE SERVICE CAPITAL COST RECOVERY FEES**

<b>Meter Size</b>					
<b>2 inch</b>	<b>3 inch</b>	<b>4 inch</b>	<b>6 inch</b>	<b>8 inch</b>	<b>2 inch</b>
\$10,965	\$24,672	\$43,862	\$98,689	\$175,447	\$274,136



## Appendix C

### Miscellaneous Service Fees and Charges

<b>Electronic Payment Fee</b>		None	Rule <a href="#">5</a>
<b>Telephone Payment Fee (IVR)</b>		\$1.25 per transaction	Rule <a href="#">5</a>
<b>Returned Check Fee</b>		\$25.00	Rule <a href="#">5</a>
<b>Meter Downsizing Deposit</b>	Deposit is cost plus 40% basis for materials and outside services; cost plus 55% for equipment and cost plus 85% for labor.		Rule <a href="#">7(d)</a>
<b>Pumping Surcharge</b>			Rule <a href="#">8(h)</a>
Pressure Zone I	connections served by Gobernador Reservoir	\$0.23 per 100 cubic feet	
Pressure Zone II	connections served by Shepard Mesa Tank	\$0.47 per 100 cubic feet	
<b>Meter Installation / Removal Deposits</b>			Rules <a href="#">7(e)</a> / <a href="#">9(a)</a>
	<u>Meter Size</u>	<u>Deposit</u>	
	3/4" & 1"	\$ 23,000.00	
	1 1/2" & 2"	\$ 30,000.00	
	greater than 2"	As determined by Manager	
<b>Fire Sprinkler Outlet Deposits</b>			Rule <a href="#">9(a)</a>
	<u>Outlet Size</u>	<u>Deposit</u>	
	4"	\$ 35,000.00	
	6"	\$ 40,000.00	
	8"	\$ 46,000.00	
	greater than 8"	As determined by Manager	
	fire hydrant	\$ 48,000.00	
<b>Quit Claim Deposit</b>		\$1,000	
<b>Residential Equivalency Fee (REQ)</b>		\$26.08 per month	Rule <a href="#">11(a)</a>
<b>Late Fee</b>		\$27.00	Rule <a href="#">13(d)</a> / <a href="#">13(i)</a>
<b>Reconnection Administration Fee</b>		\$37.00	Rules <a href="#">14</a> / <a href="#">22</a> / <a href="#">29</a>
<b>Records Reproduction Fee</b>		\$0.50 per page \$5.00 per map page \$5.00 per video / dvd	Rule <a href="#">16</a>
<b>Meter Tests Deposit</b>			Rule <a href="#">18</a>
	<u>Meter Size</u>	<u>Deposit</u>	
	1" or less	\$295.00	
	Over 1"	\$425.00	
<b>Temporary Service Connection Fee</b>		\$75.00	Rule <a href="#">21(e)</a>
<b>Temporary Service Relocation Fee</b>		\$35.00 per move	Rule <a href="#">21(g)</a>
<b>Temporary Service Deposit</b>		As determined by Manager	Rule <a href="#">21(b)</a>



<b>Non-emergency after hours response</b>	\$268	Rule 34
<b>Tampering Fee</b>	\$500.00	Rules <a href="#">17(c)</a> / <a href="#">22</a>
<b>Lien Recording Fee</b>	\$4.00	Rule 36(a)
<b>Lien Release Fee</b>	\$31.00	
<b>AMI Transmitter Opt-out Fee</b>	\$36.35	Rule 17(a)
<b>Monthly meter reading charge</b>	\$10.05	
<b>1<sup>st</sup> leak violation</b>	\$25.00	Rule 29
<b>2<sup>nd</sup> leak violation</b>	\$100.00	
<b>Subsequent leak violations</b>	\$500.00 per violation	
<b>Equipment &amp; Fuel Charges</b>		Rules <a href="#">7</a> / <a href="#">8</a> / <a href="#">9</a>
	Equipment charges	Fuel charges
Back-hoe	\$ 63.00 per hour	\$6.00 per day
Compressor & tools	\$ 250.00 per day	\$6.00 per day
Crew truck	\$ 64.00 per hour	\$6.00 per day
Concrete saw	\$ 240.00 per day	\$6.00 per day
Dump truck	\$ 73.00 per hour	\$6.00 per day
Generator	\$ 69.50 per day	\$6.00 per day
Pick-up truck	\$ 25.00 per hour	\$6.00 per day
Skid-steer	\$ 35.00 per hour	\$6.00 per day
Tapping tool	\$200.00 First tap + tool	
	\$100.00 each additional tap	
Traffic control devices	\$150.00 per day	
Trash pump	\$ 220.00 per day	\$6.00 per day
Whacker / compactor	\$ 130.00 per day	\$6.00 per day
Vacuum truck / trailer	\$ 64.00 per hour	\$6.00 per day
Boring tools	\$ 300.00 per day	
Light tower	\$ 200.00 per day	\$6.00 per day
Steel Traffic Plates:		
8'x10'x1"	\$32.00 per day	
6'x 8'x1"	\$20.00 per day	
5'x 8'x1"	\$20.00 per day	
Vacuum Trailer	\$48.80 per day	
Concrete Mixer	\$4.20 per hour	

Equipment charges based on Cal Trans / contractor rates.



## Appendix D

### **RESOLUTION NUMBER 1152**

#### **RESOLUTION OF THE BOARD OF DIRECTORS OF CARPINTERIA VALLEY WATER DISTRICT ADOPTING AND ESTABLISHING A METHODOLOGY FOR CALCULATION OF THE CAPITAL COST RECOVERY FEE**

WHEREAS, District Ordinance No. 92-1 establishes and requires payment of the Capital Cost Recovery Fee for all new and expanded service connections to the District's system; and

WHEREAS, the purpose of this fee is to reimburse the District for capital cost for facilities in existence at the time the charge is imposed and to finance facilities to be constructed in the future within the District's existing service area which are of proportional benefit to the persons or property being charged; and

WHEREAS, Ordinance No. 92-1 provides that the amount or rate of such Capital Cost Recovery Fee shall be set by the Board by resolution; and

WHEREAS, the District is following the American Water Works Association (AWWA) M1 manual and industry best practices for determining System Development Charges which include Capital Cost Recovery Fees (CCRF). Documentation of the CCRF methodology is contained in "Methods for calculating asset-based CCRF" document dated November 8<sup>th</sup>, 2023.

WHEREAS, the Board finds that the Capital Cost Recovery Fee shall be used to reimburse the District for construction of the public facilities and improvements as well as the principal and interest debt service cost borne by the District to pay for the District's share of the construction of the Coastal branch of the State Water Project; and

WHEREAS, the fees expected to be generated by the Capital Cost Recovery Fee will not exceed the cost of providing such facilities, which include the District's past cost to purchase and construct facilities, and do not exceed the proportional benefit derived by the persons or property upon which the Capital Cost Recovery Fee is imposed; and

WHEREAS, the Board approves the CCRF methodology and finds the fees reasonable.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Carpinteria Valley Water District as follows:

1. The following components shall be included in the calculation of the Annual Capital Cost Recovery Fee schedule:



- a. **Total system value** based on value of the District's physical assets, the District's cash reserves, and the District's intangible asset payments to-date.
- (i) The District implements the AWWA's replacement cost new less depreciation (RCNLD) method to determine asset value. This method first calculates the replacement cost for all District assets then, sums all replacement costs to determine the total system asset value.
- $$\text{Asset value} = (\text{original cost} \times \text{escalation factor}) \times \% \text{ depreciated}$$
- (1) Original cost: The original cost and depreciated cost for each asset comes from the Incode Asset Listing Report.
- (2) Escalation factor: The escalation factor adjust the original cost to today's dollars. The District uses the Engineering New-Record City Cost Index (ENR-CCI) for Los Angeles. The escalation factor is expressed as a ratio of the ENR-CII for the current year over the ENR-CII for the construction year.
- (3) % depreciated: The % depreciated indicates the portion of the asset's useful life that is depreciated. The Incode Asset Listing Report includes the original cost and the depreciated cost of each asset. The depreciated cost over the original cost is the % to which the asset is depreciated.
- (ii) The District's cash reserves are listed on the District's audited financial statements.
- (iii) Intangible assets payments represent payments not linked directly to infrastructure purchased by the District. The District's intangible assets generally fall into four categories: capacity rights for Cater Water Treatment Plant, capacity rights for Sandyland well, payments to the Bureau of Reclamation, payments to Cachuma Operation and Maintenance Board for capital costs, and debt payments for the State Water Project. The District's account will provide annual numbers on total intangible asset payments to-date.
- b. The District determines **system capacity** using the AWWA's meter equivalency factors. System capacity is expressed as total meter equivalents. Meter equivalents allow the District to normalize meter capacity across meter sizes. For fire meters, the Capital Cost Recovery Fee Equivalency Value is based on pipe diameter. The smallest fire service line (2") is equated to the 5'8" water meter.

Water Service		Fire Service	
Meter Size	Meter Equivalency	Meter Size	Meter Equivalency
5/8"	1.0	2"	1.00
3/4"	1.5	3"	2.25
1"	2.5	4"	4.00
1-1/2"	5.0	6"	9.00
2"	8.0	8"	16.00
3"	18.0	10"	25.00
4"	30.0		
6"	50.0		



- (i) The District can determine the total number of each meter size from its billing system (Incode). To determine total meter equivalents, the District multiplies the meter equivalency value by the number of meters for each meter size.

$$\text{Meter equivalents} = \text{AWWA meter equivalency value} \times \text{number of meters}$$

- c. The **per-unit buy-in fee** is determined by dividing the total system value by the total number of meter equivalents. The per-unit buy-in fee is then scaled to each meter size using the meter equivalency values to determine the Capital Cost Recovery Fee charge by meter size.

$$\text{Per unit buy – in fee} = \text{System value} \div \text{total meter equivalents}$$

2. The Capital Cost Recovery Fee shall be evaluated at the beginning of the fiscal year to adjust the per-unit buy-in fee to reflect current system value and current meter equivalents.
3. The following Capital Cost Recovery Fees are effective **December 13<sup>th</sup> 2023**.

#### Water Service

Meter Size	Meter Equivalency	Per-unit CCRF			Asset-based CCRF
Per-unit	1.0	×	\$10,965	=	\$ 10,965
3/4"	1.5	×	\$10,965	=	\$ 16,448
1"	2.5	×	\$10,965	=	\$ 27,414
1-1/2"	5.0	×	\$10,965	=	\$ 54,827
2"	8.0	×	\$10,965	=	\$ 87,723
3"	18.0	×	\$10,965	=	\$ 197,378
4"	30.0	×	\$10,965	=	\$ 328,963
6"	50.0	×	\$10,965	=	\$ 548,271

#### Fire Service

Meter Size	Meter Equivalency	Per-unit CCRF			Asset-based CCRF
2"	1.00	×	\$10,965	=	\$ 10,965
3"	2.25	×	\$10,965	=	\$ 24,672
4"	4.00	×	\$10,965	=	\$ 43,862
6"	9.00	×	\$10,965	=	\$ 98,689
8"	16.00	×	\$10,965	=	\$ 175,447
10"	25.00	×	\$10,965	=	\$ 274,136



## a. New regular water service connections

New water service connections shall pay the Capital Cost Recovery Fee based on the number and size of meters to be installed, as indicated in the table above, except as noted below.

- (i) Exception: residential developments that meet the requirements for master meters shall pay the “per-unit” CCRF charge for each dwelling unit behind the master meter. Other individually metered residential units within the development will be charged the CCRF by meter size and quantity.
- (ii) Exception: In the event that a new service is expected to serve multiple hotel rooms, the CCRF shall reflect the accumulated hotel room service charges imposed beginning July 1, 2000 (Resolution number 736) for the CIP Fees and July 1, 2004 for the Dwelling Equivalency Fees (Resolution 806 - superseded by Resolution 847, June 20, 2007) for each hotel room and the associated Capital Cost Recovery Meter Equivalency Fees for the new meter.
- (iii) Exception: Capital Cost Recovery Fees shall not be levied upon any Master Meter Residential accounts with between 2 and 5 residential units that undergo redevelopment to improve or upgrade existing residential units but do not increase the number of residential units serviced. In such a circumstance, the owner or redeveloper of the property must pay the cost of installing new meters for each residential unit but will not be required to pay Capital Cost Recovery Fees unless a larger meter is to be installed on-site.

## b. Increases in Size of Meter or Size of Service

Account holders wishing to install a meter that is larger in size than the current meter shall pay the difference in accumulated Capital Cost Recovery Fees between the existing meter and the new meter, as provided under the District's standard provisions for determinations of required meter size.

For example, a property is currently served by a 3/4" meter, and an account holder requires an increased meter size to 1".

CCRF for 1" meter	\$27,414
Credit for past charges for 3/4" meter	\$16,448
Difference	\$10,966

- (i) Exception: Increased meter sizes for accounts with multiple dwelling units or hotel rooms will require review by the District. In such a case, the District shall respond to the request for a larger meter within 30 calendar days.
- (ii) Exception: Exceptions may be identified and, pending approval by the District Board, incorporated into this Resolution without modification to the basic methodology described in this Resolution.



c. Decreases in Meter Size Service or Termination of Water Service - No Parcel or Property Subdivision

- (i) In the event that an account holder applies for additional District meters to serve a change in existing land use or property use in the absence of a property or parcel split, the District shall apply a credit for the existing meter to any new Capital Cost Recovery Fees imposed by the District for the new meters only.

For example, an account holder with a 2" meter wishes to construct a project with 12 dwelling-units and twelve 3/4" meters and one 1" meter.

CCRF for 1" meter	\$27,414
CCRF for twelve 3/4" meters	12 x \$16,448 = \$197,376
Total new CCRF charges	\$ 224,790
Credit for past charges for 2" meter	\$87,723
Difference	\$137,067

No refund will be extended should the Capital Cost Recovery Fees for the new meters be less than the contributions made by the existing meter.

- (ii) There may be instances when an account holder desires to decrease the size of a meter in the absence of a property or parcel split. In such an event, the District will not refund a customer or account the difference in accumulated Capital Cost Recovery Fees between the original meter and the newly installed smaller meter.

For example, an account holder wishes to replace an existing 3" meter with a 2" meter. Although the accumulated Capital Cost Recovery Fees for a 2" meter is less than the fees for a 3" meter, the District will not refund the difference of the accumulated Capital Cost Recovery Fees. The presumption by the District is that the land use or function of the property has changed and previous uses were accurately met by the original 3" meter.

CCRF for 2" meter	\$87,723
Credit for past charges for 3" meter	\$197,378
Difference	\$109,655
Refund	\$0

- (iii) There may be instances when an account holder desires to remove an existing meter from a parcel or property (termination of service) in the absence of a property or parcel split. In such an event, the District will not refund or credit an account the Capital Cost Recovery Fees imposed upon the account holder. However, the District retains the right to evaluate the contributions made by an account holder if a request by the account holder is made in writing to the Board to re-evaluate past Capital Cost Recovery Fees in the event that a meter



is re-installed on the property or parcel. Such a request shall include information deemed necessary by the General Manager and/or District Engineer.

For example, an account holder desires to have a 2" meter removed in June 2009, but later requests to have the meter re-installed. In such a case, the District may factor in the previous payments or contributions made by the account holder in order to reduce the Capital Cost Recovery Fees for said account.

(1) Exception: Any meter removed prior to July 1, 1997 shall not be eligible for the review discussed above. In such a case the full Capital Cost Recovery Fee shall be imposed on the account for the installation of a new meter.

d. Decreases in Meter Size Service or Termination of Water Service in Connection with Parcel or Property Subdivision

- (i) In the event that a parcel or property is subdivided, the accumulated Capital Cost Recovery Fees shall be assigned to the original property owners.
- (ii) A request for meter removal (termination of service) from a subdivided parcel owner shall not result in a credit or refund of accumulated Capital Cost Recovery Fees or debt payments.
- (iii) Notwithstanding the above sections, upon the request of a parcel owner, the District may review the contributions to Capital Cost Recovery Fees and may permit special dispensation of paid Capital Costs Recovery Fees should a new meter or meters be installed at a later time. Such a request shall be made by the parcel owner in writing for review and approval by the District Board.

e. Decreases in Meter Size Service or Termination of Water Service for Master Meter Residential and Hospitality accounts

- (i) In the event that a master meter residential account or hospitality account applies to replace an existing meter with additional meters due to changes in existing land use or property use in the absence of a property or parcel split, the District shall apply a credit for said existing meter to any new Capital Cost Recovery Fees imposed by the District for the new meters.
- (ii) A request for meter removal from a subdivided parcel shall not result in a refund of accumulated Capital Cost Recovery Fees or debt payments if no new meters are installed on the property.
- (iii) Notwithstanding the sections above, upon the request of a parcel owner, the District may review the contributions to Capital Cost Recovery Fees and may permit special dispensation of paid Capital Cost Recovery Fees should a new meter or meters be installed at a later time. Such a request shall be made by the property owner in writing for review and approval by the District Board.



f. Fire Meter Service for Fire Sprinklers

Separate water service connections for fire sprinklers are required for certain structures and uses within the District. These meters are sized based on the need for maximum short duration flow capacities.

g. Changes in Fire Meter Service

- (i) The District does not require or size fire services and shall not assume any responsibility associated with inappropriately sized service. As such any variation in fire service size is assumed to have been deemed appropriate by the property owner and an outside regulatory agency.
- (ii) In the event that a larger fire service is to be installed, credit for any existing fire service that is removed will be granted to an account holder using the same methodology described in the sections above.
- (iii) No refund will be provided to account holders requesting removal of an existing fire service.

h. Other Changes to Meter or Services

- (i) There may be circumstances of meter or fire service changes, or termination of service not specifically addressed in the sections above. In such cases, the District may review the contributions to Capital Cost Recovery Fees and may permit special dispensation of paid Capital Costs Recovery Fees. Such a request shall be made by the property owner in writing for review and approval by the District Board.
- 4. The imposition of the Capital Cost Recovery Fee shall not be counter to the legislative requirements of 2016 Assembly Bill 1069. This fee structure may change upon review and adoption of land use zoning rules developed by the City of Carpinteria and County of Santa Barbara.
  - 5. The imposition of the Capital Cost Recovery Fee shall not preclude other fees and charges to be imposed on District account holders.
    - a. Connection Fees for installing new services and meters or associated with changes to existing meter or service will continue to be charged in addition to the Capital Cost Recovery Fee, based on actual costs plus overhead and equipment charges as approved by the District. The District will continue to require a deposit to cover the estimated District costs related to such service installation.
  - 6. The Capital Cost Recovery Fee is effective upon adoption and shall continue until changed by action of the District Board.
  - 7. Any judicial action of proceeding to attach, review, set aside, void or annul this Resolution shall be commenced within 120 days of adoption.



**PASSED AND ADOPTED** by the Governing Board of the Carpinteria Valley Water District on the 13<sup>th</sup> day of December, 2024 by the following vote:

AYES:

NAYES:

ABSENT:

ABSTAIN:

PASSED AND ADOPTED THIS 13th day of December, 2024

**APPROVED:**

\_\_\_\_\_  
**Case Van Wingerden, President**

**ATTEST:**

\_\_\_\_\_  
**Robert Mc Donald, Secretary**



## Appendix E

### **Amended Resolution No 1150**

#### **RESOLUTION OF THE BOARD OF DIRECTORS OF THE CARPINTERIA VALLEY WATER DISTRICT ADOPTING RATES AND CHARGES FOR WATER SERVICE**

**WHEREAS**, the Board of Directors (“Board”) of the Carpinteria Valley Water District (“District”) considered its estimated necessary costs for providing water service to its customers and the revenue sources available to cover those costs at a noticed public hearing on September 13, 2023; and

**WHEREAS**, data was made available to the public by the District and presented at that public hearing indicating the estimated necessary costs for providing water service and the available revenue sources; and

**WHEREAS**, the District provided written notice as required by law of that public hearing including notice of the projected changes and increases in District rates and charges and the availability of data supporting such increase; and

**WHEREAS**, the Board thoroughly considered the testimony and evidence received from its staff and the public in both oral and written form; and

**WHEREAS**, after due deliberation and consideration of all of the record before it, the Board found it necessary and in the best interest of the District and its customers to change and increase certain rates and charges for water service; and

**WHEREAS**, the Board found and determined that the rates and charges for water service as set forth by this Resolution do not exceed the estimated necessary cost of providing service for which the rates and charges are being made; and

**WHEREAS**, the District is proposing rates for fiscal years 2024, 2025, and 2026 through a Proposition 218 process based on the District’s 10-year financial plan; and

**WHEREAS**, if rates, in any of the three years are adjusted to be less than those adopted by this resolution, the Board will adopt said reduced rates by resolution; and

**WHEREAS**, if rates, in any of the three years are adjusted to be more than those adopted by this resolution, the Board will develop those rates through a new notice and hearing process under Proposition 218 (Cal. const., art. XIII D, section 6.).

**NOW, THEREFORE, IT IS HEREBY RESOLVED AND ORDERED** by the Board of Directors of the Carpinteria Valley Water District as follows:



## Fiscal 2024 adopted rates and charges

Rates shall be adjusted as described below; however, implementation of these changes shall not be implemented until October 6, 2024 or, if the Board so determines, at a later date.

Rates and Charges for Water Service: Monthly Service Charges, Dwelling Unit Equivalency Charges and Residential Equivalency Charges, and Metered Water Rates are hereby established and will become effective at the implementation date identified above:

- a. Water rates. With the exception of the conditions outlined below, the District shall impose water rates for each unit of water used by a customer in accordance with the schedule set forth in Table 1 and with the procedures set out in the following subsections of this section.

TABLE 1

Water Rates (unit cost)			
<i>1 unit = 100 cubic feet (HCF) or 748 gallons</i>	Base \$/HCF	Pressure Zone I \$/HCF	Pressure Zone II \$/HCF
<b>Single Family, Multi-family, Master Meter Residential, &amp; Landscape</b>			
Tier 1	\$4.48	\$4.81	\$5.14
Tier 2	\$4.66	\$4.99	\$5.32
Tier 3	\$5.50	\$5.83	\$6.16
<b>Commercial, Industrial, Public Authority, Hospitality</b>			
Base	\$4.50	\$4.83	\$5.16
Peak	\$5.44	\$5.77	\$6.10
<b>Agricultural</b>			
Uniform	\$2.13	\$2.46	\$2.79
Residential Equivalency Fee	\$22.50		
<b>Temporary</b>			
Uniform	\$4.73	\$5.06	\$5.39
<b>Fire</b>			
Uniform	\$4.50		

<sup>1</sup> Pressure Zone I = Connections served by Gobernador Reservoir

<sup>2</sup> Pressure Zone II = Connections served by Shepard Mesa Tank

- (1) For **Residential, Multi-Family, and Landscape** accounts, the Tier 1 limit is 6 HCF based on efficient indoor use for a three-person household. The Tier 2 limit is 10 HCF based on average summer use (Jun. to Sep.). Tier 3 pricing applies to all consumption in excess of Tier 2 use.



For example, charges for an account that uses 36 HCF in one month would be:

Tier 1:	6	HCF	x	\$4.48	=	\$26.88
Tier 2:	10	HCF	x	\$4.66	=	\$46.60
Tier 3:	20	HCF	x	\$5.50	=	\$110.00
TOTAL	36	HCF			=	\$183.48

- (2) For all **Master Meter** accounts, the tier limit is multiplied by the number of dwelling units served by the account. This is done to equitably distribute the costs of water for all customers.

For example, if a master meter account has 4 dwelling units the maximum consumption in tier 1 would be 24 HCF and the maximum consumption in tier 2 would be 40 HCF. Therefore, charges for a master-meter account with 4 dwelling units that uses 60 HCF would be:

	<i>Maximum use</i>	<i>Actual use</i>					
Tier 1:	24	24	HCF	x	\$4.48	=	\$107.52
Tier 2:	40	36	HCF	x	\$4.66	=	\$167.76
Tier 3:		0	HCF	x	\$5.50	=	\$0.00
TOTAL		60	HCF			=	\$275.28

- (3) For all **Commercial, Hospitality, and Industrial** accounts, water charges shall be determined by establishing a Base tier using the customer's December-March 5-year average water consumption. This consumption amount will establish the Base Tier amount charged at the rate specified in Table 1. All water consumed in excess of the Base tier shall be charged at the Peak tier rate. Accounts lacking sufficient water use history to establish Base Tier volumes shall be charged on the basis of the average of all qualifying accounts.

For example, a commercial account with a 5-year December to March average water consumption of 50 HCF uses 110 HCF in July. The total water charge for this account for July water use would be as follows.

Base	50	HCF	x	\$4.50	=	\$225.00
Peak	60	HCF	x	\$5.44	=	\$326.40
TOTAL	110	HCF			=	\$551.40



- (4) **Public Authority** accounts for irrigation of City parks and school fields are charged on the basis of the Agricultural uniform water rate. Other Public Authority accounts are charged on the basis of the base-peak rate.
- (5) For all **Agricultural** accounts, water charges shall adhere to the uniform rate in Table 1.
- (6) For all **Fire** accounts, water charges shall adhere to the uniform rate in Table 1. Misuse of private fire services (e.g., use for direct potable consumption) shall result in charges for water, service fees and / or discontinuance of service.
- (7) For all **Temporary** accounts, water charges shall adhere to the uniform rate in Table 1.
- (8) Residential Equivalency Charge (REQ). The District shall impose a REQ Charge on “Agriculture” accounts for each residential dwelling unit served by District water through the Agriculture account. See Table 1 for the REQ charge.
- (9) Monthly Capital Improvement Program Service Charge (“CIP Charge”). The CIP Charge shall be based on the 5-year average monthly water consumption for each individual account, except Temporary, Agricultural, and Fire accounts as outlined below. This volume shall be multiplied by the CIP rate in accordance with the schedule set forth in Table 2 and the procedures set out in the following subsections.

Each individual account must have a minimum of eight months of water use history for the CIP charge, except Temporary, Fire, and Agricultural accounts as outlined below. Accounts with fewer than eight months of history will be charged on the basis of a default consumption value, instead of the individualized 5-year average, as described below.

TABLE 2

<b>Monthly Capital Improvement Program (CIP) Charge (non-Agricultural)</b>		
Rate	\$5.58	per HCF
Minimum	\$22.32	4 HCF per dwelling unit
Maximum	\$1,395.00	250 HCF per dwelling unit



- (i) The CIP Charge for all **Single Family Residential and Landscape** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF.

This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$5.58 = \$22.32$$

- (ii) The CIP Charge for all **Multi-Family** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 6 HCF.

This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$5.58 = \$22.32$$

- (iii) The CIP Charge for all **Commercial, Industrial, and Public Authority** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF..



This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$5.58 = \$22.32$$

- (iv) **Master Meter** and **Hospitality** accounts are subject to a minimum CIP charge of 4 HCF per dwelling unit or hotel/ motel room. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF.

For example, if an account with 5 dwelling units has a 5-year monthly average water consumption of 15 HCF, the per-unit average would be 3 HCF which is below the minimum. The minimum for 5 dwelling units is 20 HCF.

*Minimum use*

$$20 \text{ HCF} \times \$5.58 = \$111.60$$

- (v) **Agriculture** and **Fire** accounts shall not be subject to a CIP Charge.
- (vi) The CIP Charge for all **Temporary accounts** shall be based on the 5-year median monthly water consumption for all temporary accounts: presently, 14 HCF.

$$14 \text{ HCF} \times \$5.58 = \$78.12$$

(vii)

- b. Service charges. The District shall impose Monthly Service Charges in accordance with the schedule set forth in the following subsections regardless of the amount of water used by a customer during any given month or fraction thereof.

- (1) Monthly Basic and State Water Project (SWP) Service. The schedule set forth in Table 2 defines the monthly Basic and State Water Project charges.



**TABLE 3**

<b>Monthly Basic and State Water Project Charges</b>			
Meter Size	Basic	SWP	Total
¾"	\$9.58	\$33.82	\$43.40
1"	\$12.88	\$56.37	\$69.25
1 ½"	\$21.14	\$112.73	\$133.87
2"	\$31.05	\$180.36	\$211.41
3"	\$62.44	\$394.53	\$456.97
4"	\$108.70	\$710.14	\$818.84
6"	\$219.40	\$1,465.37	1,684.77
Multi-family residential	\$9.58	\$15.76	\$25.34
Master meter residential	By Meter Size	\$15.76	
Hospitality	By Meter Size	\$8.59	

(i) The Basic and State Water Project charges for **Single Family Residential, Commercial, Industrial, Public Authority, Temporary, Landscape, and Agriculture** accounts adhere to the rates shown in Table 2.

(ii) **Multi-Family** and **Master Meter** accounts pay a SWP charge that is equivalent to roughly half (48%) of the SWP charge for a ¾" meter. The Basic charge for Multi-Family accounts is equal to the charge for a ¾" meter. The Basic charge for Master Meter account varies by meter size.

(iii) **Hospitality** accounts pay a SWP charge per room – that is equivalent to roughly a quarter (25%) of the SWP charge for a ¾" meter. The Basic charge for Hospitality accounts varies by meter size.

For example, a Hospitality account with 40 rooms that has a 1 ½" water meter is charged the SWP Hospitality rate for each room.

$$40 \text{ Rooms} \times \$8.59 = \$343.60$$

(2) The Agricultural Operation and Maintenance (Ag O&M) charge. The District shall impose a monthly service charge for **Agricultural** accounts in accordance with the schedule in Table 4. This charge funds operations and maintenance costs that are collected by other customer classes through the Capital Improvement Program charge.



TABLE 4

<b>Meter Size</b>	<b>Monthly O&amp;M Charge</b>
¾"	\$42.32
1"	\$70.53
1 ½"	\$141.05
2"	\$225.68
3"	\$493.66
4"	\$888.58
6"	\$1,833.58

- (3) Monthly Service Charges for Fire Accounts. The District shall impose a monthly service charge for fire accounts in accordance with the schedule in Table 5.

TABLE 5

<b>Monthly Fire Service Charges</b>	
<b>Fireline Size</b>	<b>Charge</b>
2"	\$12.15
3"	\$26.48
4"	\$51.21
6"	\$139.97
8"	\$293.05
10"	\$523.32



## Fiscal 2025 proposed rates and charges

The following rates shall be adjusted as described below; however, implementation of these changes shall not be implemented until July 1, 2024 or, if the Board determines, at a later date.

Rates and Charges for Water Service: Monthly Service Charges, Dwelling Unit Equivalency Charges and Residential Equivalency Charges, and Metered Water Rates are hereby established and will become effective at the implementation date identified above:

- a. Water rates. With the exception of the conditions outlined below, the District shall impose water rates for each unit of water used by a customer in accordance with the schedule set forth in Table 1 and with the procedures set out in the following subsections of this section.

TABLE 1

<b>Water Rates (unit cost)</b>			
<i>1 unit = 100 cubic feet (HCF) or 748 gallons</i>	Base \$/HCF	Pressure Zone I \$/HCF	Pressure Zone II \$/HCF
<b>Single Family, Multi-family, Master Meter Residential, &amp; Landscape</b>			
Tier 1	\$4.82	\$5.18	\$5.53
Tier 2	\$5.01	\$5.37	\$5.72
Tier 3	\$5.92	\$6.28	\$6.63
<b>Commercial, Industrial, Public Authority, Hospitality</b>			
Base	\$4.84	\$5.20	\$5.55
Peak	\$5.85	\$6.21	\$6.56
<b>Agricultural</b>			
Uniform	\$2.29	\$2.65	\$3.00
Residential Equivalency Fee	\$24.19		
<b>Temporary</b>			
Uniform	\$5.09	\$5.45	\$5.80
<b>Fire</b>			
Uniform	\$4.84		

<sup>1</sup> Pressure Zone I = Connections served by Gobernador Reservoir

<sup>2</sup> Pressure Zone II = Connections served by Shepard Mesa Tank

- (1) For **Residential, Multi-Family, and Landscape** accounts, the Tier 1 limit is 6 HCF based on efficient indoor use for a three-person household. The Tier 2 limit is 10 HCF based on average summer use (Jun. to Sep.). Tier 3 pricing applies to all consumption in excess of Tier 2 use.



For example, charges for an account that uses 36 HCF in one month would be:

Tier 1:	6	HCF	x	\$4.82	=	\$28.92
Tier 2:	10	HCF	x	\$5.01	=	\$50.10
Tier 3:	20	HCF	x	\$5.92	=	\$118.40
TOTAL	36	HCF			=	\$197.42

- (2) For all **Master Meter** accounts, the tier limit is multiplied by the number of dwelling units served by the account. This is done to equitably distribute the costs of water for all customers.

For example, if a master meter account has 4 dwelling units, the maximum consumption in tier 1 would be 24 HCF and the maximum consumption in tier 2 would be 40 HCF. Therefore, charges for a master-meter account with 4 dwelling units that uses 60 HCF would be:

	<i>Maximum use</i>	<i>Actual use</i>						
Tier 1:	24	24	HCF	x	\$4.82	=	\$115.68	
Tier 2:	40	36	HCF	x	\$5.01	=	\$180.36	
Tier 3:		0	HCF	x	\$5.92	=	\$0.00	
TOTAL		60	HCF			=	\$296.04	

- (3) For all **Commercial, Hospitality, and Industrial** accounts, water charges shall be determined by establishing a Base tier using the customer's December-March 5-year average water consumption. This consumption amount will establish the Base Tier amount charged at the rate specified in Table 1. All water consumed in excess of the Base tier shall be charged at the Peak tier rate. Accounts lacking sufficient water use history to establish Base Tier volumes shall be determined by the average of all qualifying accounts.

For example, a commercial account with a 5-year December to March average water consumption of 50 HCF uses 110 HCF in July. The total water charge for this account for July water use would be as follows.

Base	50	HCF	x	\$4.84	=	\$242.00
Peak	60	HCF	x	\$5.85	=	\$351.00
TOTAL	110	HCF			=	\$593.00



- (4) **Public Authority** accounts for irrigation of City parks and school fields are charged on the basis of the Agricultural uniform water rate. Other Public Authority accounts are charged on the basis of the base-peak rate.
- (5) For all **Agricultural** accounts, water charges shall adhere to the uniform rate in Table 1.
- (6) For all **Fire** accounts, water charges shall adhere to the uniform rate in Table 1. Misuse of private fire services (e.g., use for direct potable consumption) shall result in charges for water, service fees and / or discontinuance of service.
- (7) For all **Temporary** accounts, water charges shall adhere to the uniform rate in Table 1.
- (8) Residential Equivalency Charge (REQ). The District shall impose a REQ Charge on “Agriculture” accounts for each residential dwelling unit served by District water through the Agriculture account. See Table 1 for the REQ charge.
- (9) Monthly Capital Improvement Program Service Charge (“CIP Charge”). The CIP Charge shall be based on the 5-year average monthly water consumption for each individual account, except Temporary accounts as outlined below. This volume shall be multiplied by the CIP rate in accordance with the schedule set forth in Table 2 and the procedures set out in the following subsections.

Each individual account must have a minimum of eight months of water use history for the CIP charge, except Temporary, Fire, and Agricultural accounts as outlined below. Accounts with fewer than eight months of history will be charged on the basis of a default consumption value, instead of the individualized 5-year average, as described below.

**TABLE 2**

<b>Monthly Capital Improvement Program (CIP) Charge (non-Agricultural)</b>		
Rate	\$6.00	per HCF
Minimum	\$24.00	4 HCF per dwelling unit
Maximum	\$1,500.00	250 HCF per dwelling unit



- (i) The CIP Charge for all **Single Family Residential and Landscape** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF.

This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$6.00 = \$24.00$$

- (ii) The CIP Charge for all **Multi-Family** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 6 HCF.

This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$6.00 = \$24.00$$

- (iii) The CIP Charge for all **Commercial, Industrial, and Public Authority** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF..



This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$6.00 = \$24.00$$

- (iv) **Master Meter** and **Hospitality** accounts are subject to a minimum CIP charge of 4 HCF per dwelling unit or hotel/ motel room. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF.

For example, if an account with 5 dwelling units has a 5-year monthly average water consumption of 15 HCF, the per-unit average would be 3 HCF which is below the minimum. The minimum for 5 dwelling units is 20 HCF.

*Minimum use*

$$20 \text{ HCF} \times \$6.00 = \$120.00$$

- (v) **Agriculture** and **Fire** accounts shall not be subject to a CIP Charge.

- (vi) The CIP Charge for all **Temporary accounts** shall be based on the 5-year median monthly water consumption for all temporary accounts: presently 14 HCF.

$$14 \text{ HCF} \times \$6.00 = \$84.00$$

- b. Service charges. The District shall impose Monthly Service Charges in accordance with the schedule set forth in the following subsections regardless of the amount of water used by a customer during any given month or fraction thereof.

- (1) Monthly Basic and State Water Project (SWP) Service. The schedule set forth in Table 2 defines the monthly Basic and State Water Project charges.



**TABLE 3**

<b>Monthly Basic and State Water Project Charges</b>			
Meter Size	Basic	SWP	Total
3/4"	\$10.30	\$36.36	\$46.66
1"	\$13.85	\$60.60	\$74.45
1 1/2"	\$22.73	\$121.19	\$143.92
2"	\$33.38	\$193.89	\$227.27
3"	\$67.13	\$424.12	\$491.25
4"	\$116.86	\$763.41	\$880.27
6"	\$235.86	\$1,575.28	1,811.14
Multi-family residential	\$10.30	\$16.95	\$27.25
Master meter residential	By Meter Size	\$16.95	
Hospitality	By Meter Size	\$9.24	

(i) The Basic and State Water Project charges for **Single Family Residential, Commercial, Industrial, Public Authority, Temporary, Landscape, and Agriculture** accounts adhere to the rates shown in Table 2.

(ii) **Multi-Family** and **Master Meter** accounts pay a SWP charge that is equivalent to roughly half (48%) of the SWP charge for a ¾" meter. The Basic charge for Multi-Family accounts is equal to the charge for a ¾" meter. The Basic charge for Master Meter account varies by meter size.

(iii) **Hospitality** accounts pay a SWP charge per room that is equivalent to roughly a quarter (25%) of the SWP charge for a ¾" meter. The Basic charge for Hospitality accounts varies by meter size.

For example, a Hospitality account with 40 rooms that has a 1 ½" water meter is charged the SWP Hospitality rate for each room.

$$40 \text{ Rooms} \times \$9.24 = \$369.60$$

(2) The Agricultural Operation and Maintenance (Ag O&M) charge. The District shall impose a monthly service charge for **Agricultural** accounts in accordance with the schedule in Table 4. This charge funds operations and maintenance costs that are collected by other customer classes through the Capital Improvement Program charge.



**TABLE 4**

<b>Meter Size</b>	<b>Monthly O&amp;M Charge</b>
3/4"	\$45.50
1"	\$75.82
1 1/2"	\$151.63
2"	\$242.61
3"	\$530.69
4"	\$955.23
6"	\$1,971.10

- (3) Monthly Service Charges for Fire Accounts. The District shall impose a monthly service charge for fire accounts in accordance with the schedule in Table 5.

**TABLE 5**

<b>Monthly Fire Service Charges</b>	
<b>Fireline Size</b>	<b>Charge</b>
2"	\$13.07
3"	\$28.47
4"	\$55.06
6"	\$150.47
8"	\$315.03
10"	\$562.57



## Fiscal 2026 proposed rates and charges

The following rates shall be adjusted as described below; however, implementation of these changes shall not be implemented until July 1, 2025 or, if the Board determines, at a later date.

Rates and Charges for Water Service: Monthly Service Charges, Dwelling Unit Equivalency Charges and Residential Equivalency Charges, and Metered Water Rates are hereby established and will become effective at the implementation date identified above:

- a. Water rates. With the exception of the conditions outlined below, the District shall impose water rates for each unit of water used by a customer in accordance with the schedule set forth in Table 1 and with the procedures set out in the following subsections of this section.

TABLE 1

<b>Water Rates (unit cost)</b>			
<i>1 unit = 100 cubic feet (HCF) or 748 gallons</i>	Base \$/HCF	Pressure Zone I \$/HCF	Pressure Zone II \$/HCF
<b>Single Family, Multi-family, Master Meter Residential, &amp; Landscape</b>			
Tier 1	\$5.19	\$5.58	\$5.96
Tier 2	\$5.39	\$5.78	\$6.16
Tier 3	\$6.37	\$6.76	\$7.14
<b>Commercial, Industrial, Public Authority, Hospitality</b>			
Base	\$5.21	\$5.60	\$5.98
Peak	\$6.29	\$6.68	\$7.06
<b>Agricultural</b>			
Uniform	\$2.47	\$2.86	\$3.24
Residential Equivalency Fee	\$26.01		
<b>Temporary</b>			
Uniform	\$5.48	\$5.87	\$6.25
<b>Fire</b>			
Uniform	\$5.21		

<sup>1</sup> Pressure Zone I = Connections served by Gobernador Reservoir

<sup>2</sup> Pressure Zone II = Connections served by Shepard Mesa Tank

- (1) For **Residential, Multi-Family, and Landscape** accounts, the Tier 1 limit is 6 HCF based on efficient indoor use for a three-person household. The Tier 2 limit is 10 HCF based on average summer use (Jun. to Sep.). Tier 3 pricing applies to all consumption in excess of Tier 2 use.



For example, charges for an account that uses 36 HCF in one month would be:

Tier 1:	6	HCF	x	\$5.19	=	\$31.14
Tier 2:	10	HCF	x	\$5.39	=	\$53.90
Tier 3:	20	HCF	x	\$6.37	=	\$127.40
TOTAL	36	HCF			=	\$212.44

- (2) For all **Master Meter** accounts, the tier limit is multiplied by the number of dwelling units served by the account. This is done to equitably distribute the costs of water for all customers.

For example, if a master meter account has 4 dwelling units, the maximum consumption in tier 1 would be 24 HCF and the maximum consumption in tier 2 would be 40 HCF. Therefore, charges for a master-meter account with 4 dwelling units that uses 60 HCF would be:

	<i>Maximum use</i>	<i>Actual use</i>					
Tier 1:	24	24	HCF	x	\$5.19	=	\$124.56
Tier 2:	40	36	HCF	x	\$5.39	=	\$194.04
Tier 3:		0	HCF	x	\$6.37	=	\$0.00
TOTAL		60	HCF			=	\$318.60

- (3) For all **Commercial, Hospitality, and Industrial** accounts, water charges shall be determined by establishing a Base tier using the customer's December-March 5-year average water consumption. This consumption amount will establish the Base Tier amount charged at the rate specified in Table 1. All water consumed in excess of the Base tier shall be charged at the Peak tier rate. Accounts lacking sufficient water use history to establish Base Tier volumes shall be charged on the basis of the average of all qualifying accounts.

For example, a commercial account with a 5-year December to March average water consumption of 50 HCF uses 110 HCF in July. The total water charge for this account for July water use would be as follows.

Base	50	HCF	x	\$5.21	=	\$260.50
Peak	60	HCF	x	\$6.29	=	\$377.40
TOTAL	110	HCF			=	\$637.90



- (4) **Public Authority** accounts for irrigation of City parks and school fields are charged the Agricultural uniform water rate. Other Public Authority accounts are charged the base-peak rate.
- (5) For all **Agricultural** accounts, water charges shall adhere to the uniform rate in Table 1.
- (6) For all **Fire** accounts, water charges shall adhere to the uniform rate in Table 1. Misuse of private fire services (e.g., use for direct potable consumption) shall result in charges for water, service fees and / or discontinuance of service.
- (7) For all **Temporary** accounts, water charges shall adhere to the uniform rate in Table 1.
- (8) Residential Equivalency Charge (REQ). The District shall impose a REQ Charge on "Agriculture" accounts for each residential dwelling unit served by District water through the Agriculture account. See Table 1 for the REQ charge.
- (9) Monthly Capital Improvement Program Service Charge ("CIP Charge"). The CIP Charge shall be based on the 5-year average monthly water consumption for each individual account, except Temporary Fire, and Agricultural accounts as outlined below. This volume shall be multiplied by the CIP rate in accordance with the schedule set forth in Table 2 and the procedures set out in the following subsections.

Each individual account must have a minimum of eight months of water use history for the CIP charge, except Temporary accounts as outlined below. Accounts with fewer than eight months of history will be charged on the basis of a default consumption value, instead of the individualized 5-year average, as described below.

TABLE 2

<b>Monthly Capital Improvement Program (CIP) Charge (non-Agricultural)</b>		
Rate	\$6.45	per HCF
Minimum	\$25.80	4 HCF per dwelling unit
Maximum	\$1,612.50	250 HCF per dwelling unit



- (i) The CIP Charge for all **Single Family Residential and Landscape** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF.

This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$6.45 = \$25.80$$

- (ii) The CIP Charge for all **Multi-Family** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 6 HCF.

This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$6.45 = \$25.80$$

- (iii) The CIP Charge for all **Commercial, Industrial, and Public Authority** accounts shall be based on the 5-year average monthly water consumption for each individual account. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF..



This volume shall be multiplied by an annually determined CIP rate. A minimum CIP charge based on 4 HCF per month and a maximum charge based upon 250 HCF per month shall be applied.

For example, if an account has a 5-year monthly average water consumption of 3 HCF, the CIP charge would be based on the minimum of 4 HCF.

$$4 \text{ HCF} \times \$6.45 = \$25.80$$

- (iv) **Master Meter** and **Hospitality** accounts are subject to a minimum CIP charge of 4 HCF per dwelling unit or hotel/ motel room. Accounts with fewer than eight months of consumption history will be charged on the basis of a default value of 12 HCF.

For example, if an account with 5 dwelling units has a 5-year monthly average water consumption of 15 HCF, the per-unit average would be 3 HCF which is below the minimum. The minimum for 5 dwelling units is 20 HCF.

*Minimum use*

$$20 \text{ HCF} \times \$6.45 = \$129.00$$

- (v) **Agriculture** and **Fire** accounts shall not be subject to a CIP Charge.

- (vi) The CIP Charge for all **Temporary accounts** shall be based on the 5-year median monthly water consumption for all temporary accounts: presently 14 HCF.

$$14 \text{ HCF} \times \$6.45 = \$90.30$$

- b. Service charges. The District shall impose Monthly Service Charges in accordance with the schedule set forth in the following subsections regardless of the amount of water used by a customer during any given month or fraction thereof.

- (1) Monthly Basic and State Water Project (SWP) Service. The schedule set forth in Table 2 defines the monthly Basic and State Water Project charges.



**TABLE 3**

<b>Monthly Basic and State Water Project Charges</b>			
Meter Size	Basic	SWP	Total
3/4"	\$11.08	\$39.09	\$50.17
1"	\$14.89	\$65.15	\$80.04
1 1/2"	\$24.44	\$130.28	\$154.72
2"	\$35.89	\$208.44	\$244.33
3"	\$72.17	\$455.93	\$528.10
4"	\$125.63	\$820.67	\$946.30
6"	\$253.55	\$1,693.43	1,946.98
Multi-family residential	\$11.08	\$18.23	\$29.31
Master meter residential	By Meter Size	\$18.23	
Hospitality	By Meter Size	\$9.94	

(i) The Basic and State Water Project charges for **Single Family Residential, Commercial, Industrial, Public Authority, Temporary, Landscape, and Agriculture** accounts adhere to the rates shown in Table 2.

(ii) **Multi-Family** and **Master Meter** accounts pay a SWP charge that is equivalent to roughly half (48%) of the SWP charge for a 3/4" meter. The Basic charge for Multi-Family accounts is equal to the charge for a 3/4" meter. The Basic charge for Master Meter account varies by meter size.

(iii) **Hospitality** accounts pay a SWP charge per room that is equivalent to roughly a quarter (25%) of the SWP charge for a 3/4" meter. The Basic charge for Hospitality accounts varies by meter size.

For example, a Hospitality account with 40 rooms that has a 1 1/2" water meter is charged the SWP Hospitality rate for each room.

$$40 \text{ Rooms} \times \$9.94 = \$397.60$$

(2) The Agricultural Operation and Maintenance (Ag O&M) charge. The District shall impose a monthly service charge for **Agricultural** accounts in accordance with the schedule in Table 4. This charge funds operations and maintenance costs that are collected by other customer classes through the Capital Improvement Program charge.



**TABLE 4**

<b>Meter Size</b>	<b>Monthly O&amp;M Charge</b>
3/4"	\$48.92
1"	\$81.51
1 1/2"	\$163.01
2"	\$260.81
3"	\$570.50
4"	\$1,026.88
6"	\$2,118.94

- (3) Monthly Service Charges for Fire Accounts. The District shall impose a monthly service charge for fire accounts in accordance with the schedule in Table 5.

**TABLE 5**

<b>Monthly Fire Service Charges</b>	
<b>Fireline Size</b>	<b>Charge</b>
2"	\$14.06
3"	\$30.61
4"	\$59.19
6"	\$161.76
8"	\$338.66
10"	\$604.77



Payment of the Monthly Charges. Payment of the monthly Basic, SWP and CIP charges does not entitle the customer to any quantity of water. All water used by a customer will be supplied to a customer at the rate set forth in the sections above.

Appeals of Base tier and CIP calculations. In the event that a customer or account holder disagrees with the District derived values for the Base tier, Tier 1, or CIP amounts of water, said customer may petition the Assistant General Manager to solely at his or her discretion assign a different methodology for calculation of these values. Any customer appealing District derived values shall have at least 6 months of water use history, including the December through March period.

Compliance with Article XIII D of the California Constitution. The Governing Board has determined that the imposition of the District's rates and charges for water service complies with the requirements of Article XIII D, section 6 (b) of the California Constitution. Furthermore, and in accordance with the requirements of Section 6 (a) and (c), the District (i) provided 45 days prior written notice of the public hearing at which the Board considered the proposed changes and increases in the District's rates and charges for water service; (ii) considered all written protests presented to the District Board at or prior to the close of the public hearing; and (iii) following the conclusion of the public hearing, the District's General Manager counted the total number of written protest received by the District and informed the District Board that no majority protest existed.

Procedural Exemption for Water Rates and Charges: Pursuant to Section 66018 (d) of the Government Code, the rates and charges for water service as established in this Resolution are exempt from the notice and public hearing requirements of Section 66018 of the Government Code. It is further found and determined that these rates and charges are not the type of fees and charges as set forth in Section 66016 (d) of the Government Code and therefore are not subject to the procedural requirements of Section 66016 of the Government Code.

Effective Date of Resolution: This Resolution shall be in full force and effect upon adoption and shall remain in effect until changed by the District Board.

Amendment to the District's Rules and Regulations: Conflicts; Validity: The terms and provisions of this Resolution shall become a part of the District Rules and Regulations. To the extent that the terms and provisions of this Resolution are inconsistent or in conflict with the terms and provisions of any prior District ordinance, resolution, or rule and regulations, the terms of this Resolution shall prevail, and inconsistent and conflicting provisions of prior ordinances, resolutions and rules and regulations shall be suspended during the effective period of this Resolution. If any section, subsection, sentence, clause or phrase of this Resolution is for any reason held to be unconstitutional or invalid, such decision shall not affect the validity of the remaining portions of this Resolution. The Board hereby declares that it would have passed this Resolution and each section, subsection, sentence, clause or phrase thereof, irrespective of the fact that any one or more section, subsection, sentence, clauses or phrases be unconstitutional or invalid.

Exception from the Requirements of CEQA: Section 21080 (b) (8) of the Public Resources Code is contained in and is a part of the California Environmental Quality Act (CEQA). Section 21080 (b) (8) of said Act provides that CEQA does not apply to the establishment, modification, structuring, restructuring or approval of rates, tolls, fares or other charges by a public agency



which are for the purpose of (1) meeting operating expense, including employee wage rates and fringe benefits, (2) purchasing or leasing supplies, equipment or materials, (3) meeting financial reserve needs or requirements, or (4) obtaining funds for capital projects necessary to maintain service within existing service areas.

It is hereby found and determined that none of the rates and charges fixed and established by this Resolution are for any purposes other than the purposes set forth in Section 21080 (b) (8) and are therefore, pursuant to said Section, exempt from the requirements of CEQA. This Resolution constitutes the written findings of the record of the proceedings claiming the aforesaid exemption. The District Secretary is hereby authorized and directed to prepare and file a Notice of Exemption based upon Public Resources Code section 21080 (b) (8).

**PASSED AND ADOPTED** by the Governing Board of the Carpinteria Valley Water District on the 29<sup>th</sup> day of November, 2024, by the following roll call vote:

AYES:  
NAYES:  
ABSENT:  
ABSTAIN:

APPROVED:

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Case Van Wingerden, Board President

ATTEST:

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Robert Mc Donald, Secretary



Appendix F

## APPLICATION FOR SERVICE / TERMINATION

CVWD Account: USACCT (Office use only)**Carpinteria Valley Water District**

Phone: (805) 684-2816  
 District Office: 1301 Santa Ynez Ave. Carpinteria CA, 93013  
 Payments/ P.O. Box 36, Carpinteria CA, 93014-0036  
 Correspondence:  
 Website: [www.cvwd.net](http://www.cvwd.net)

**OCCUPANT APPLICATION FOR SERVICE**

This form is to be completed by Rental Tenants when applying for water service.

Primary Name: \_\_\_\_\_ Start Service Date: \_\_\_\_\_  
 Secondary Name: \_\_\_\_\_  
 Number of Dwelling Units/Residences (to be served by meter): \_\_\_\_\_  
 Service Address: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Create 4-digit PIN \_\_\_\_\_ or provide Driver's License # \_\_\_\_\_  
 Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

**OCCUPANT** hereby agrees:

I agree to be personally responsible for payment of all water bills for water delivered to the property address identified in this application. I agree to give Carpinteria Valley Water District written notice if I wish to discontinue service, and I understand that I will be responsible for payment for all service through the date when service is discontinued. I also understand that all bills not paid by the Penalty Date will incur door-tag fee. I am aware that my water service may be discontinued if my payments are not paid by 9:00 a.m. on shut off date and that service will not be reconnected until all delinquent charges and any penalties have been paid. I understand the District may contact me directly regarding any outstanding balance or delinquent payment.

I agree to abide by all District Rules and Regulations, available online at [www.cvwd.net](http://www.cvwd.net).

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

**NOTE: SIGNATURE OF PROPERTY OWNER (PAGE 2) IS REQUIRED FOR THIS APPLICATION TO BE COMPLETE.**



**OCCUPANT APPLICATION FOR SERVICE – PAGE 2****PROPERTY OWNER** hereby agrees:

I declare that I am a legal owner of the property identified by the above property address, or the authorized agent of the owner, with authority to obligate the owner as stated herein. By co-signing this Occupant Application for water service at the subject property, I agree that the owner shall be jointly and severally responsible for any amounts due Carpinteria Valley Water District that the occupant fails to pay following termination or discontinuance of service to the property. I understand that if the occupant vacates the property without making final payment of all amounts due, the District may refuse to resume service to the property until the owner has paid all outstanding amounts in full, and the District thereafter may refuse Occupant Applications for service at this property, requiring the owner to be solely responsible to the District for all such services and may resort to placing a lien upon all real property. I further agree to defend and indemnify the District and its officers, employees and agents, and will hold them harmless from any and all liability arising from this Application and/or provision of service as requested. I understand the District may contact me directly regarding any outstanding balance or delinquent payment.

I agree to abide by all District Rules and Regulations, available online at [www.cvwd.net](http://www.cvwd.net).

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Date: \_\_\_\_\_ Phone(s): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Service Address: \_\_\_\_\_



CVWD Account: USACCT (Office use only)

## **Carpinteria Valley Water District**

Phone: (805) 684-2816  
District Office: 1301 Santa Ynez Ave. Carpinteria CA, 93013  
Payments/  
Correspondence: P.O. Box 36, Carpinteria CA, 93014-0036  
Website: [www.cvwd.net](http://www.cvwd.net)

### **OWNER APPLICATION FOR SERVICE**

This form is to be completed by Property Owners when applying for water service.

Primary Name: \_\_\_\_\_ Start Service Date: \_\_\_\_\_  
Secondary Name/ Property Management Co.: \_\_\_\_\_  
Business name \_\_\_\_\_  
Service Address: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Create 4-digit PIN \_\_\_\_\_ Or provide Driver's License # \_\_\_\_\_  
Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_



**PROPERTY OWNER** hereby agrees:

I declare that I am the legal owner of the property identified above and agree to be solely responsible for and guarantee payment for all water bills incurred at the property identified herein. I agree to give Carpinteria Valley Water District written request for Termination of Water Service in order to discontinue service and understand that I am responsible for payment of all service through the Termination date shown on said notice. I understand that as the property owner I am still responsible for payment of any monthly service charges accrued after the termination date in the event that no other party assumes responsibility for water service.

I understand that bills not paid by 5:00 PM on the Penalty Date will receive a door-tag fee, and that the District offers a Direct Pay Program for automatic debit of the monthly bill.

I also understand that water service may be discontinued if my bill is not paid by the specified shut off date, and that water service will not be restored until all delinquent and penalty charges have been paid. I understand the District may contact me directly regarding any outstanding balance or delinquent payment.

I further agree to defend and indemnify the District and its officers, employees, and agents, and will hold them harmless from any and all liability arising from this Application and/or provision of service as requested.

I agree to abide by all District Rules and Regulations. (See [www.cvwd.net](http://www.cvwd.net) for more information.)

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Carpinteria Valley Water District

Phone: (805) 684-2816  
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Correspondence: P.O. Box 36, Carpinteria CA, 93014-0036  
Website: [www.cvwd.net](http://www.cvwd.net)

### REQUEST FOR TERMINATION OF WATER SERVICE

This form is to be completed by customer of record when terminating water service.

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
Service Address/ APN: \_\_\_\_\_  
Termination Date: \_\_\_\_\_  
Closing Bill Mailing Address: \_\_\_\_\_  
Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Closing this account will generate a closing bill for which you will be responsible. If you have a deposit with the District, the deposit will be applied to your closing bill.

**Any remaining balance will be mailed to the closing bill mailing address above.**

Water service will not be discontinued and responsibility for payment of all charges will not end until this notification is received by Carpinteria Valley Water District.

I hereby authorize the Carpinteria Valley Water District to discontinue water service in my name:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Appendix G

### AMI Meter Reading Opt-out Application CARPINTERIA VALLEY WATER DISTRICT

#### Advanced Metering Infrastructure (AMI)

#### Opt-out Program Application

At CVWD, we support offering our customers a choice in metering infrastructure. The AMI Opt-out Program is for residential customers who prefer not to have the data collector/ transmitter installed with their water meter. The program allows customers to have their meter read manually at the end of every month.

Please note, if you choose to opt out, the following charges will be added to your monthly water bill:

An initial setup fee of \$36.35; and

Meter reading fee of \$10.05 per month.

***Please complete both Section A and Section B.***

#### **Section A: Customer and Account Information**

\* indicates required field

Customer of Record\* \_\_\_\_\_

Account Number\* \_\_\_\_\_

Service Address\* \_\_\_\_\_

Daytime Phone #\* \_\_\_\_\_ Email \_\_\_\_\_

Any meter access issues?\* \_\_\_\_\_ Yes

\_\_\_\_\_ No

Please indicate if gate is locked, dog, etc.\* \_\_\_\_\_

#### **District Use Only:**

Date Received: \_\_\_\_\_ Accountholder validation: \_\_\_\_\_ Staff: \_\_\_\_\_



**Section B: Acknowledgements**

Please sign and date all of the following:

I, the aforementioned customer of record for the account identified above, hereby request that the Carpinteria Valley Water District remove the advance metering infrastructure from the identified service address in Carpinteria, CA.

Signature\* \_\_\_\_\_ Date\* \_\_\_\_\_

I understand that I will be charged a fee on my water bill for the set-up of my account to opt-out of the AMI program and that this fee is not refundable nor transferable to another address in the District.

Signature\* \_\_\_\_\_ Date\* \_\_\_\_\_

I understand that I will be charged a monthly meter reading fee on my water bill for the identified account and that this fee is not refundable nor transferable to another address in the District.

Signature\* \_\_\_\_\_ Date\* \_\_\_\_\_

I understand that should I choose to stop participating in this opt-out program for the identified account that I cannot re-enroll in the opt-out program for a period of 12 months after the request for the identified account.

Signature\* \_\_\_\_\_ Date\* \_\_\_\_\_

I understand that annually the District may re-evaluate the cost of reading the meter for the identified account and that this monthly fee may change in the future.

Signature\* \_\_\_\_\_ Date\* \_\_\_\_\_

Please return the original, signed application to the District. Digital and facsimile copies will not be accepted.

1301 Santa Ynez Ave. Carpinteria CA 93013



## Appendix H

Accounts must meet specific requirements detailed in Rule 11 to qualify as the agricultural account class. The example below illustrates these requirements.

The following example shows a customer that is requesting the District reclassify their account as the agricultural account class. Because there are less than two acres of agriculture on this customer's parcel, the District must review the parcel to determine whether it meets the requirements of the agricultural account class.

The total parcel area is 1.06 acres. Excluding hardscape, the remaining parcel area is 0.86 acres. To qualify, the minimum agricultural area is 50% of the remaining parcel area and not less than 0.33 acres. Therefore, the minimum qualifying agricultural area is 0.43 acres. The proposed agricultural area of 0.46 acres meets the minimum requirement. However, final approval is subject to District determination.



