



## **Ordinance 40-15**

### **Rules and Regulations**

**Governing  
The Provision of**

**Water and Sanitary Services**

**Adopted:**

**August 27, 2015**

**ORDINANCE 40-15**

**An Ordinance of the Camrosa Water District**

**Repealing Ordinance 40-10**

**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 2 through 28, attached:

By Motion of Director \_\_\_\_\_, Second by Director \_\_\_\_\_, this ordinance is

**ADOPTED, SIGNED, AND APPROVED** this August 27, 2015



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

ATTEST:



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

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## 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, Non-Potable Surface Water and Recycled Water service shall be available only in accordance with the Rules and Regulations contained herein and in conformance with applicable federal, state and local statutes, 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 of Water" shall mean for the purposes of this Ordinance 43,560 cubic feet of water, which is equal to 435.6 Units or 325,851 gallons of water.

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

"Certified Backflow Device" shall mean for the purposes of this Ordinance 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.

"Non-Potable Water" shall mean for the purposes of this Ordinance ground water or surface water which is intended for use as irrigation water and other accepted uses for which "Potable Water" is not required.

"Non-Potable Irrigation System" shall mean for the purposes of this Ordinance the transmission and distribution piping and appurtenances, which transport Non-Potable Irrigation Water.

"Potable Water" shall mean for the purposes of this Ordinance water, which 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 Public Health.

"Potable Water System" shall mean for the purposes of this Ordinance the transmission and distribution piping and appurtenances, which transport "Potable Water" from the various "Potable Water" sources to the "Customer".

"Pressure Zones" shall mean for the purposes of this Ordinance subdivisions within the "Potable Water" System, the "Non-Potable Irrigation System", and the "Recycled Irrigation Water System", which are hydraulically isolated from the main distribution system and have their own unique hydraulic characteristics and associated energy requirements for delivery.

"Property" shall mean a parcel of land assigned a separate assessors parcel number by the County of Ventura.

"Recycled Water" shall mean for the purposes of this Ordinance, water that is a direct product of a wastewater treatment plant and, therefore, water which is regulated by the State of California as recycled water.

"Recycled Secondary Treated Water" shall mean recycled water that has been oxidized and disinfected so that the median concentration of total coliform bacteria in the disinfected effluent does not exceed a Most Probable Number (MPN) 23 per 100 milliliters utilizing the bacteriological results of the last seven days for which analyses have been completed, and the number of total coliform bacteria does not exceed an MPN of 240 per 100 milliliters in more than one sample in any 30 day period.

"Recycled Tertiary Treated Water" shall mean filtered and subsequently disinfected wastewater using a chlorine disinfection process following filtration that provides a contact time (CT) value of not less than 450 milligram-minutes per liter at all times with modal contact time of at least 90 minutes, based on peak dry weather design flow and a median concentration of total coliform bacteria measured in the disinfected effluent that does not exceed an MPN of 2.2. per 100 milliliters utilizing the bacteriological results of the last seven days for which analyses have been completed and the number of total coliform bacterial does not exceed an MPN of 23 per 100 milliliters in more than one sample in any 30 day period. No sample shall exceed an MPN of 240 total coliform bacterial per 100 milliliters.

"Recycled Irrigation Water System" shall mean for the purposes of this Ordinance 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.

**SECTION 1 - WATER SERVICE****4. ELIGIBILITY FOR WATER SERVICE**

Camrosa provides both Potable and Non-Potable Water Service for all indoor and outdoor uses 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 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:

- a. Insufficient water supply or insufficient water treatment or distribution capacity
- b. A State Department of Public Health order prohibiting new water connections;
- c. 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.

**4.1. General Requirements of Water 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 interfere with Camrosa's ability to provide reliable service to other "Properties". The "Customer" shall have completed and submitted an application for water service, paid any deposit that may be required as defined in the "Schedule of Rates, Fees and Charges for Water and Sanitary Services". The "Property" shall be free of any delinquent fees and charges from prior accounts established to serve the "Property" and the current "Customer" must establish and maintain an active water service account with Camrosa that is current, free of any delinquent fees and charges.

**4.2. Types and Classifications of Water Service**

Camrosa provides three types of water service: "Potable" water service, "Non-Potable" water service, and "Recycled" 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**

Camrosa provides “Potable Water” Service for all indoor and outdoor uses. 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 requirements of the classification of water use.

##### **4.2.1.1. Municipal Water Service Classifications**

Municipal Water Service is water service, which is intended to meet long-term “potable” water needs. It is considered uninterrupted service and, accordingly, must meet “Camrosa Water District Will Serve Policy” requirements.

###### **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, meet all the general requirements of “Potable Water” service, and have an approved application for “Potable Water” service on record.

###### **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, managed by a formal homeowners association 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 “Potable Water” service, and have an approved application for “Potable Water” service on record. In addition, because it is the policy of the Camrosa Water District to encourage wherever practicable the metering of individual residential units, the property must secure the approval of the General Manager in the “Will Serve” process to qualify for Master Metered Service. Camrosa may require a backflow device be installed 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 for the purpose of providing service to privately operated services, manufacturing, or other business activities. To be eligible for Commercial and Industrial Water Service the “Property” served must possess an active conditional use permit, business license, or other evidence that the local land use jurisdiction recognizes the operation as a commercial or industrial enterprise. The primary water use must be a use other than irrigation. The “Property” must also meet all the general requirements of “Potable Water” service, have a certified backflow prevention device at the meter service, and have an approved application for Commercial and Industrial Water Service on record.



**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 administrative services, and public safety services. To be eligible for Public Water Service the “Property” served must be publicly operated, exempt from property tax, and the primary water use must be a use other than landscape irrigation. The “Property” must also meet all the general requirements of “Potable Water” service, have a certified backflow prevention device at the meter service, and have an approved application for “Potable Water” service on record.

**4.2.1.1.5. Municipal Irrigation Water Service Class V**

Municipal Irrigation Water 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 uses. To be eligible for Municipal Irrigation Water Service the “Property” served must meet all the general requirements of “Potable Water” service, have a certified backflow prevention device at the meter service, and have an approved application for “Potable Water” service on record.

**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 “Potable Water” service, have a certified backflow prevention device at the meter service, and have an approved application for “Potable Water” service on record.

**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 services may be interrupted for extended periods as a result of general water shortages, drought, maintenance requirements, and operational requirements. Agricultural Water Service may not be promptly restored following emergencies. Therefore, Agricultural service shall not be eligible for conversion to the Municipal Service without satisfying all “Will Serve” requirements as set forth in the “Camrosa Water District Will Serve Water Policy”.

**4.2.1.2.1. Agricultural Irrigation Water Service**

Agricultural Irrigation Water Service is intended for commercial agricultural properties, which raise food crops, floral crops, nursery crops, 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 full contiguous, irrigated acre dedicated to commercial agriculture. The “Property” must meet all the general requirements of “Potable Water” service and have a certified backflow prevention device at the meter service.

#### **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 full, contiguous, irrigated acre dedicated to commercial agriculture. The “Property” must meet all the general requirements of “Potable Water” service, have a certified backflow prevention device at the meter service, and comply with all “Will Serve” requirements as set forth in the “Camrosa Water District Will Serve Water Policy”.

#### **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**

Construction water is intended for “Customers” that may need water for dust abatement, general construction site use, and other construction related needs. The “Property” shall meet all the general requirements of “Potable 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, are 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. The General Manager may authorize longer terms on a case-by-case basis.

##### **4.2.1.3.2. Temporary Municipal Water**

Temporary Municipal Water is intended for “Customer’s” having a short term need for “Potable Water” service. Examples of such short-term needs are special events, community sponsored functions, which may require water service for a period not to exceed 30 days. The General Manager, on a case-by-case basis, shall determine the requirements and conditions of such service and may authorize longer terms on a case-by-case basis.

##### **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.

**4.2.1.3.4. Temporary Contractual Water**

The Board of Directors may, from time to time, authorize water service on a temporary basis for a term and under conditions set forth by special contract.

**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 "Property" or "Customer" unable to satisfy the requirements and conditions of "Potable Water" service. Emergency service may be provided only after Camrosa has received a complete application for Emergency Water Service from a "Customer" for a specific "Property", has determined that the situation warrants an emergency determination and all fees and charges have been paid. Camrosa shall determine any additional terms and conditions as established in the Camrosa "Schedule of Rates, Fees and Charges for Water and Sanitary Services".

**4.2.1.5. Surplus Water - Out of boundary service**

Surplus water may be served for any useful purpose outside the boundaries of the District by special agreement as authorized by the Board of Directors.

**4.2.2. "Non-Potable Water" Service**

Camrosa provides "Non-Potable Water" for a variety of irrigation, industrial, and commercial purposes. All non-potable service is interruptible due to non-availability of water, system maintenance requirements or operational requirements. To be eligible for "Non-Potable Water" Service the "Customer" shall satisfy the *General Requirements of Water Service* contained in Section 4.1, the "Property" to be served must either have no potable service or have a certified backflow prevention device on the potable service and a separate non-potable plumbing system with no existing or potential cross-connections. "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.

**4.2.2.1. "Non-Potable Water" Classifications**

The following outlines the classifications of non-potable service available from Camrosa Water District. Qualifications and requirements for use of "Non-potable Water" by individual residents may require State or County Department of Public Health prior approval before Camrosa may provide service. In addition, State or County Departments of Public Health or Camrosa may require periodic inspections of privately operated Non-Potable Irrigation Systems to assure that no cross-connections exist.

**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.

**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 have access to the non-potable water system, have an approved backflow prevention device, must be free of any cross-connections between the potable and non-potable systems and must be primarily in turf or other high-water-demand landscaping.

**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. To be eligible for Non-potable Residential Water service the property served must have access to the non-potable water system, have an approved backflow prevention device owned and maintained by the district on the potable water service to the property, the property must be free of any cross-connections between the potable and non-potable systems, meet all the general requirements of non-potable water service, have an approved application for non-potable water service on record and have paid all applicable fees and charges for non-potable water service.

**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 a construction site must (1) have access to a non-potable water supply; (2) be permitted by Camrosa for use of “Non-potable Water”; (3) the “Customer” shall make deposits and pay any special fees and charges as established by the Board of Directors; and (4) “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**

The District has entered into separate agreements for delivery of non-potable water and may again enter into such agreements. This class is intended for lands requiring large amounts of water to irrigate commercial crops and have contractual commitments with Camrosa for long-term Non-Potable Irrigation Water Service. Minimum requirements for Class I 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.

### **4.2.3. “Recycled Water” Service**

Camrosa provides “Recycled Water” for a variety of irrigation, industrial, and commercial purposes. The “Customer” must have a beneficial use for “Recycled Water” and meet the requirements of the specific “Recycled Water” use classification of water. To be eligible for “Recycled Water” Service the “Customer” shall satisfy the following; (1) the *General Requirements of Water Service* contained in Section 4.1 above; (2) have available and agree to operate an approved Recycled Water Facility in accordance Ordinance with 40-10 – “Standards for Maintenance and Operation of Recycled Water Facilities”; and (3) execute (or receive an executed copy from the landowner) an approved “Recycled Water Use Agreement” with Camrosa Water District.

#### **4.2.3.1. “Recycled Water” Service Classifications**

The following outlines the classifications of non-potable service available from Camrosa Water District. Qualifications and requirements for use of “Non-potable Water” by individual residents may require State or County Department of Public Health prior approval before Camrosa may provide service. In addition, State or County Departments of Public Health or Camrosa may require periodic inspections of privately operated Non-Potable Irrigation Systems to assure that no cross connections exist.

##### **4.2.3.1.1. Commercial Agricultural - Class I**

Commercial Agricultural – Class I is intended for lands requiring large amounts of water for irrigation of commercial crops. The water served under this class is “Recycled Tertiary Treated Water”, therefore, qualifying for use under minimum restrictions. To receive water under this classification, the lands must be primarily used for production of commercial crops

##### **4.2.3.1.2. Landscape Irrigation Water – Class II**

Landscape Irrigation Water - Class II is intended for parks, golf courses, and other large irrigated turf areas. The water provided under this class is “Recycled Tertiary Treated Water”, therefore, qualifying for use under minimum restrictions. Minimum requirements are: (1) the land to be served is primarily used for recreational, decorative, or other purposes where large amounts of irrigated turf are required; (2) the land to be served is posted in accordance with Department of Public Health regulations for use of “Recycled Water” in areas open to the general public.

##### **4.2.3.1.3. Limited-use Commercial Agricultural Water - Class III**

Limited-use Commercial Agricultural Water - Class III is intended for the irrigation of commercial crops with restrictions on the method of irrigation or crop type as imposed by the Department of Public Health. The water provided is “Recycled Secondary Treated Water” therefore, its uses are restricted.

To receive water under this classification, the lands must be primarily used for production of commercial crops and must meet the requirements set forth in the most current “Camrosa Water District Commercial Agricultural Policy”.

**4.2.3.1.4. Commercial Agriculture 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. The water provided under this class is "Recycled Tertiary Treated Water", therefore, qualifying for use under minimum restrictions. To be eligible for Class IV service, the land to be served must be used primarily for the production of commercial crops and the owner of the land has endorsed, submitted, and secured approval of a "Recycled Water" Service Agreement with Camrosa Water District on or before December 31, 1994.

**5. CONDITIONS OF WATER SERVICE**

In addition to the general requirements for water service contained in this ordinance, properties with water service agree, upon receiving service, to the conditions contained in this ordinance as it may be amended from time to time by the Camrosa Water District Board of Directors. Failure to meet the conditions contained herein may result in termination of service.

**5.1. Cross-Connection Control**

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. "Customer" required to maintain backflow prevention equipment shall certify the equipment annually except in those instances where the backflow prevention devices are maintained by Camrosa as part of the monthly service fee. In those instances, Camrosa shall test and certify the equipment annually.

**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 is not responsible for water losses due to leaks in the "Property's" water system. The "Customer" shall maintain the "Property's" water system to avoid leaks and shall repair leaks promptly.

**5.4. Meters, Metering Facilities and Hydrants**

The meter and the metering facility are the property of the Camrosa Water District. The outlet, outlet valve and any piping and equipment on the outlet side of the meter are the full responsibility of the "Customer". All water that passes through the meter is the responsibility of the "Customer".

#### **5.4.1. Meter Testing**

Any customer may demand that the meter through which potable, Non-Potable surface water or recycled water is being furnished be examined and tested by the District for the purpose of ascertaining whether or not it is correctly registering the amount of water being delivered through it. Such demand shall be in writing and shall be accompanied by a deposit equal to the charge for testing as determined by the District. Upon receipt of such demand and deposit, the District will have the meter examined and tested and, if upon such test the meter shall be found to register over two percent (2%) more water than actually passes through it, the meter shall be properly adjusted or another meter substituted therefore, the deposit shall 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 two percent (2%) more water than actually passes through it, the deposit shall be retained by the District to offset the expense of making the test.

#### **5.4.2. Obstruction of or deposit of material in and 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 each customer to prevent meter boxes, District hydrants or other District facilities from becoming obstructed or obscured by the customer's 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 substances, objects or obstructions are not cleaned or removed, or obscure or impede such facilities, the District may, after providing reasonable notice to the customer, accomplish the cleaning and removal and charge the customer for the cost of doing so.

#### **5.4.3. Change of Meter Location**

When the location of a meter and service is changed at the "Customer's" request, the cost of making such change will be paid for by the "Customer" in accordance with charges established in the "Schedule of Rates, Fees and Charges for Water and Sanitary Service".

#### **5.5. Resale of Water**

In the case where a "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". This section shall apply to all "Customers" within the District except the California State University – Channel Islands.

#### **5.6. Exporting Water**

The "Customer" shall not export water from the "Property" assigned service by Camrosa to any other "Property" without the written permission of Camrosa. This prohibition includes other "Property" 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". Hardness may result in the accumulation of mineral deposits of water appliances. Camrosa is not liable for any discoloration, spotting or any other damages resulting from the mineral content of the water.

### **5.7.2. Non-Potable and Recycled Water**

Non-Potable and Recycled water are not intended for human consumption. These waters may contain high levels of minerals and salts to which some plants are not tolerant. Camrosa is not responsible for any damages to crops or plants resulting from the use of water delivered by Camrosa.

## **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's" 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 order 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 on or to the premises or "Property" therein served 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 the District, the "Customer" agrees that authorized representatives of the District may, at reasonable times, enter upon the "Customer's" premises for the purpose of determining the existence, operation, maintenance, and/or use of:

1. 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;
2. Any private source of water supply which may be connected to the water supply system of the District; or,
3. 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, which results in damages to the facilities or the loss of water by leakage or meter malfunction, may result in immediate termination of service and both civil and criminal prosecution.

### **5.13. Beneficial Use of Water**

The "Customer" shall use water provided by Camrosa in any manner, which results in reasonable benefit to the "Property" or the "Customer".

### **5.14. 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 directed by the Board of Directors. The following prohibitions are in effect at all times, regardless of whether any declared water supply shortage or water emergency condition is in effect:

1. Gutter Flooding - No person shall cause or permit any water furnished to any property within the District to run or to escape 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 72 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 positive hose-end 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 device.
5. Restaurant Equipment - Restaurants are required to use water-conserving dish-washing spray valves in all food preparation and utensil cleaning areas.
6. Water Fountains and Decorative Water Features - Operating a water fountain or other decorative water feature that does not use re-circulated water is prohibited.
7. Single-Pass Cooling Systems - Installation of single pass cooling systems in buildings requesting new water service is prohibited.

### **5.15. Mandatory use of Non-Potable Surface Water or Recycled Water where Available**

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

### 5.16. Water Supply Shortage or Water Emergencies

“Water Supply Shortage” is a condition when Camrosa Water District determines, in its sole discretion, that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. A “Water Emergency” is a condition resulting from some catastrophic event or events, which cause or threaten to cause an impairment, reduction, or severance of the district’s water supply or access to its water supplies in a manner that may result in district’s inability to meet ordinary water demands for potable water service. In the event of an imminent inability of the District to meet ordinary water demands for a period beyond what can reasonably be considered routine system repairs the General Manager shall report to the Board of Directors on the extent, estimated duration, cause, and estimated severity of the event or events leading to the water supply shortage or water emergency and by resolution the Board of Directors may declare a Water Supply Shortage or Water Emergency and activate one or more of the following emergency provisions of this ordinance:

#### 5.16.1. Stage One Water Supply Shortage or Water Emergency

The goal of a stage one water supply shortage or water emergency declaration is a 10% potable water demand reduction to preserve water supplies for district and or the region until the emergency has ended. The district shall notify its customers via newspaper, radio, television and direct mail or by any other means determined by the district to be prudent that a Water Supply Shortage or Water Emergency has been declared and that the District is requesting all customers to reduce water use by 10%. 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. 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 48 hours after a person discovers or receives notice from the District.
2. Wash-Down of Hard or Paved Surfaces - Washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when necessary to alleviate safety or sanitary hazards, and then only by with a hose equipped with a positive self-closing water shut-off device, a low volume, high-pressure cleaning machine, or a low-volume high-pressure water broom.
3. Drinking Water Served Upon Request Only - Eating or drinking establishments, including but not limited to a restaurant, hotel, café, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are prohibited from providing drinking water to any person unless expressly requested.
4. Limits on Watering Durations - Watering of lawns, landscape or other vegetated area with potable water is limited to non-peak demand times and only when necessary. Use of a hand held hose with positive shut-off nozzle; bucket or micro irrigation systems/equipment may be required.

5. Limits on Watering Hours - Watering or irrigating of lawn, landscape or other vegetated area with potable water may be prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day.

#### **5.16.2. Stage Two Water Supply Shortage or Water Emergency**

The goal of a stage two water supply shortage or water emergency declaration is a 20-30% reduction in potable water demands while preventing the loss of property and protecting the health and safety of the community and region. The district shall notice all of its customers via newspaper, radio, television and direct mail or by any other means determined by the district to be prudent that a Water Supply Shortage or Water Emergency has been declared and that the District is requesting customers to reduce water use. In addition to the prohibitions listed in the Stage One Water Supply Shortage or Water Emergency and the prohibited uses of water in Section 5.14 above, 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 may be limited to three 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. Substitution of Non-potable water - No person shall permit the outdoor use of potable water for irrigation or dust abatement where non-potable or recycled water is available.

#### **5.16.3. 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 30-50% while protecting the health and safety of the community and the region. The District shall notice all of its customers via newspaper, radio, television, direct mail or any other means determined by the District to be prudent that a Water Supply Shortage or Water Emergency has been declared and that the District is requesting customers to reduce water use. In addition to the actions and requirements of a stage two emergency and the prohibited uses of water in outlined in Section 5.14 above 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.
2. New Potable Water Service - No new potable water service will be provided, no 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, except as approved on an individual review by the District.

3. Other Prohibited Uses - The District may implement other water use requirements as determined by the District to meet water supply shortage or water emergency conditions.

### **5.17. Declaration of Emergency State**

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

### **5.18. 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 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).

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 grant the appeal.

1. **Cost of Flow Restrictor and Disconnecting Service** – A person or entity that violates this Ordinance is responsible for payment of the District's costs for installing and/or removing any flow restrictors.
2. **Payment of Fines** - The water customer is responsible for the full payment of fines. Each fine shall be applied in the customer's regular

water billing. Payment of the fine will be the final 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.

### **5.19. 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.

### **5.20. 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 is successful.

## **SECTION 2 - FEES AND CHARGES**

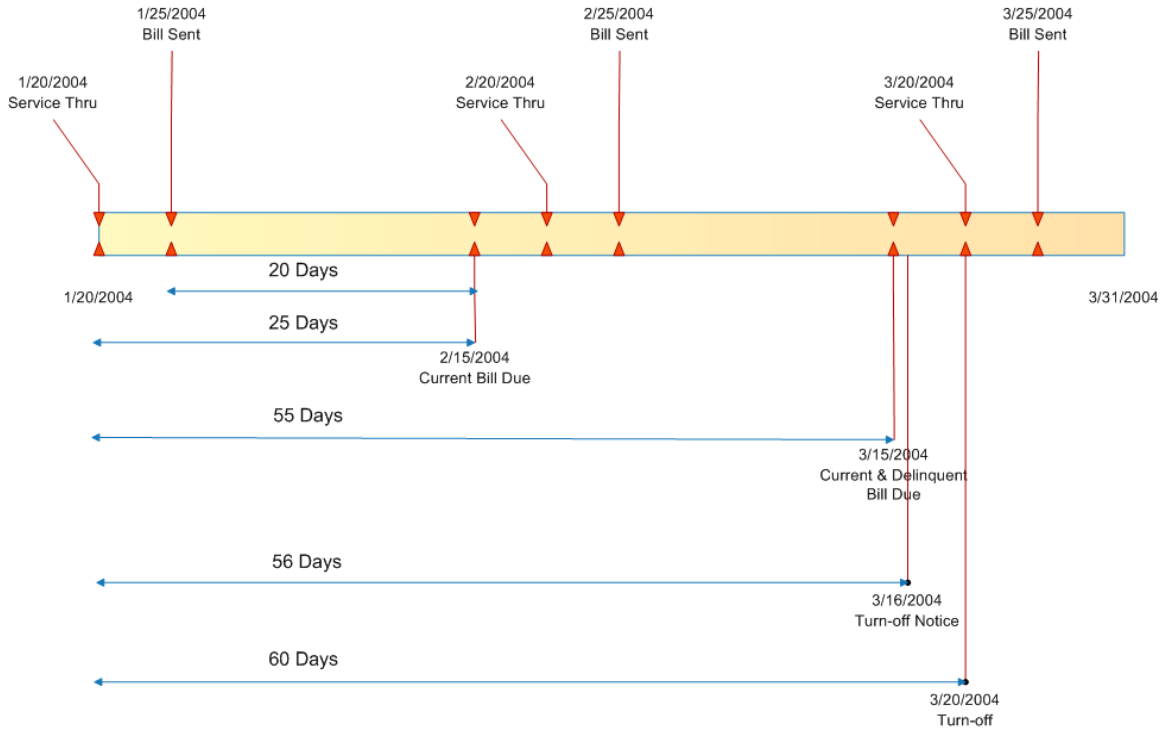
### **6. WATER SERVICES RATES, FEES, AND CHARGES**

Camrosa shall establish, by Board Resolution, a "Schedule of Rates, Fees and Charges for Water and Sanitary Service" after holding a properly noticed public hearing in accordance with Government Code 53756. The schedule for services may cover a period not to exceed five 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" shall 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 Camrosa Water District "Schedule of Rates, Fees and Charges for Water and Sanitary Services" as established and amended from time to time by the Camrosa Board of Directors. Failure to make timely payment may result in termination of service upon notice as may be required by law.

#### **a. Time and Manner of Payment**

All bills and charges for water, sewer, Non-Potable surface water and recycled water service shall be due and payable upon presentation and shall become delinquent if not paid by the date specified on the face thereof. 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 or owner reflected in the records of the District. Payments may be made in person, by mail or by electronic transfer of funds to the District.



The timeline presented above is the normal billing cycle for the District. If an amount billed is not paid within 25 days of date it is presented for payment, the amount shall be considered delinquent. If a delinquent amount is not paid within 55 days from its original date of presentment, the account shall become a candidate for termination and, following such notice and proceedings as may be required by law, the water, Non-Potable surface water and/or recycled water service to the property may be discontinued.

**b. Delinquent Fees and Charges**

Fees may be applied to accounts deemed delinquent. Charges may be applied for noticing the customer with a door hanger and for reconnection of service terminated as a result of delinquency, as provided for in the "Schedule of Rates, Fees and Charges for Water and Sanitary Services." The General Manager is authorized to waive the door hanger fee if, in the judgment of the General Manager, such waiver is in the best interests of the District.

**c. Property Liens**

If, in the judgment of the General Manager, a delinquent account has proven to be uncollectible, a lien against the property served may be established in the amount owing to the District. Reestablishment of service to the property may be withheld until the General Requirements of Water Service are met.

**d. 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.

**SECTION 3 - 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:

- a. Insufficient sewer treatment or sewer collection capacity;
- b. A Regional Water Quality Control Board order prohibiting new sewer connections;
- c. 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.

**a. Sewer Service Area**

Camrosa Water District has facilities capable of providing Sanitary Service to approximately 50% of its customers. The boundaries of the existing service area are:

1. North of the 101 Freeway to Worth Way and;
2. Calleguas Creek on the West to Morongo Drive on the East.
3. California State University, Channel Islands
4. Casa Pacifica, Las Posadas, Villa Calleguas

Sanitary Service south of the 101 Freeway, and within the Camrosa Water District boundary, is provided by the City of Camarillo while Camrosa provides the Water Service. The only exceptions are listed as #3 and #4 above.

**b. Demarcation of Sewer Service Responsibilities****i. 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 either just behind the curb and gutter, or just behind the sidewalk, shall serve as the point of demarcation.

**ii. 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 sewer 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 customers responsibility to correct and then, if so inclined, to file a claim with the appropriate agency.

**iii. 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.

**c. 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. The reclamation of wastewater through wastewater treatment processes may necessitate more stringent quality requirements on industrial waste discharges as the demand for Non-Potable surface water increases. Accordingly, industry is urged to seek recovery and reuse procedures to meet the limitations set in industrial waste discharges rather than those procedures designed solely to meet discharge limitations.

**d. Eligibility for Sewer Service**

The highest and best use of the sewerage system is the collection, treatment and reclamation or disposal of domestic sewage. Connection to the District's facilities by customers within the sewer service area is unrestricted provided the prospective customer has completed the application process, all fees have been paid, the connection meets district construction specifications and the type of discharge is not detrimental to either the collection system or the treatment process.

The use of the sewerage system for industrial waste discharges is subject to regulation by the District. The District shall retain responsibility for final regulation and control of industrial waste discharges into District facilities.

Sewage, liquid waste and industrial waste will be accepted into the sewerage system provided such wastes will not: 1) menace public health, 2) detrimentally affect the local environments, 3) create nuisances such as odors, insects, etc., 4) damage structures, 5) impose excessive collection, treatment or disposal costs on the District, 6) significantly interfere with wastewater treatment processes, 7) interfere with wastewater reclamation processes, 8) exceed quality limits and quantity requirements established by the District.



**e. Regulation of Sewer Service**

The District has adopted *Camrosa Water District Industrial Waste and Sanitary Service Ordinance Regulating and Controlling Sewage Liquid Waste and Industrial Waste Discharges* (as amended from time to time) for the purpose of controlling and regulating sewage, liquid waste and industrial waste discharges directly or indirectly into the sewerage system and disposal works of the Camrosa Water District,

The Ordinance 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 industrial waste discharges, to comply with State and Federal government requirements and policies, and to meet increasingly higher standards of treatment plant effluent quality and environmental considerations. The ordinance establishes quantity and quality limitations on sewage, liquid waste and industrial waste discharges where such discharges may adversely affect the sewerage system or the effluent quality. Methods of cost recovery are also established where the industrial waste discharge would impose unreasonable collection, treatment or disposal costs on the District.

*The provisions of "Camrosa Water District Industrial Waste and Sanitary Service Ordinance Regulating and Controlling Sewage Liquid Waste and Industrial Waste Discharges", as amended from time to time, 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.*

**SECTION 4 - CONSTRUCTION SPECIFICATIONS****8. INCLUSION OF SPECIFICATIONS BY REFERENCE**

The design and construction of water, Non-Potable surface water, recycled water and sewer lines and other appurtenances within the District's service area shall comply with the published "*Requirements and Specifications for Making Application - Developing Designs and Constructing Water Facilities by Public and Private Contract for Camrosa County Water District*" and "*Rules and Regulations of Camrosa County Water District Establishing General Provisions and Specifications for Design and Construction of Sanitary Sewers and Appurtenances*".

**SECTION 5 - IMPLEMENTATION****9. IMPLEMENTATION AND PRIOR RULES AND REGULATIONS**

This Ordinance supersedes all prior Ordinances and Resolutions relating to rules and regulations for Potable, Non-Potable and/or "Recycled Water" Services.

**SECTION 6 – AUTHORITY FOR IMPLEMENTATION****10. DISCRETIONARY AUTHORITY PROVIDED TO THE GENERAL MANAGER**

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