CAMROSA WATER DISTRICT

BUILDING WATER SELF-RELIANCE

Ordinance 40-16

Rules and Regulations

Governing the Provision of

Water and Sanitary Services

Adopted:

December 15, 2016

CAMROSA WATER DISTRICT
BUILDING WATER SELF-RELIANCE

Board of Directors
Al E. Fox
Division 1
Jeffrey C. Brown
Division 2
Timothy H. Hoag
Division 3
Eugene F. West
Division 4
Terry L. Foreman
Division 5
General Manager
Tony L. Stafford

Resolution No: 16-25

A Resolution of the Board of Directors of Camrosa Water District

Rescinding Ordinance 38-09 and Adopting Ordinance 40-16

Whereas, *among the regulations the State Water Resources Control Board adopted on May 18, 2016 to implement Governor Edmund G. Brown's Executive Order B-37-16, "Making Conservation a California Way of Life," signed on May 9, 2016, were stipulations regarding Water Shortage Contingency Planning and water-use prohibitions necessitating revisions to Ordinance 40-15; and,*

Whereas, *Camrosa Water District's Ordinance 38-09 was established to implement a Water Shortage Contingency Plan; and,*

Whereas, *Ordinance 40-15 describes water-use prohibitions and has been modified over the years to include Water Shortage Contingency Planning, rendering Ordinance 38-09 redundant; and*

Whereas, *the District desired to strengthen the requirements for applications for service, establish a deposit policy for new accounts, assess late fees on delinquent accounts, improve the collection of unpaid debts by delinquent customers, and make other revisions, of both style and substance, to Ordinance 40-15;*

Now, Therefore, Be It Resolved *by the Camrosa Water District Board of Directors that Ordinance 38-09 is hereby rescinded and Ordinance 40-16 is hereby adopted.*

Adopted, Signed and Approved *this 15th day of December, 2016.*

Eugene F. West, President
Board of Directors
Camrosa Water District

ATTEST:

Tony L. Stafford, Secretary
Board of Directors
Camrosa Water District

ORDINANCE 40-16

An Ordinance of the Camrosa Water District

Repealing Ordinance 40-15

And Establishing Rules and Regulations

Governing the Provision of

Water and Sanitary Services

The Board of Directors of the Camrosa Water District do ordain as follows on pages 3 through 26, attached:

By Motion of Director Fox, Second by Director Foreman, this ordinance is

ADOPTED, SIGNED, AND APPROVED this December 15, 2016.

Eugene F. West, President
Board of Directors
CAMROSA WATER DISTRICT

ATTEST:

Tony L. Stafford, Secretary
Board of Directors
CAMROSA WATER DISTRICT

Table of Contents

1. Purpose **5**
2. General **5**
3. Definitions **5**
4. Eligibility for Water Service **7**
4.1. General Requirements of Water Service 7
4.2. Types and Classifications of Water Service 7
4.2.1. Potable Water Service 7
4.2.1.1. Municipal Water Service Classifications 8
4.2.1.1.1. Residential Water Service (Class I) 8
4.2.1.1.2. Master Metered Residential Service (Class II) 8
4.2.1.1.3. Commercial and Industrial Water Service (Class III) 8
4.2.1.1.4. Public Water Service (Class IV) 8
4.2.1.1.5. Municipal/Residential Irrigation Service (Class V) 8
4.2.1.1.6. Fire Service (Class VI) 9
4.2.1.2. Agricultural Water Service Classifications 9
4.2.1.2.1. Agricultural Irrigation Water Service 9
4.2.1.2.2. Domestic Agricultural Water Service 9
4.2.1.3. Temporary Service 10
4.2.1.3.1. Temporary Construction Water 10
4.2.1.3.2. Temporary Municipal Water 10
4.2.1.3.3. Temporary Agricultural Water 10
4.2.1.4. Emergency Water Service 10
4.2.1.5. Surplus Water/Out of Bounds Service 10
4.2.2. Non-Potable Water Service 11
4.2.2.1. Non-Potable Irrigation Water Description and Classification 11
4.2.2.1.2. Landscape Irrigation (Class II) 11
4.2.2.1.3. Residential Landscaping (Class III) 12
4.2.2.1.4. Temporary Construction Water (Class IV) 12
4.2.2.1.5. Commercial Agricultural (Class VI) 12
4.2.2.1.6. Blended Ag (Class VII) 12
4.2.2.2. Recycled Water Description and Classification 12
4.2.2.2.1. Commercial Agricultural (Class I) 13
4.2.2.2.2. Landscape Irrigation Water (Class II) 13
4.2.2.2.3. Commercial Agriculture (Contractual) (Class IV) 13
4.2.2.2.4. Surplus Recycled Water (Served outside District) 14
5. Conditions of Water Service **14**
5.1. Cross-Connection Control (Backflow) 14
5.2. Water Pressure and Surges 14
5.3. Water Leaks 14
5.4. Meters, Metering Facilities and Hydrants 14
5.4.1. Meter Testing 14
5.4.2. Obstruction of, or Deposit of Material in, on, or around Meter Boxes or Hydrants 15
5.4.3. Change of Meter Location 15
5.5. Resale of Water 15

5.6. Exporting Water 15
5.7. Water Quality 15
5.7.1. Potable Water 15
5.7.2. Non-Potable Water 15
5.8. Interruptions in Service for System Maintenance 16
5.9. Automatic Fire Sprinkler Service Connections 16
5.10. Access to District-Owned Facilities 16
5.11. Right of Inspection of and Access to Customers Premises 16
5.12. Tampering with Metering Facilities 16
5.13. Water-Use Prohibitions 17
5.14. Mandatory use of Non-Potable Water where Available 18
5.15. Water Shortage Contingency Plan Stages 18
5.16. Stage One Water Supply Shortage or Water Emergency 18
5.17. Stage Two Water Supply Shortage or Water Emergency 18
5.18. Stage Three Water Supply Shortage or Water Emergency 19
5.19. Declaration of Emergency State 19
5.20. Violations of Prohibitions 19
5.21. Appeals and Exceptions 20
5.22. Reasonable Attorney Fees Paid by Customer 20
6. Water Services Rates, Fees, and Charges 20
6.1. Application for Service 21
6.2. Use of Water without Regular Application for Service 21
6.3. Deposit from Applicant 22
6.4. Time and Manner of Payment 22
6.5. Delinquent Fees and Charges 22
6.6. Liens 23
6.7. Pressure Zone Surcharges 23
7. Sewer Service General 24
7.1. Sewer Service Area 24
7.2. Demarcation of Sewer Service Responsibilities 24
7.2.1. Demarcation of District Facilities 24
7.2.2. Customer Responsibility 24
7.2.3. Liability for Property Damage 25
7.3. Water Reclamation Policy 25
7.4. Eligibility for Sewer Service 25
7.5. Regulation of Sewer Service 25
8. Inclusion of Specifications by Reference 25
9. Implementation and Prior Rules and Regulations 25
10. Discretionary Authority Provided to the General Manager 26

Camrosa Water District Rules and Regulations Governing Water and Sanitary Services

1. PURPOSE

The purpose of this ordinance is to establish the terms and conditions of Camrosa's Water and Sanitary Services. These terms and conditions are intended to both assure the individual Customer of fair and equitable service, and protect the community Camrosa serves from the undue exposure to liability. Water, Sewer, and Non-Potable Water service shall be available only in accordance with the Rules and Regulations contained herein, and in conformance with applicable federal, state and local statues, ordinances, regulations, and contracts.

2. GENERAL

Water and sanitary service by Camrosa Water District is subject to the availability of facilities, adequate capacity of facilities, and compliance with the terms and conditions herein set forth, or as may be augmented and set forth in any agreement or permit issued by the District.

3. DEFINITIONS

"Acre Foot" shall mean 43,560 cubic feet, which is equal to 435.6 Units or 325,851 gallons.

"Camrosa" or "District" shall mean Camrosa Water District.

"Customer" shall mean the applicant of record for water services rendered by District.

"Certified Backflow Device" shall mean equipment with proper and current certification, designed to prevent the reverse flow of Customer's system into District system.

"Cross-Connection" shall mean any unprotected connection between any part of a water system used or intended to supply water for drinking purposes and any source or system containing water or substance that is not or cannot be approved as safe, wholesome, and potable for human consumption.

"Guarantor" is the individual or entity that agrees to be responsible for the charges incurred by a Customer.

"Non-Potable Water" shall encompass Non-Potable Irrigation Water and Recycled Water, and mean groundwater, surface water, or recycled water that is intended for use for irrigation and other accepted uses for which potable water is not required.

"Non-Potable Irrigation Water" shall mean surface water diverted from the Conejo Creek, untreated groundwater pumped for distribution in the Non-Potable Irrigation Water Distribution System, and any other water source that does not meet Potable Water quality requirements, is not certifiable as Recycled Water, and is distributed in the Non-Potable Irrigation Water Distribution System.

"Non-Potable Irrigation Water Distribution System" shall mean the transmission and distribution piping and appurtenances that transport Non-Potable Irrigation Water.

"Potable Water" shall mean water that is intended for all general uses including human consumption, and, therefore, water that meets all primary drinking water standards set forth by the California Department of Drinking Water.

"Potable Water Distribution System" shall mean the transmission and distribution piping and appurtenances that transport potable water from the various potable water sources to the Customer.

"Pressure Zone" shall mean a hydraulic pressure subdivision within the Potable Water Distribution System and the Non-Potable Irrigation Water Distribution System that is hydraulically isolated from other pressure zones, demonstrates unique hydraulic pressure characteristics, and has unique energy requirements for delivery.

"Property" shall mean a parcel of land assigned a separate Assessor's Parcel Number by the County of Ventura.

"Recycled Water" shall mean treated wastewater that meets State of California Title 22 standards at the discharge point of the Camrosa Water Reclamation Plant. Title 22 standards are established by the State of California, and are not guaranteed beyond the plant's point of discharge.

"Recycled Water Distribution System" shall mean the transmission and distribution piping and appurtenances, which transport effluent water from the Camrosa Water Reclamation Facility.

"Surplus Water" shall mean for the purposes of this Ordinance, water in excess of the current water demands within the boundaries of the District as determined by Camrosa Water District.

"Unit of Water" shall mean for the purposes of this Ordinance, one hundred cubic feet of water, which is equal to 748 gallons.

WATER SERVICE

4. ELIGIBILITY FOR WATER SERVICE

Camrosa provides Potable and/or Non-Potable Water Service to "Properties" within the District. To be eligible for Water Service the Customer shall satisfy both the General Requirements of Water Service and the requirements of the Type and Classification of Water Service listed below.

The District shall devote its best efforts to plan for and, on a case-by-case basis if necessary, prioritize provision of water services to proposed low-income housing developments pursuant to Government Code Section 65589.7.

Development projects that include low-income housing units shall not be denied approval of an application for service, nor shall conditions be imposed thereon or services reduced that are applied for, unless the District makes specific written findings that the denial, condition, or reduction is necessary due to the existence of one or more of the following:

1. Insufficient water supply or insufficient water treatment, distribution, or storage capacity;
2. A State Department of Public Health order prohibiting new water connections; and/or
3. The proposed development applicant has failed to agree to reasonable terms and conditions.

The District shall not discriminate in any manner when processing and considering requests for services by proposed developments that include low-income housing units.

4.1. General Requirements of Water Service

Water service is a Property-related service. The Property to be served shall be within the Camrosa Water District boundaries. The Property shall have an established water connection with a Camrosa water meter of adequate size and capacity, as determined by Camrosa, to serve the Property's water needs without causing undue wear to the Camrosa metering facilities or interfering with Camrosa's ability to provide reliable service to other Properties. The Customer shall have completed and submitted an application for water service, and paid any deposit that may be required as defined in this Ordinance and/or the "Schedule of Rates, Fees and Charges for Water and Sanitary Services" (located on the District's web site, www.camrosa.com). The Customer must establish and maintain an active water service account that is current and free of any delinquent fees and charges. All applicable fees and charges must be paid in advance of receiving any of the following classifications of water service, including any classification-specific charges outlined below.

4.2. Types and Classifications of Water Service

Camrosa provides two (2) types of water service: Potable Water Service and Non-Potable Water Service. For each type of water service, Camrosa provides water based upon service classification. Specific terms and requirements for water service are based upon the type and classification of the Customer's intended water use. Failure to continuously comply with any requirement for water service may result in re-classification of the service and/or termination of service.

4.2.1. Potable Water Service

To be eligible for Potable Water Service, the Customer shall satisfy both the General Requirements of Water Service contained in Section 4.1 and the following requirements of the classification of water use.

4.2.1.1. Municipal Water Service Classifications

The Municipal Water Service classification is intended to meet long-term potable water needs. It is considered uninterruptible service. To obtain this classification of water, Customers must meet the requirements of Camrosa's Will-Serve Policy.

4.2.1.1.1. Residential Water Service (Class I)

Residential Water Service (Class I) is intended for all general uses both indoor and outdoor. To be eligible for Residential Water Service, Class I the Property served must include a dwelling or other structure suitable for occupancy, and meet all the General Requirements of Water Service.

4.2.1.1.2. Master Metered Residential Service (Class II)

Master Metered Residential Service (Class II) is intended for all general uses both indoor and outdoor. To be eligible for Master Metered Residential Service, the Property served must include multiple dwelling units, have a common plumbing system, be managed by a formal homeowners association (HOA), and have water service provided through one or more meters serving the common water system. The Property served must meet all the General Requirements of Water Service. The property must secure the approval of the General Manager in the will-serve process to qualify for Master Metered Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.1.3. Commercial and Industrial Water Service (Class III)

Commercial and Industrial Water Service (Class III) is intended for all general uses both indoor and outdoor at privately operated services, manufactories, or other businesses. To be eligible for Commercial and Industrial Water Service the Customer must provide a copy of a current business license and a Guarantor for the account. The primary water use must be a use other than irrigation. The Property must also meet all the General Requirements of Water Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.1.4. Public Water Service (Class IV)

Public Water Service (Class IV) is intended for all general uses both indoor and outdoor for public services, such as public schools, recreation facilities, hospitals, government services, and public safety services. To be eligible for Public Water Service the Property served must be publicly operated, and the primary water use must be a use other than landscape irrigation. The Property must also meet all the General Requirements of Water Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.1.5. Municipal/Residential Irrigation Service (Class V)

Municipal/Residential Irrigation Service (Class V) is intended for all general landscape irrigation needs where the primary use of water is to maintain large turf areas and other landscape for parks, golf courses, common areas, medians, open spaces and similar areas. To be eligible for

Municipal/Residential Irrigation Service, the Property served must meet all the General Requirements of Water Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.1.6. Fire Service (Class VI)

Fire Service (Class VI) is intended to provide water for private fire flow needs either within a private complex to which Camrosa does not provide public fire hydrants, or for supplementary indoor fire flows. To be eligible for Fire Service, the Property serviced must maintain a separate and isolated fire service water system, and, rather than a conventional water meter, the service must include a fire flow detector meter that will detect the use of water on the fire flow system. Use of water through the fire flow system for other than fire protection shall disqualify the service from fire service classification and require compliance with a conventionally metered municipal service classification. The Property must also meet the General Requirements of Water Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.2. Agricultural Water Service Classifications

Agricultural Water Service is a class of service intended to serve commercial agriculture. This service, unlike Municipal Water Service, is interruptible. Agricultural Water Service may be interrupted for extended periods due to general water shortages, drought, maintenance requirements, and/or operational requirements. Agricultural Water Service may not be promptly restored following emergencies. Therefore, Agricultural Water Service shall not be eligible for conversion to Municipal Service without satisfying all will-serve requirements as set forth in the District's will-serve policy.

4.2.1.2.1. Agricultural Irrigation Water Service

Agricultural Irrigation Water Service is intended for commercial agricultural properties that raise food crops, floral crops, nursery crops, and/or commercial livestock. It is not the intent of this ordinance to classify home gardens, home orchards, or pets as agricultural operations. To be eligible for Agricultural Irrigation Water Service, the Property must include a minimum of one (1) full, contiguous, irrigated acre dedicated to commercial agriculture, and the Customer must provide a copy of a current business license and a Guarantor for the account. The Property must meet all the General Requirements of Water Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.2.2. Domestic Agricultural Water Service

Domestic Agricultural Water Service is intended for commercial agricultural properties which raise food crops, floral crops, nursery crops, and commercial livestock, where the Property includes a dwelling or dwellings in which the residential water requirements are incidental to the agricultural operation. It is not the intent of this ordinance to classify home gardens, home orchards, or pets as agricultural operations. To be eligible for Domestic Agricultural Water Service, the Property must include a minimum of one (1) full, contiguous, irrigated acre dedicated to commercial agriculture, and the Customer must provide a copy of a

current business license and a Guarantor for the account. The Property must meet all the General Requirements of Water Service. A certified backflow prevention device must be installed to Camrosa specifications, and be re-certified annually, in order to qualify for this classification.

4.2.1.3. Temporary Service

Temporary Water Service is service intended for Customers having short-term water use needs.

4.2.1.3.1. Temporary Construction Water

Temporary Construction Water Service is intended for dust abatement, general construction site use, and other construction related needs. The Property shall meet all the General Requirements of Water Service; a site, approved by Camrosa, shall be specified for installation of a Temporary Meter Service; the temporary meter installed; suitable backflow prevention techniques, approved by Camrosa, must be employed; and the Customer shall have completed and submitted an application for Construction Water Service. Construction Water Service shall be for a term no longer than six (6) consecutive months. On a case-by-case basis, the General Manager may authorize longer terms and determine the requirements of such terms.

4.2.1.3.2. Temporary Municipal Water

Temporary Municipal Water Service is intended for short-term needs for Potable Water Service, such as special events or community sponsored functions, which may require water service for a period not to exceed 30 days. On a case-by-case basis, the General Manager may authorize longer terms, and determine the requirements of such terms.

4.2.1.3.3. Temporary Agricultural Water

Temporary Agricultural Water Service is intended to provide short-term water service to agriculture operations, which do not have service to the Property and require water to supplement the primary water source for a term not to exceed one (1) year. On a case-by-case basis, the General Manager may authorize longer terms and determine the requirements of such terms.

4.2.1.4. Emergency Water Service

Emergency Water Service is intended to provide water for the protection of the health, safety, and/or property for a Customer unable to satisfy the requirements and conditions of Potable Water Service. Emergency service may be provided only after the General Manager has determined that the situation warrants an Emergency Water Service, and all fees and charges have been paid. Camrosa shall determine any additional terms and conditions as established in Camrosa's *Schedule of Rates, Fees and Charges for Water and Sanitary Services*.

4.2.1.5. Surplus Water/Out of Bounds Service

Surplus Water may be served for any useful purpose outside the boundaries of the District by special agreement as authorized by the General Manager, and in accordance with LAFCO guidelines.

4.2.2. Non-Potable Water Service

Camrosa provides Non-Potable Water for a variety of irrigation, industrial, and commercial purposes. Non-Potable Water includes both Non-Potable Irrigation Water and Recycled Water. All Non-Potable Water Service is interruptible due to non-availability of water, system maintenance requirements, or operational requirements.

To be eligible for any of the following classifications of Non-Potable Water Service, the Customer shall satisfy the General Requirements of Water Service contained in Section 4.1, the Property must have access to one of the Non-Potable Water Distribution Systems, and the Property to be served must either have no Potable Water Service, or have a certified backflow prevention device on the Potable Water Service, and a separate non-potable plumbing system with no existing or potential cross-connections. If a backflow prevention device is required, it must be installed per Camrosa specifications and be re-certified annually.

Customers must have a beneficial use for Non-Potable Water approved by Camrosa and meet the requirements of the specific Non-Potable Water classification of water use.

The District has entered into separate agreements for delivery of Non-Potable Water and may again enter into such agreements.

Qualifications and requirements for use of Non-Potable Water by individual residents may require approval by the Department of Drinking Water (DDW) before Camrosa provides service. In addition, DDW and/or Camrosa may require periodic inspections of privately operated non-potable irrigation water systems to assure that no cross-connections exist.

4.2.2.1. Non-Potable Irrigation Water Description and Classification

Non-Potable Irrigation Water is water diverted from the Conejo Creek and/or untreated groundwater introduced into the Non-Potable Irrigation Water Distribution System. The Conejo Creek is composed primarily of wastewater effluent from the Hill Canyon Wastewater Treatment Plant (HCTP), located seven miles upstream of the diversion structure in the City of Thousand Oaks, and supplemented by the North and South Forks of the Conejo Creek, which carry runoff from the city and surrounding watershed. While HCTP effluent is treated to tertiary levels and is certified as Title-22 recycled water, after entering a naturally occurring waterway it is considered non-potable "surface" water and is not regulated in the same manner as Recycled Water, and must be distributed in a separate distribution system. The following outlines the classifications of Non-Potable Water Service available from Camrosa Water District.

4.2.2.1.1. Commercial Agricultural (Class I)

Commercial Agricultural (Class I) is intended for general irrigation purposes on lands requiring water to irrigate commercial crops. To receive water under this classification, the lands must be primarily used for production of commercial crops, and the Customer must provide a copy of a current business license and a Guarantor for the account.

4.2.2.1.2. Landscape Irrigation (Class II)

Landscape Irrigation (Class II) is intended for commercial operations, public landscaping such as public parks, medians, playing fields and schools, and common-area landscaping needs of homeowners associations where large

amounts of irrigation water are needed to maintain turf areas or other landscaping. To qualify for this class, the Property must be primarily turf or other high-water-demand landscaping, and the Customer must provide a copy of a current business license and a Guarantor for the account.

4.2.2.1.3. Residential Landscaping (Class III)

Residential Landscaping (Class III) is intended for irrigation of landscape, gardens, orchards, and other appropriate outdoor water uses.

4.2.2.1.4. Temporary Construction Water (Class IV)

Temporary Construction Water (Class IV) is intended for uses related to general construction such as dust abatement, compaction, and roadway cleaning. To be eligible for Class IV Non-Potable Service: (1) a construction site must have access to a Non-Potable Water supply; (2) the Property must be permitted by Camrosa for use of Non-Potable Water; (3) the Customer shall make deposits and pay any special fees and charges as set forth in the Schedule of Rates, Fees and Charges for Water and Sanitary Services; and (4) the Customer shall agree to comply with all State and County Department of Public Health requirements for uses of Non-Potable Water.

4.2.2.1.5. Commercial Agricultural (Class VI)

This class is reserved for Customers that have contractual commitments with Camrosa for long-term Non-Potable Irrigation Water Service. Minimum requirements for Class VI service are: (1a) the parcel served is a minimum of 20 acres; or (1b) the parcel is joined with a larger parcel totaling 20 acres and is considered part of the larger parcel's operation as determined by Camrosa; (2) the lands are primarily used for production of commercial crops; (3) the owner of the land has endorsed, submitted, and secured approval of a Non-Potable Irrigation Service Agreement with Camrosa Water District on or before December 31, 1994; and (4) the Customer must provide a copy of a current business license and a Guarantor for the account.

4.2.2.1.6. Blended Ag (Class VII)

Blended Ag water service is a classification of Non-Potable Water blended with potable water to control for chlorides. It is limited by facility constraints to those parcels receiving delivery from Pump Station #4. The District strives to maintain a chloride concentration of approximately 115 mg/L in the Blended Ag system.

4.2.2.2. Recycled Water Description and Classification

Recycled Water is water produced at the Camrosa Water Reclamation Facility, a Department of Drinking Water (DDW)-certified water reclamation facility, and treated to tertiary standards as defined by Title 22 of the California Water Code. Recycled Water is not suitable for human or livestock consumption or recreational impoundment, and may not be suitable for certain crop types, among other limitations. Camrosa is required to meet Title-22 Recycled Water quality standards at the point of discharge from the Camrosa Water Reclamation Facility, but cannot guarantee the quality of Recycled Water at the point of delivery. Use of Recycled Water must comply with California Code of Regulations Title 22, which is summarized in Camrosa's Recycled Water Manual, available in English and Spanish upon request.

Camrosa provides Recycled Water for a variety of irrigation, industrial, and commercial purposes. Currently the District does not deliver Recycled Water to residential parcels; should a residential distribution system be developed, it will fall under Class II, Landscape Irrigation Water, until a new classification is developed.

To be eligible for Recycled Water Service Customers must: (1) have a beneficial use for Recycled Water; (2) meet the requirements of the specific classification of Recycled Water; (3) satisfy the General Requirements of Water Service contained in Section 4.1 above; (4) have available and agree to operate an approved Recycled Water facility in accordance with Camrosa's Recycled Water Manual and Ordinance with 41, Standards for Maintenance and Operation of Recycled Water Facilities; (5) execute (or receive an executed copy from the landowner of) an approved Agreement for Recycled Water Service with Camrosa Water District; and (6) have a compliant Recycled Water Inspection on file with Camrosa. The provisions of Ordinance 41 are fully incorporated by reference into these rules and regulations.

Qualifications and requirements for use of Recycled Water by individual residents may require approval by the DDW before Camrosa provides service. All applications of Recycled Water must be visibly and legibly posted in accordance with Department of Drinking Water regulations for use of Recycled Water in areas open to the general public.

The following outlines the classifications of Recycled Water service available from Camrosa Water District.

4.2.2.2.1. Commercial Agricultural (Class I)

Commercial Agricultural (Class I) is intended for lands requiring large amounts of water for irrigation of commercial crops. To receive water under this classification, the lands must be primarily used for production of commercial crops, and the Customer must provide a copy of a current business license and a Guarantor for the account.

4.2.2.2.2. Landscape Irrigation Water (Class II)

Landscape Irrigation Water (Class II) is intended for non-agricultural commercial, industrial, and/or public Customers, including parks, golf courses, and other sites with large areas of turf and/or landscaping. The Property to be served must be used primarily for recreational, decorative, or other purposes approved by the District. The Customer must provide a copy of a current business license and a Guarantor for the account.

4.2.2.2.3. Commercial Agriculture (Contractual) (Class IV)

Commercial Agriculture (Class IV) is intended for lands requiring large amounts of water for commercial crops and contractual commitments with Camrosa for long-term Recycled Water Service. To be eligible for Class IV Service, the Property to be served must be used primarily for the production of commercial crops, the owner of the land must have endorsed, submitted, and secured approval of a Recycled Water Service Agreement with Camrosa Water District on or before December 31, 1994, and the Customer must provide a copy of a current business license and a Guarantor for the account.

4.2.2.2.4. Surplus Recycled Water (Served outside District)

Surplus Recycled Water may be served for any of DDW-approved use outside the boundaries of the District by special agreement, as authorized by the General Manager.

5. CONDITIONS OF WATER SERVICE

In addition to the General Requirements of Water Service contained in this ordinance, the Customer agrees, upon receiving service, to the conditions contain in this ordinance. Failure to meet the conditions contained herein may result in termination of service.

5.1. Cross-Connection Control (Backflow)

The Customer shall be responsible for the prevention of cross-connections of the Customer's system with sources of potential contamination. Any Customer that has an alternate source of water to the Property served by Camrosa, regardless of classification, shall maintain the water systems separately, and shall maintain a certified backflow prevention device at the Property's potable water service meter. At the discretion of the District, Camrosa may require the installation of a backflow device on any service provided by the District. Customers required to maintain backflow prevention equipment shall certify the equipment annually, except in those instances where the backflow prevention devices are maintained by Camrosa. In those instances, Camrosa shall test and certify the equipment annually and charges shall apply in accordance with Camrosa's Schedule of Rates, Fees, and Charges.

5.2. Water Pressure and Surges

Camrosa is not responsible for damages resulting from pressure variations or surges. It is the responsibility of the Customer to protect the Property from variations in water system pressure and water system surges. The Customer shall not operate the Property's system in a manner which may cause surges to the Camrosa water system.

5.3. Water Leaks

Camrosa's control and responsibility ends at the curb shutoff or meter, and the District will in no case be liable for damage caused by, or in any way arising out of, the running or escape of water from open faucets, burst pipes, or faulty fixtures on the premises. The Customer shall maintain the Property's water system to avoid leaks and shall repair leaks within 48 hours of discovery or notification or as required by the current Water Shortage Contingency Plan stage.

5.4. Meters, Metering Facilities and Hydrants

The meter and the metering facility are the property of the Camrosa Water District. Any piping or equipment on the Customer's side of the meter is the full responsibility of the Customer. All water that passes through the meter is the responsibility of the Customer.

Any damage to District equipment, such as meters and hydrants, caused either purposely or accidently, will be the financial responsibility of the Customer and/or the party causing such damage, as well as any water loss resulting from such damage.

5.4.1. Meter Testing

Any Customer may request that their water meter be examined and tested by the District for the purpose of determining its accuracy. Such a request shall be in writing and shall be accompanied by a deposit equal to the charge for testing. Upon receipt of such demand and deposit, the District will have the meter examined. If the meter is found to register one and one half percent (1.5%) more water than actually passes through it, the

meter will be properly adjusted or another meter substituted therefor, the deposit will be returned, and the water bill for the current month will be adjusted proportionately. If the meter should be found to register no more than one and one half percent (1.5%) more water than actually passes through it, the deposit will be retained by the District to offset the expense of performing the test.

5.4.2. Obstruction of, or Deposit of Material in, on, or around Meter Boxes or Hydrants

No person shall place, dispose or deposit or permit the placement, disposal or deposit of oil, toxic hazardous or contaminated liquid or waste, trash, dirt building materials or other substances, objects or obstructions in on or around meter boxes or hydrants. It shall be the responsibility of the Customer to prevent meter boxes, District hydrants, or other District facilities, from becoming obstructed or obscured by fencing, trees, shrubs, plants, or in any other manner so as to impede their use or access to them, or make their location difficult to determine. If such objects or obstructions are not cleaned or removed, the District may, after providing reasonable notice to the Customer, accomplish the cleaning and removal of any objects, and charge the Customer for the cost of doing so.

5.4.3. Change of Meter Location

Any change to the location of a meter and service must be approved by the District prior to construction. The cost of making such a change, including inspection fees, will be paid for by the Customer.

5.5. Resale of Water

The Customer shall not resell water received through their meter service to a third party except by express written consent of the District. In the case where the Customer has established a Master Metered account for a property, or where a Customer is leasing their property to another and still maintains the water account for the property in the Customer's own name, the Customer shall not resell water to others at a volumetric rate higher than the District charges the Customer.

5.6. Exporting Water

The Customer shall not export water from the Property assigned service by Camrosa to any other Property without the express written permission of Camrosa. This prohibition includes other Properties under the same ownership.

5.7. Water Quality

5.7.1. Potable Water

Potable water provided by Camrosa meets or exceeds all primary drinking water requirements set forth by the California Department of Public Health. Camrosa water does contain minerals that contribute to "hardness," which may result in the accumulation of mineral deposits. Camrosa is not liable for discoloration, spotting, or any other damages resulting from the mineral content of the water.

5.7.2. Non-Potable Water

Non-Potable Water—both Non-Potable Irrigation Water and Recycled Water—is not suitable for human or livestock consumption, and may not be suitable for certain crop types. Camrosa is not responsible for any damages to crops or plants, or any other liability, resulting from the use of Non-Potable Water delivered by Camrosa.

Non-Potable Irrigation Water may contain surface water diverted from Conejo Creek and groundwater, both of which are unfiltered and untreated. Non-Potable Irrigation

Water is not suitable for human or livestock consumption, and may not be suitable for certain crop types.

Camrosa is required to meet Title-22 Recycled Water quality standards at the point of discharge from the Camrosa Water Reclamation Facility, but cannot guarantee the quality of Recycled Water at the point of delivery. Use of Recycled Water must comply with California Code of Regulations Title 22 governing the use of recycled water, which is summarized in Camrosa's Recycled Water Manual, available in English and Spanish upon request.

5.8. Interruptions in Service for System Maintenance

Camrosa may interrupt service from time to time for routine maintenance, repairs, and meter testing. Camrosa is not responsible for any damages to the Customer or Property, or other losses as a result of such interruptions.

5.9. Automatic Fire Sprinkler Service Connections

When an Automatic Fire Sprinkler Service Connection is installed, the control valve for the sprinkler system will be left closed and sealed until a written request to turn on the water is received from the Customer. After the water is turned on, the District shall not be liable for damages of any kind that may occur due to the installation, maintenance or use of such service connection, or because of fluctuation of pressure or interruption of water supply. Water shall not be used through an Automatic Fire Sprinkler Service Connection for any purpose other than the extinguishing of fires, or a purpose related thereto.

5.10. Access to District-Owned Facilities

Camrosa shall have access to all District-owned meters, pipelines, and appurtenant facilities at all times. No person shall willingly obstruct or prevent access to District-owned facilities.

5.11. Right of Inspection of and Access to Customers Premises

By accepting service from Camrosa, the Customer agrees that authorized representatives of the District may enter upon the Customer's premises for the purpose of:

1. Facilitating the enforcement of this Ordinance.
2. Performing duties associated with meter reading, repair, or replacement.
3. Determining the existence, operation, maintenance, and/or use in, on, or about buildings, grounds, or premises of:
    a. Any plumbing or water piping that may cause, create or permit backflow, back-siphonage or any other condition affecting or likely to affect the purity and/or potability of the water supply furnished by the District;
    b. Any private source of water supply which may be connected to the water supply system of the District; or,
    c. Any source of pressure, vacuum, contamination, or pollution affecting or likely to affect the purity and/or potability of the water supply furnished by the District.

5.12. Tampering with Metering Facilities

Tampering with any Camrosa facility in any manner that results in damage to the facility, loss of water by leakage, meter malfunction, and/or theft may result in immediate termination of service and both civil and criminal prosecution.

5.13. Water-Use Prohibitions

No person shall cause or permit water under his/her control to be used in violation of the District's water-use prohibitions. Violating water-use prohibitions may result in additional fees, charges and/or termination of service as authorized by the General Manager.

The following prohibitions are in effect at all times, regardless of whether any declared Water Supply Shortage or Water Emergency (see Section 5.16) is in effect:

1. Runoff/Outdoor Landscapes: No person shall use or permit the use of any water furnished to any property within the District in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures, from any hose, pipe, valve, faucet, sprinkler or irrigation device into any gutter or to otherwise escape from the property, if such running or escaping can reasonably be prevented.
2. Leaks: No person shall permit leaks of water that he/she has the authority to eliminate. Any detected leak, break, or malfunction shall be corrected within 48 hours after a person discovers or receives notice from the District.
3. Positive Hose-end Shutoff: All garden and utility hoses shall be equipped with a shutoff nozzle.
4. Vehicle Washdown: Vehicles, including but not limited to any automobile, truck, van, bus, motorcycle, boat, or trailer, shall be cleaned only by use of a hand-held bucket or a hand-held hose with a shutoff nozzle.
5. Restaurant Equipment: Restaurants are required to use water-conserving dish-washing spray valves in all food preparation and utensil cleaning areas.
6. Drinking Water Served Only Upon Request: Drinking water must be served only upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased.
7. Water Fountains and Decorative Water Features: Operating a water fountain or other decorative water feature that does not use re-circulated water is prohibited.
8. Single-Pass Cooling Systems: Installation of single pass cooling systems in buildings requesting new water service is prohibited.
9. Hardscape Washdown: The application of potable water to driveways and sidewalks is prohibited.
10. Rain Events: The application of potable water to outdoor landscapes during or within 48 hours after measurable rainfall is prohibited.
11. Medians: The irrigation with potable water of ornamental turf on public street medians is prohibited.
12. New Construction: Landscapes outside of newly constructed homes and buildings must be consistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development.
13. Hotel Operators: Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or

motel shall prominently display notice of this option in each guestroom using clear and easily understood language.

5.14. Mandatory use of Non-Potable Water where Available

Where Non-Potable Water is available to a property served by Camrosa, the property shall utilize such water in lieu of Potable Water, wherever practicable. Non-Potable Water must be used for construction purposes, when available.

5.15. Water Shortage Contingency Plan Stages

State law requires that urban water suppliers maintain Water Shortage Contingency Plans to prepare for and respond to water shortages. Camrosa's Water Shortage Contingency Plan is described in full in its Urban Water Management Plan; this section describes the stages of action to be undertaken in response to water supply shortages, and the process by which the Board of Directors may implement those stages.

Two (2) contingencies can trigger the Water Shortage Contingency Plan: a "Water Supply Shortage" and a "Water Emergency."

A Water Supply Shortage is a condition in which Camrosa Water District determines that drought, state or regional mandate, or other circumstance compromises, or threatens to compromise, the District's supplies in such a way that a reduction in Customer demand and/or supply production is necessary.

A Water Emergency is a condition resulting from a catastrophic event or events that causes, or threatens to cause, an impairment, reduction, or severance of the District's water supplies or access thereto, in a manner that results in, or may result in, the District's inability to meet ordinary water demands for Potable Water Service.

In the event of either contingency, the General Manager shall report to the Board of Directors on the cause, extent, severity, and estimated duration of the supply shortage or emergency. The Board may activate one (1) of the following stages by declaring, by resolution, a Water Supply Shortage or Water Emergency, modifying it as necessary to accommodate specific requirements or eventualities not anticipated by this policy. The District shall notify its Customers of this declaration via its Web site, newspaper, radio, television, direct mail, or any other means determined by the District to be prudent.

5.16. Stage One Water Supply Shortage or Water Emergency

The goal of a Stage One Water Supply Shortage or Water Emergency is to reduce potable water production by up to 15 percent to preserve water supplies for the District and/or the region, until the shortage or emergency has ended. In addition to the prohibited uses of water outlined in Section 5.14, the following water conservation requirements apply during a declared Stage One Water Supply Shortage or Water Emergency;

1. Limits on Watering Hours: Watering or irrigating of lawn, landscape or other vegetated area with potable water shall be prohibited between the hours of 9:00 A.M. and 5:00 P.M. on any day.
2. Other Prohibited Uses: The District may implement other water-use requirements as determined appropriate to meet water supply shortages or water emergency conditions.

5.17. Stage Two Water Supply Shortage or Water Emergency

The goal of a Stage Two Water Supply Shortage or Water Emergency is to reduce potable water demands by 15 to 30 percent, while preventing the loss of property and protecting the health and safety of the community and region. In addition to the prohibitions listed in the

Stage One Water Supply Shortage or Water Emergency, the following water conservation requirements to prudently preserve water supplies shall be observed:

1. Leaks: No person may permit leaks of water that he/she has the authority to eliminate. Any detected leak, break or malfunction shall be corrected within 24 hours after a person discovers or receives notice from the District.
2. Limits on Watering Days: Water or irrigating of landscape or other vegetated area with potable water shall be limited to three (3) days per week on a schedule established and posted by the District.
3. Limits on Filling Residential Swimming Pools & Spas: Use of water to fill or refill swimming pools and spas may be limited to maintain the level of water only when necessary. Draining of pools and spas or refilling shall be done only for health or safety reasons.
4. Other Prohibited Uses: The District may implement other water use requirements as determined appropriate to meet water supply shortages or water emergency conditions.

5.18. Stage Three Water Supply Shortage or Water Emergency

The goal of a Stage Three Water Supply Shortage or Water Emergency is to reduce potable water demands by 30 percent or more, while protecting the health and safety of the community and the region. In addition to the actions and requirements of a stage two emergency, the following water conservation requirements to prudently preserve water supplies must be observed:

1. Irrigation Restrictions: Watering or irrigation of lawn, landscape or other vegetated area with potable water may be prohibited by the Board of Directors.
2. New Potable Water Service: No new Potable Water Service, new temporary meters, or permanent meters will be provided, and no statements of immediate ability to serve or provide Potable Water Service will be issued without mitigation measures approved by the General Manager that will offset the new demand.
3. Other Prohibited Uses: The District may implement other water use requirements as determined appropriate to meet water supply shortages or water emergency conditions.

5.19. Declaration of Emergency State

The Board of Directors may move from stage to stage as necessary to best manage the water supply shortages or water emergencies. Once a water supply shortage or water emergency condition has subsided and water supplies have returned to normal, the Board of Directors shall by resolution declare an end to the emergency and restore service to pre-emergency conditions.

5.20. Violations of Prohibitions

Violation of any water-use prohibition during a Stage Three emergency may result in fines. Repeated violations may result in water capacity restrictions to the property or termination of service.

1. **First Violation:** The District will issue a written notice to the Customer indicating a violation of one or more of the water-use prohibitions or restrictions.
2. **Second Violation:** If the first violation is not corrected within the time frame specified by the District, or if a second violation occurs within the following twelve (12) months after the first violation notice, a second notice of violation will be

issued and a fine of one hundred dollars ($100.00) shall be levied for the second violation.

3. **Third Violation:** A third violation within the following twelve (12) months after the date of issuance of the second notice of violation will result in a third violation and a fine of two hundred fifty dollars ($250.00).

4. **Fourth and Subsequent Violations:** A fourth violation within the following twelve (12) months after the date of issuance of the third notice of violation will result in a fourth violation and a fine of five hundred dollars ($500.00). Each day that a violation occurs beyond the remedy allowance provided for in the fourth notice of violation results in a new violation and a fine of five hundred dollars ($500.00) per day.

   In addition to the fines outlined above, water service may be turned off or installation of a flow restrictor on the service line or lines may be required. Such an order shall be written and subject to appeal pursuant to Section 5.19, Appeals and Exceptions. Any appeal shall be heard as quickly as possible to allow a flow restrictor to be removed promptly should the Board of Directors grant the appeal.

   a. **Cost of Flow Restrictor and Disconnecting Service:** The Customer determined to be in violation of this Ordinance is responsible for payment of the District's costs for installing and/or removing any flow restrictors.

   b. **Payment of Fines:** The Customer determined to be in violation of this Ordinance is responsible for the full payment of any and all fines. Each fine shall be applied to the Customer's monthly water bill. Payment of the fine will be the responsibility of the individual named on the water account. Non-payment of fines will be subject to the same remedies as non-payment of basic water service, in accordance with this Ordinance.

5.21. Appeals and Exceptions

Any Customer may appeal a fine imposed under this Ordinance to the Board of Directors by filing a written appeal with the District within 30 days of the notice of violation.

5.22. Reasonable Attorney Fees Paid by Customer

In the event an action is commenced in a court of law by the District to collect any obligations incurred by the use of water or sewer service, the Customer shall be required to pay reasonable attorney's fees if said action by the District is successful.

FEES AND CHARGES

6. WATER SERVICES RATES, FEES, AND CHARGES

Camrosa shall establish, by Resolution of the Board, after holding a public hearing in accordance with Government Code 53756, a Schedule of Rates, Fees and Charges for Water and Sanitary Service. The schedule for services may cover a period not to exceed five (5) years. The Schedule of Rates, Fees and Charges for Water and Sanitary Services may provide for automatic adjustments that pass through to the Customer the adopted increases or decreases in the wholesale charge for water established by another public agency. Notice of any automatic adjustments pursuant to the schedule shall be given not less than 30 days before the effective date of the adjustment.

The Customer must pay all assigned rates, fees, and charges for the type and class of service provided in the manner and within the times set forth in this Ordinance and the Schedule of

Rates, Fees and Charges for Water and Sanitary Services. Failure to make timely payment may result in termination of service upon notice, as may be required by law.

Reestablishment of service to the Property may be withheld until the General Requirements of Water Service are met.

6.1. Application for Service

An application provided by the District must be completed and signed by the Customer. The applicant must provide the following information:

1. Government issued photo identification;
2. Date of birth;
3. Social Security Number or Tax ID Number (for Commercial customers); and
4. Verification that applicant is the Property owner.
5. Applicants for commercial/industrial/institutional accounts must provide a current business license and a Guaranty signed by a Guarantor who is acceptable to the District.

Such application shall contain the following provisions:

1. Applicant shall agree to accept the services applied for subject to the rules and regulations of the District and to pay therefore at regular rates. Should the applicant subsequently cancel one or more items of service, such cancellation shall not change or affect the terms of his application in respect to the remaining item or items of service.
2. Applicant shall also agree to give at least 24 hours notice to the District before service is to be discontinued. The provisions of the application, obligating the applicant to accept and pay for service shall remain in force until said notice is given and all bills shall be paid in full to date of receipt of said notice by the District.
3. Applicant shall further agree to assume all liability for any damage occurring on the premises served, by reason of open faucets, faulty fixtures, or broken pipes on such premises at or after the time when service is turned on, whether or not at that time there is any responsible interested person on the premises.

In cases where the applicant is not the Property Owner, the District may require that the application be completed by the proposed Customer and signed by the proposed Customer and the Property Owner as a co-applicant. If the Property is occupied by a tenant or other Customer who is not the Property Owner, and the agreement between the Customer and the Property Owner provides for the Customer to pay for water service, both the Customer and the Property Owner may be required to sign the application as co-applicants. In the event that the Customer becomes delinquent on payment, the Customer and the Property Owner are jointly and severally liable for the service charges incurred on the Property.

6.2. Use of Water without Regular Application for Service

Any person, firm, or corporation taking possession of premises where the water supply has been shut off and the curb cock or valve sealed, must make proper application to the District to have the water supply turned on. In the event the Customer turns on the water supply or suffers or causes it to be turned on without first having made such application,

the Customer will be held liable for all damages resulting therefrom, including, but not limited to all charges for the water service rendered, the amount thereof to be determined, at the election of the District, either by the meter reading or on the basis of the estimated consumption for the length of time service was received by the Customer without proper application. When the District finds that water is being used without proper application, service will be terminated immediately and prosecution may occur.

6.3. Deposit from Applicant

A prepaid Deposit shall be required in an amount equal to two (2) times the estimated average monthly bill. After twelve (12) months of maintaining a current account, the average monthly bill of the current account will be calculated. One month's average bill will be retained as deposit; the remainder will be applied to the Customer's account. The remaining deposit will be applied to the final bill when service is terminated. Any unused deposit will be returned to the Customer within 30 business days.

Any Customer who has established a pattern of delinquency which results in shutoff may be required to reestablish service by paying a deposit equal to two (2) times the average bill during the past twelve (12) months.

Any Customer who, during a twelve month period, has two (2) or more returned checks shall be required to pay all billings for a period of one (1) year with cash, cashier's check, money order, automatic bank withdrawals (EZ Pay), or credit card. A deposit amount equal to two (2) times the average bill may also be collected and the cash-only requirement may be continued indefinitely for Customers with an established pattern of multiple returned checks.

Any Deposit refunds and/or Credit forward balances for water service normally due to a former Customer shall not be credited to the account of the new Customer at the same service address. Said credit balances shall be refunded to the former Customer when a forwarding address is available. When there is not a forwarding address available, said credit balances shall be deposited in the District's Trust Fund and shall be thereafter refunded to the former Customer upon written request to the District. If no such request is submitted within one (1) year, the Deposit refund/Credit forward balance shall be credited to the District's General Fund.

6.4. Time and Manner of Payment

All bills and charges for Water and Sewer Service are due and payable upon presentation. Such bills and charges shall be deemed to be presented upon having been deposited in the United States Mail, postage paid, and addressed to the Customer owner reflected in the records of the District. Payments may be made in person, by mail, by telephone, on-line, or by electronic transfer of funds to the District. Payment must be received before 4:30 P.M. of the due date specified on the bill. Postmark date will not be considered as receipt date.

6.5. Delinquent Fees and Charges

Monthly bills are considered delinquent when payment is not received in full for the billed amount by 4:30 P.M. of the due date specified on the bill. The delinquent balance shall be assessed a ten percent (10%) late charge the next business day. Interest shall accrue on the delinquent balance at the rate of 1.5% per month from the delinquent date until the account is brought current. In addition, charges shall be imposed for noticing the Customer of a pending shutoff due to non-payment, and for disconnection of service as a result of delinquency, as provided in Camrosa's *Schedule of Rates, Fees and Charges for Water and Sanitary Services*. The Customer will also be liable for any attorney's fees incurred by the District in attempting to collect payment of a delinquent account, whether a lawsuit is filed or not. In the event the District files a law suit or other

legal proceeding to collect a delinquent account, the prevailing party in that proceeding shall be entitled to recover its attorney's fees and costs of suit, in addition to any other remedies recovered.

If the delinquent amount and any accrued late charges, interest, or other charges are not paid in full within fifteen (15) days of delinquency, water service may be discontinued upon notification to the Customer. At least 48 hours prior to termination of service, the District shall attempt to notify the Customer by telephone, mail, email, or delivery of a door hanger at the service location stating that water service shall be shut off. If full payment is not received by 10:00 A.M. on the shut off date, water service will be discontinued and the account will be charged a Disconnection Fee.

The General Manager is authorized to disconnect water service due to non-payment prior to the standard shutoff date if the General Manager concludes, in his sole discretion, that the continued use of water by the delinquent account holder poses a substantial financial risk to the District.

If water service is disconnected due to a delinquency, a deposit equal to two (2) times the average bill during the past twelve-month period will be collected prior to reestablishing service.

The late charges, interest, and other charges herein are based upon a good faith estimate of the operating expenses incurred by the District in administering delinquent accounts, including, but not limited to providing notification of delinquency, in processing and collecting delinquent accounts, and in providing notification and processing the disconnection of water service.

Prior to the disconnection of water service, a Customer may contact the District's billing office and make a written request for an alternate payment plan. If a payment plan is approved by the General Manager or his authorized designee, the General Manager may agree to terms to continue water service and avoid a disconnection fee. If the Customer fails to meet the agreed upon terms of the alternate payment plan, water service shall be disconnected immediately. The General Manager or authorized designee may waive delinquent fees, late charges, and other fees and charges, if such waiver is deemed to be in the best interest of the District.

6.6. Liens

The District may, in its sole discretion, continue service on a delinquent account on the condition that the Customer and/or Property Owner sign a lien, to be recorded in the office of the Ventura County Recorder. Such lien shall encumber all real property interests owned by the Customer and/or Property Owner in the County of Ventura, and shall secure payment of the delinquent amount and any subsequently accruing charges, including interest, attorney's fees, and any other fees or charges incurred by the District in connection with collecting the amounts owed.

6.7. Pressure Zone Surcharges

Water Services may be subject to surcharges if the areas to be served are above the first hydraulic lift. Zone Surcharges are intended to reflect the actual cost of any additional pumping and shall be reviewed annually to assure that they reflect current costs.

SEWER SERVICE

7. SEWER SERVICE GENERAL

The District protects the health, welfare and safety of the local residents by constructing, operating and maintaining a system of local sewers and laterals, trunk sewers and interceptors, and liquid waste treatment and disposal facilities to serve the homes, industries and commercial establishments throughout the District and surrounding environs as required by State and Federal law.

The District shall devote its best efforts to plan for and, on a case by case basis if necessary, prioritize provision of sewer services to proposed lower income housing developments pursuant to Government Code Section 65589.7.

Development projects that include lower income housing units shall not be denied approval of an application for service, nor shall conditions be imposed thereon or services reduced which are applied for, unless the District makes specific written findings that the denial, condition or reduction is necessary due to the existence of one or more of the following:

1. Insufficient sewer treatment or sewer collection capacity;
2. A Regional Water Quality Control Board order prohibiting new sewer connections; and/or
3. The proposed development applicant has failed to agree to reasonable terms and conditions.

The District shall not discriminate in any manner when processing and considering requests for services by proposed developments that include lower income housing units.

7.1. Sewer Service Area

Camrosa Water District has facilities capable of providing Sanitary Service to approximately 50 percent of its Customers. The boundaries of the existing sewer service area are the US-Highway 101 north to Worth Way, between Calleguas Creek on the west and Tuscan Grove on the east. Camrosa also sewers California State University Channel Islands and other adjacent Properties.

7.2. Demarcation of Sewer Service Responsibilities

7.2.1. Demarcation of District Facilities

For the purpose of defining the location at which District facilities end and private facilities begin, the cleanout on sewer lateral connections to private property, located behind the curb, gutter, or sidewalk, shall serve as the point of demarcation.

7.2.2. Customer Responsibility

The point of demarcation of District facilities shall not serve as the point where obstructions causing a backup of wastewater within the lateral cease to be the responsibility of the Customer. It is the responsibility of the Customer to maintain clear and free flow in the lateral from their property all the way to the District sewer main. This includes clearing obstructions caused by something flushed or dropped into the lateral or caused by root intrusion from nearby landscaping. Simply causing the obstruction to pass the demarcation point does not then place the responsibility for correction of the problem onto the District. Root intrusion caused by City or County placed trees or shrubs is, likewise, the Customer's responsibility to correct and then, if so inclined, to file a claim with the appropriate agency.

7.2.3. Liability for Property Damage

The District shall not be liable for damage to private property caused by blockage in a sewer lateral. The District may assume liability only in instances when a backup in the District sewer main causes damage to private property.

7.3. Water Reclamation Policy

The District is committed to a policy of wastewater reclamation and reuse in order to provide an alternate source of water supply and to reduce overall costs of wastewater treatment and disposal. In order to meet California Water Code Title 22 recycled water standards at the CWRF, commercial and industrial sewer Customers are required to meet Camrosa's Ordinance 22 discharge regulations.

7.4. Eligibility for Sewer Service

Connection to the District's sewer facilities is authorized once the prospective Customer has completed the application process, all fees have been paid, the connection meets District construction standards, and the type and volume of discharge is not detrimental to either the collection system or the treatment process. The use of the sewerage system is subject to regulation by the District.

7.5. Regulation of Sewer Service

Camrosa's Ordinance 22, Industrial Waste and Sanitary Service Ordinance Regulating and Controlling Sewage Liquid Waste and Industrial Waste Discharges controls and regulates the discharge of sewage, liquid waste, and industrial waste directly or indirectly into the sewerage system and disposal works of the Camrosa Water District. The provisions of Ordinance 22 are fully incorporated by reference into these rules and regulations, and shall apply to the discharge of all wastes, directly or indirectly, to a public sewer of the District. Ordinance 22 establishes the quality and quantity of discharged wastes; the degree of waste pretreatment required; the issuance of industrial wastewater discharge permits; the establishment of fees and charges; and the establishment of fees, charges, and penalties for violation. Provisions are made within the Ordinance to regulate commercial and industrial waste discharges, comply with State and Federal government requirements and policies, and meet increasingly higher standards of treatment plant effluent quality and environmental consideration. Methods of cost recovery are also established where the industrial waste discharge would impose unreasonable collection, treatment or disposal costs on the District.

CONSTRUCTION SPECIFICATIONS

8. INCLUSION OF SPECIFICATIONS BY REFERENCE

The design and construction of water and sewer lines and other appurtenances within the District's service area shall comply with Camrosa's published specifications.

IMPLEMENTATION

9. IMPLEMENTATION AND PRIOR RULES AND REGULATIONS

This Ordinance supersedes all prior Ordinances and Resolutions relating to rules and regulations for water and sanitary services.

AUTHORITY FOR IMPLEMENTATION

10. DISCRETIONARY AUTHORITY PROVIDED TO THE GENERAL MANAGER

The General Manager is herein provided discretionary authority to interpret this ordinance and implement its provisions. This authority includes the determination of eligibility for service, the availability of facilities and capacity, and compliance with this ordinance; the application of fees; the resolution of billing disputes, and the negotiation of agreements. The Camrosa Board of Directors may address unresolved disputes. The decision of the Board of Directors regarding such disputes is final.