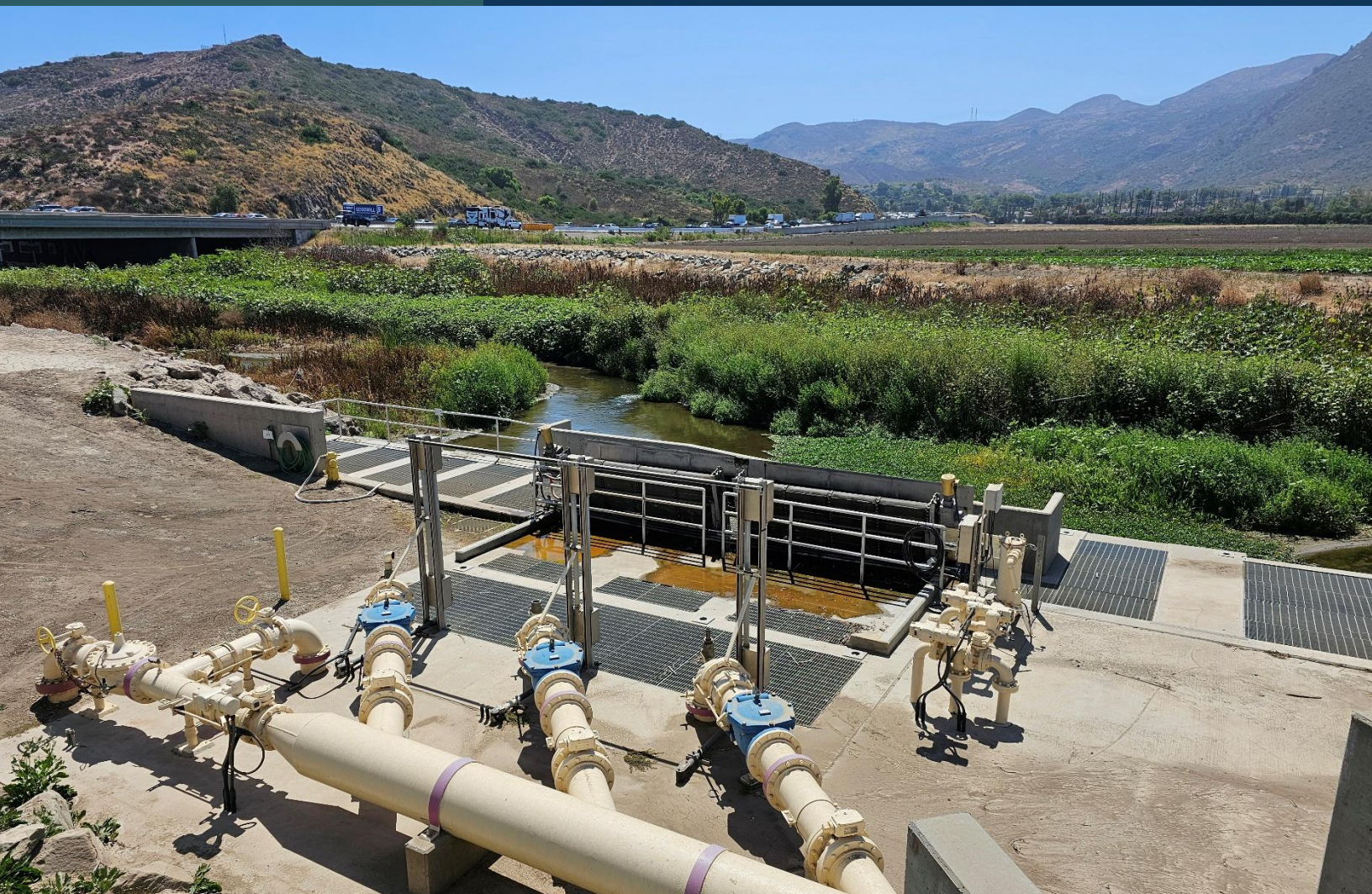
CAMROSA WATER DISTRICT

BUILDING WATER SELF-RELIANCE

Water Shortage Contingency Plan

Public Draft

MAY 2026 | CAMROSA WATER DISTRICT



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Prepared by Water Systems Consulting, Inc

WSC

ACKNOWLEDGEMENTS

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CAMROSA WATER DISTRICT

BUILDING WATER SELF-RELIANCE

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ACRONYMS & ABBREVIATIONS

AFY	Acre-Feet per Year
BOARD	Camrosa Board of Directors
CALLEGUAS	Calleguas Municipal Water District
CAMROSA	Camrosa Water District
CWC	California Water Code
CWRF	Camrosa Water Reclamation Facility
DISTRICT	Camrosa Water District
DRA	Drought Risk Assessment
DWR	Department of Water Resources
FCGMA	Fox Canyon Groundwater Management Agency
METROPOLITAN	Metropolitan Water District of Southern California
PVCWD	Pleasant Valley County Water District
SCADA	Supervisory Control and Data Acquisition
SWP	State Water Project
UWMP	Urban Water Management Plan
WSCP	Water Shortage Contingency Plan
WSAP	Water Supply Allocation Plan

1.0 Introduction

This Water Shortage Contingency Plan (WSCP) is a strategic plan that the Camrosa Water District (Camrosa or District) uses to prepare for and respond to water shortages.

A water shortage occurs when the water supply available is insufficient to meet the normally expected customer water use at a given point in time. A shortage may occur due to a number of reasons. This includes water supply quality changes, climate change, drought, regional power outages, and catastrophic events (e.g., earthquake). Additionally, the State may declare a statewide drought emergency and mandate that water suppliers reduce demands. The WSCP serves as the operating manual that Camrosa will use to prevent catastrophic service disruptions through proactive, rather than reactive, mitigation of water shortages.

This WSCP provides a process for an annual water supply and demand assessment and structured steps designed to respond to actual conditions. This level of detailed planning and preparation provides accountability and predictability to help Camrosa maintain reliable supplies and reduce the impact of any supply shortages and/or interruptions.

This WSCP was prepared in conjunction with Camrosa's 2025 Urban Water Management Plan (UWMP) (WSC, 2026) and is a standalone document that can be modified as needed. This document is compliant with the California Water Code (CWC) Section 10632 and incorporates guidance from the State of California Department of Water Resources (DWR) UWMP Guidebook.

The WSCP describes the following:

1. **Water Service Reliability Analysis:** Summarizes Camrosa's water supply analysis and reliability and identifies any key issues that may trigger a shortage condition.
2. **Annual Water Supply and Demand Assessment Procedures:** Describes the key data inputs, evaluation criteria, and methodology for assessing the system's reliability for the coming year and the steps to formally declare any water shortage stages and response actions.
3. **Water Shortage Stages:** Establishes water shortage stages to clearly identify and prepare for shortages.
4. **Shortage Response Actions:** Describes the response actions that may be implemented or considered for each stage to reduce gaps between supply and demand.
5. **Communication Protocols:** Describes communication protocols under each stage to ensure customers, the public, and government agencies are informed of shortage conditions and requirements.
6. **Compliance and Enforcement:** Defines compliance and enforcement actions available to administer demand reductions.

7. **Legal Authority:** Lists the legal documents that grant the District the authority to declare a water shortage and implement and enforce response actions.
8. **Financial Consequences of WSCP Implementation:** Describes the anticipated financial impact of implementing water shortage stages and identifies mitigation strategies to offset financial burdens.
9. **Monitoring and Reporting:** Summarizes the monitoring and reporting techniques to evaluate the effectiveness of shortage response actions and overall WSCP implementation. Results are used to determine if shortage response actions should be adjusted.
10. **WSCP Refinement Procedures:** Describes the factors that may trigger updates to the WSCP and outlines how to complete an update.
11. **Special Water Feature Distinctions:** Identifies exemptions for decorative features aside from pools and spas.
12. **Plan Adoption, Submittal, and Availability:** Describes the process for the WSCP adoption, submittal, and availability after each revision.

2.0 Water Service Reliability Analysis

Camrosa's potable water supply consists of a blend of water imported from Calleguas Municipal Water District (Calleguas) and groundwater from multiple aquifers across Camrosa's service area. Callegaus delivers imported water supplied by Metropolitan Water District of Southern California (Metropolitan). Camrosa also utilizes non-potable recycled water and surface water in its service area for irrigation to offset its potable water demand.

The largest risks to Camrosa's water supply is the reliability of imported water supplies provided by Calleguas. In Fiscal Year 2024-25, imported water from the State Water Project (SWP) comprised approximately 50% of the District's potable water supply. Over the last ten years there have been significant restrictions on imported water supply due to severe drought conditions in the SWP system. The reliability of SWP supplies, which comprises the majority of the imported water from Calleguas, has declined in recent years and is projected to continue to decline in the future due to existing system constraints, regulations, and climate change impacts (DWR, 2025). To improve supply reliability, Camrosa is investing in multiple projects to increase its groundwater production capacity and reduce its dependence on imported water, which is anticipated to decline to about 5% of its potable water supply portfolio beginning in 2030. In addition, both Calleguas and Metropolitan are investing in local, regional, and statewide projects to improve imported water reliability and increase local supplies.

Camrosa's other major potable water supply source is groundwater from three local aquifers: the Pleasant Valley Basin, Arroyo Santa Rosa Basin, and the Tierra Rejada Basin. The District pumps local groundwater supplies from each basin at rates that are sustainable even in multiple-dry year conditions. The Pleasant Valley Basin is currently undergoing an adjudication and is the largest risk to Camrosa's future supply from this basin. The adjudication is ongoing as of the development of this plan. The largest risk to supply from the Arroyo Santa Rosa Valley Basin is water quality impacts. Camrosa currently treats for some constituents pumped from this basin, and has plans to construct a groundwater desalter facility to further treat produced groundwater and reduce the need to blend its Arroyo Santa Rosa Valley Basin groundwater with imported water to meet water quality requirements. The Tierra Rejada basin is a small and sustainably managed aquifer with high groundwater quality.

Camrosa's recycled water and non-potable surface water supplies are considered reliable in all year types since the source of this supply is treated municipal wastewater discharged to Conejo Creek.

Camrosa's water supply reliability assessment is discussed in Section 7.2 of its 2025 UWMP, and evaluates water supply reliability in a normal year, single dry year, and five consecutive dry years from 2030 to 2050. In all year types, Camrosa projects that it will have sufficient water supplies to meet projected demands, demonstrating that the District can reliably sustain demand in various conditions. Camrosa also includes a drought risk assessment (DRA) in Section 7.3 of its 2025 UWMP, which evaluates near-term water supply reliability from 2026 to 2030. The DRA also projects Camrosa will have adequate supplies to meet its projected

demands, even with a higher need for imported water in the near-term. This is due to the District's efforts to manage local groundwater resources, local interagency cooperation for water exchanges, water-use efficiency, and use of recycled water sources, demonstrating that Camrosa's water supply is in accordance with its philosophy of self-reliance.

Other key issues that may create a water shortage condition include possible catastrophes, such as a power outage, earthquake, flood, and fire. The District maintains an Emergency Response Plan, which outlines the procedures to respond to emergency disasters. The Emergency Response Plan aims to restore the water system and minimize the impacts of the disaster on the system. There is about 16 million gallons of tank storage within the District to provide emergency water service during a power outage. Additionally, there are potable backup generators to increase reliability of equipment and facilities. The emergency response to a disaster is discussed in more detail in Section 5.4.

In the face of drastic imported water shortages, the Camrosa Board of Directors (Board) would enact this WSCP and may implement shortage response measures to conserve its supplies to extend reliability.

3.0 Annual Water Supply and Demand Assessment Procedures

Urban water suppliers are required to conduct an annual water supply and demand assessment on or before July 1 of each year for the previous calendar year and submit an annual water shortage assessment report to DWR. Each year, as part of its routine budgeting process, Camrosa evaluates its projected water supply and expected demands for the year. The annual supply and demand assessment procedures are described below.

Supply Assessment

Camrosa coordinates with Calleguas regularly to understand imported water supply availability. Caleguas purchased water from Metropolitan, which also evaluates their available water supplies and existing water storage levels to determine available and appropriate management actions. During times of supply shortages, Metropolitan implements its Water Supply Allocation Plan (WSAP), setting reduced supply allocations to member agencies, including Calleguas, as needed. If there were imported water shortages, Calleguas would implement their WSCP which may trigger shortages to its retailer purveyors including Camrosa. Each year during preparation of the supply and demand assessment report, any shortage conditions determined by Metropolitan and/or Calleguas will be noted and considered in the annual assessment.

The remainder of Camrosa's water supply is from a combination of local groundwater, desalinated groundwater, non-potable water from Conejo Creek, and tertiary-treated recycled water. Camrosa estimates annual groundwater supply availability based on existing production capacity, the timing for implementation of capital projects, continuous monitoring of production through the District's supervisory control and data acquisition (SCADA) system, monthly monitoring of water levels, and regular water quality sampling. As described in Section 2, Camrosa is investing in multiple capital projects to increase their local groundwater supply capacity and reliability.

Non-potable and recycled water supplies will be evaluated annually based on supply availability and system operations. Recycled water is used from the Camrosa's Water Reclamation Facility (CWRF) and purchased from the Camarillo Sanitation District.

Camrosa also diverts non-potable water from the Conejo Creek Diversion Facility. This supply is sourced from tertiary treated effluent from the City of Thousand Oaks Hill Canyon Wastewater Treatment Plant, so the supply availability does not vary significantly year to year.

In general, Camrosa's non-potable and recycled water supply exceeds its service area demand. Excess non-potable supplies are delivered to Pleasant Valley County Water District (PVCWD). If there were shortages to non-potable and recycled water supplies, Camrosa's demand would take priority over deliveries to PVCWD.

Demand Assessment

Customer demand is estimated for the current year based on the best available information to date, including the previous year's demand, current demand usage patterns, the annual hydrology, and known developments that would increase population or employment.

Infrastructure Considerations

The annual supply and demand assessment will consider existing infrastructure constraints and planned capital improvement projects that may limit or increase the District's ability to meet expected demand. Any infrastructure considerations will be noted in the annual assessment along with the projected impact to supply.

Decision Making Process

The Camrosa Board meetings are held bi-weekly, and Camrosa provides a water supply condition update to its Board on a regular basis. If either a water supply shortage or a water emergency is imminent, the General Manager is responsible for reporting to the Board of Directors on the cause, extent, severity, and estimated duration of the supply shortage or emergency. The Board may then activate one of the water shortage stages (defined in Section 0) by resolution, modifying as necessary to accommodate specific requirements or eventualities not anticipated by the text of the policy. The District shall notify its customers of this declaration via its website, newspaper, radio, television, direct mail, or any other means determined to be prudent.

Each year, regardless of a water supply shortage or water emergency, the Board shall assess and approve the annual water supply and demand projections through the budgeting process. Camrosa staff will prepare draft annual water supply and demands to support the budgeting process by April of each year. These projections will be incorporated into the budget document and reviewed by the Board in May and finalized and adopted in June. The Board approved annual projections will be utilized for the completion of the annual water supply and demand assessment report due on July 1.

4.0 Water Shortage Stages

In April, 2026, the Camrosa Boad of Directors adopted Ordinance 40-26, *Rules and Regulations Governing the Provision of Water and Sanitary Services*, included in as Attachment A. Section 5 of the ordinance establishes conditions of service for all classes of water, and ordinance Section 5.16 through 5.20 establishes provisions for staged reductions in water service during water shortage emergencies and prohibitions on end users.

Table 4-1 shows Camrosa's three water shortage stages as defined in Ordinance 40-26. Water Code Section 10632 (a)(3)(B) authorizes suppliers to continue to use these water shortage stages including a cross-reference relating its existing stages to the six standard water shortage levels. Table 4-1 also includes a crosswalk from Camrosa's three shortage stages to the six standard water shortage levels.

Table 4-1. Water Shortage Stages and Crosswalk to Six Standard Stages

Camrosa WSCP Stage	Percent Shortage Range	Standard Shortage Stage	Standard Shortage Condition
1	Up to 20%	1	≤10%
		2	10-20%
2	20-40%	3	20-30%
		4	30-40%
3	40% or greater	5	40-50%
		6	>50%

5.0 Shortage Response Actions

This section describes the potential actions Camrosa will take to address water shortage condition.

5.1 Demand Reduction Actions

is the prohibition of irrigating non-functional turf with potable water to meet mandates and regulations determined by the State. Implementation of the prohibition on non-functional turf will occur on a phased timeline, as outlined below:

1. All properties owned by California Department of General Services, local governments, local or regional public agencies, and public water systems, except those that are exempt, beginning January 1, 2027.
2. All other institutional properties and all commercial and industrial properties, beginning January 1, 2028.
3. All common areas of properties of homeowners' associations, common interest developments, and community service organizations or similar entities, beginning January 1, 2029.
4. All properties owned by local governments, local public agencies, and public water systems in a disadvantaged community, beginning January 1, 2031, or the date upon which a state funding source is made available to fund conversion of nonfunctional turf on these properties to climate-appropriate landscapes, whichever is later.

The use of potable water is not prohibited to the extent necessary to ensure the health of trees and other perennial non-turf plantings, or to the extent necessary to address an immediate health and safety need.

Table 5-1 summarizes the demand reduction measures and actions for each water shortage stage listed in Ordinance 40-26. The ordinance provides Camrosa the flexibility to implement a set of water use requirements or shortage response actions that best fit the District's needs during a water shortage. An estimated range in water savings for each demand reduction action is also listed in is the prohibition of irrigating non-functional turf with potable water to meet mandates and regulations determined by the State. Implementation of the prohibition on non-functional turf will occur on a phased timeline, as outlined below:

5. All properties owned by California Department of General Services, local governments, local or regional public agencies, and public water systems, except those that are exempt, beginning January 1, 2027.
6. All other institutional properties and all commercial and industrial properties, beginning January 1, 2028.
7. All common areas of properties of homeowners' associations, common interest developments, and community service organizations or similar entities, beginning January 1, 2029.
8. All properties owned by local governments, local public agencies, and public water systems in a disadvantaged community, beginning January 1, 2031, or the date upon which a state funding source is made available to fund conversion of nonfunctional turf on these properties to climate-appropriate landscapes, whichever is later.

The use of potable water is not prohibited to the extent necessary to ensure the health of trees and other perennial non-turf plantings, or to the extent necessary to address an immediate health and safety need.

Table 5-1. Potential water savings were estimated for the unique makeup of the District and considers historical water use for each sector in the District. Historical trends of District water use by sector have been analyzed, including recent drought periods. However, future water savings with implementation of each measure may vary significantly.

A recent update to the District's *Rules and Regulations Governing the Provision of Water and Sanitary Services* is the prohibition of irrigating non-functional turf with potable water to meet mandates and regulations determined by the State. Implementation of the prohibition on non-functional turf will occur on a phased timeline, as outlined below:

9. All properties owned by California Department of General Services, local governments, local or regional public agencies, and public water systems, except those that are exempt, beginning January 1, 2027.
10. All other institutional properties and all commercial and industrial properties, beginning January 1, 2028.
11. All common areas of properties of homeowners' associations, common interest developments, and community service organizations or similar entities, beginning January 1, 2029.
12. All properties owned by local governments, local public agencies, and public water systems in a disadvantaged community, beginning January 1, 2031, or the date upon which a state funding source is made available to fund conversion of nonfunctional turf on these properties to climate-appropriate landscapes, whichever is later.

The use of potable water is not prohibited to the extent necessary to ensure the health of trees and other perennial non-turf plantings, or to the extent necessary to address an immediate health and safety need.

Table 5-1. Demand Reduction Actions

Demand Reduction Action[1]	Savings[2]	Penalty
Permanent		
Restrict or prohibit runoff from landscape irrigation.	0-1%	No
Customers must repair leaks, breaks, and malfunctions within 48 hours.	0-1%	No
Require automatic shutoff nozzle of hoses.	0-1%	No
Vehicles must be cleaned only by use of a hand-held bucket or hose with a shutoff nozzle.	0-1%	No
Restaurants are required to use water-conserving dish wash spraying valves.	0-1%	No
Drinking water must be served only upon request in drinking and eating establishments.	0-1%	No
Operating a water fountain or other decorative water feature that does not use re-circulated water is prohibited.	0-1%	No
Installation of single pass cooling systems in buildings requesting new water service is prohibited.	0-1%	No
Prohibit use of potable water for washing hard surfaces.	0-1%	
Irrigation with potable water during or within 48 hours after measurable rainfall is prohibited.	0-1%	No
Irrigation with potable water of ornamental turf on public street medians is prohibited.	0-1%	No
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.	0-1%	No
Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily.	0-1%	No
Stage 1		
Watering or irrigating of lawn, landscape or other vegetated area with potable water prohibited between 9:00 A.M. and 5:00 P.M.	1-5%	No
The District may implement other water-use requirements as determined appropriate.	1-20%	No
Stage 2		
All permanently prohibited uses and other uses described in Stage One.	1-20%	No

Demand Reduction Action[1]	Savings[2]	Penalty
Customers must repair leaks, breaks, and malfunctions within 24 hours.	1-2%	No
Water or irrigating landscape or other vegetated area with potable water is limited to three days per week.	5-10%	No
Limits on filling residential swimming pools and spas. Draining and/or refilling is allowed only for health or safety reasons.	1-2%	No
The District may implement other water use requirements as determined appropriate.	20-40%	No
Stage 3		
All permanently prohibited uses and other uses described in Stages One and Two.	1-40%	Yes
Any watering or irrigation of lawn, landscape or other vegetated area with potable water may be prohibited by the Board of Directors.	10-15%	Yes
No new potable water service, new temporary meters, or permanent meters will be provided, and no statements of immediate ability to serve or provide such service will be issued without mitigation measures to offset the new demand.	1-2%	Yes
The District may implement other water use requirements as determined appropriate.	>40%	Yes

Notes:

1. Demand reduction actions align with Camrosa's Ordinance 40-26 included in Attachment A.
2. Water savings are estimated and can vary significantly.

5.2 Supply Augmentation

Camrosa uniquely manages its system operations in response to supply shortages. Under emergency and/or dry year scenarios, Camrosa has several potential supply augmentation actions as described below.

Maximize Pleasant Valley Basin Supply and Exercise Exchange Rights with Fox Canyon Groundwater Management Agency

Camrosa currently pumps groundwater from the Pleasant Valley Basin under the jurisdiction of the Fox Canyon Groundwater Management Agency (FCGMA) via its wells in the Fox Canyon Aquifer portion of the Pleasant Valley Basin. Camrosa has a current allocation of 806 acre-feet per year (AFY) from the Fox Canyon Aquifer in the Pleasant Valley Basin (see Section 6.3 of the 2025 UWMP) and accrues groundwater credits in the through the Conejo Creek Water Pumping Program with FCGMA for non-potable water from Conejo Creek delivered to the basin to offset groundwater production. Camrosa could extract up to 4,500 AFY of its accrued credits

through the program. While Camrosa is currently limited based on production capacity to pump from the basin, future water supply projects will increase the District's production capacity to maximize its Pleasant Valley Basin supply. In a water shortage, Camrosa could pump as much as physically possible through its Pleasant Valley Basin wells up to its accrued allocations (approximately 37,706 AF as of Septem 30, 2025).

Increase Groundwater Pumping in Arroya Santa Rosa Valley Basin

The Arroyo Santa Rosa Valley Basin has a total sustainable yield of 5,300 AFY as described in by the Arroyo Santa Rosa Valley Basin Groundwater Sustainability Plan (Bondy Groundwater Consulting, Inc, INTERA, 2023). After accounting for the average 1,941 AFY agricultural and domestic pumping by other users, Camrosa's portion of the sustainable yield is 3,359 AFY (Woodard & Curran, 2024).

Camrosa currently cannot pump its full yield due to production capacity constraints and water quality limitations that require blending. However, Camrosa has multiple planned projects to increase its production capacity from the Arroyo Santa Rosa Valley Basin in the future.

Camrosa's perspective on managing groundwater is that the aquifer represents an emergency reservoir that can be relied upon at reasonable levels year to year and relied upon heavily during periods of reduced supply from other sources.

Import Full Allowable Allocation Amount from Calleguas Water District

Camrosa's reliance on imported water from Calleguas has significantly declined from historical levels, and is projected to continue to decline, with the development of other local supplies. Over the last five years Camrosa has imported an average of 4,080 AFY from Calleguas. Given the wide cost differential between local resources and imported water, it makes financial sense to maximize local production over imported water supplies.

The most recent water shortages to Camrosa have been driven by statewide droughts reducing imported water supplies. These large-scale droughts affect Sierra and Rocky Mountain snowpack as much as local rainfall. Given how the SWP and Colorado River Aqueduct function, annual variability of snowpack and runoffs has more immediate consequences on statewide imported water supplies than it does on recharge of precipitation to local groundwater basins, leading to the ability to rely on local groundwater in the face of dwindling imported supplies.

However, Camrosa could experience a water shortage condition due to operational conditions or facility outages where local groundwater would be unavailable. In these shortage situations, Camrosa could use additional imported water supplies to meet customer demand. Most recently, Camrosa's Conejo wellfield was offline from mid-2019 through 2023 due to 1,2,3-Trichloropropane contamination and imported additional supplies from Calleguas while constructing appropriate treatment facilities needed to bring the wellfield back online.

Table 5-2 lists Camrosa's supply augmentation actions during a water shortage.

Table 5-2. Supply Augmentation and Other Actions

Shortage Level	Supply Augmentation Methods	Supply Volume
1-3	Maximize Pleasant Valley Basin production	500 AFY
1-3	Maximize Arryo Santa Rosa Valley Basin production	500 AFY
1-3	Maximize imported water purchases	1,500 AFY

5.3 Operational Changes

Several potential operational changes have been described in Section 5.2, including:

- Increase groundwater pumping
- Increase imported water deliveries

Other potential operational changes during a water shortage are related to demand management and may include improved customer billing and public outreach. Demand management measures are discussed in Chapter 9 of the 2025 UWMP.

5.4 Emergency Response Plan

5.4.1 Catastrophic Supply Interruption

Camrosa maintains an Emergency Response Plan, separate from the UWMP and WSCP, that outlines procedures necessary to respond to emergency disasters. The Emergency Response Plan was last updated in 2021 and the District is preparing an update in 2026. The purpose of the Emergency Response Plan is to:

- Minimize damaging effects of natural or man-made disasters on Camrosa's water production, water distribution, sewage collection and sewage treatment systems.
- Restore those systems to working order as quickly as possible in the event of disasters.
- Provide local, area, and state assistance where and when required during and after disasters as directed by the Ventura County Operational Area Emergency Operations Center.
- Implement training procedures by going through mock exercises to make certain all employees are well versed in their roles.

Pursuant to the federal Public Health Security and Bio-Terrorism Preparedness and Response Act of 2002, Camrosa Water District conducted a vulnerability assessment and submitted a certified copy of that assessment to the U.S. Environmental Protection Agency in June 2004. The confidential report identified known vulnerabilities and countermeasures and responses to be implemented to safeguard against this potential threat. This report was in response to an isolated request and has not been updated. Camrosa, however, continues to improve the security and surveillance of all its facilities.

Camrosa's emergency procedures are fully integrated with the Standard Emergency Management System to ensure effective multi-agency and multi-jurisdictional responses to emergencies. Internally, Camrosa uses the Incident Command System structure to provide a scalable, flexible response to emergencies.

The Incident Command System provides procedures for designation of an Incident Commander who is ultimately responsible for all operations, planning, logistics, finance and public interface associated with any given emergency. Employee recall lists are published and contact lists for emergency assistance from outside contractors, utility companies, and other agencies have been pre-prepared. The plan fully contemplates full and open cooperation with the public media and individual customers throughout any emergency condition.

In terms of facilities and equipment to meet catastrophic emergencies, nearly 16 million gallons of tank storage is available within the service area to provide immediate gravity-supplied water service in the event of a power outage. Camrosa has five portable diesel backup generators, four in the District Office yard and another semi-permanently positioned at the Conejo Wellfield. A permanent generator is attached to the Tierra Rejada Well, University Well, and Round Mountain Water Treatment Plant, and CWRF. Permanent generator installations are planned at Woodcreek Well and PV Well #2.. Camrosa is also planning to install permanent back up power and fuel storage for a week's worth of fuel at all their major facilities within the next five years.

District vehicles are equipped with emergency food and water supplies for extended deployment as well as a full set of system plans. An emergency response trailer is also equipped with supplies and equipment to manage emergency field operations. The water system's SCADA system is set up on an independent radio system with solar-powered instrumentation and radio transmission to maintain system monitoring independent of the electrical grid. Four of the District's five sewer lift stations have permanent generators on site; the fifth can siphon during electrical outages.

The District maintains sufficient reserves to fund most contemplated emergencies. Extensive replacement of infrastructure, in the most catastrophic circumstances, would require additional funding from sources that would need to be determined at the time of the emergency.

Table 5-3 summarizes actions in response to emergency conditions that might reasonably occur.

Table 5-3. Catastrophe Response Actions

Possible Catastrophe	Summary of Actions
Regional Power Outage	Evaluate need to initiate the Incident Command System Lock off large interruptible service meters Shift to fixed electrical generators Position portable electrical generators Evaluate need to implement water shortage contingency plan Notify customers
Earthquake, Flood, or Fire - Caused Catastrophic Damage to Camrosa's Water System	Evaluate need to initiate the Incident Command System Isolate damaged sections of system Lock off large interruptible service meters Fill system storage Shift to electrical generators as necessary Immediately close valves where needed to preserve existing water in storage Assess, and, if necessary, systematically recharge system Evaluate need to implement water shortage contingency plan
Interruption of Supply from Water Wholesaler	Evaluate need to initiate the Incident Command System Fill system storage Lock off large interruptible service meters Evaluate need to implement water shortage contingency plan

5.5 Seismic Risk Assessment and Mitigation Plan

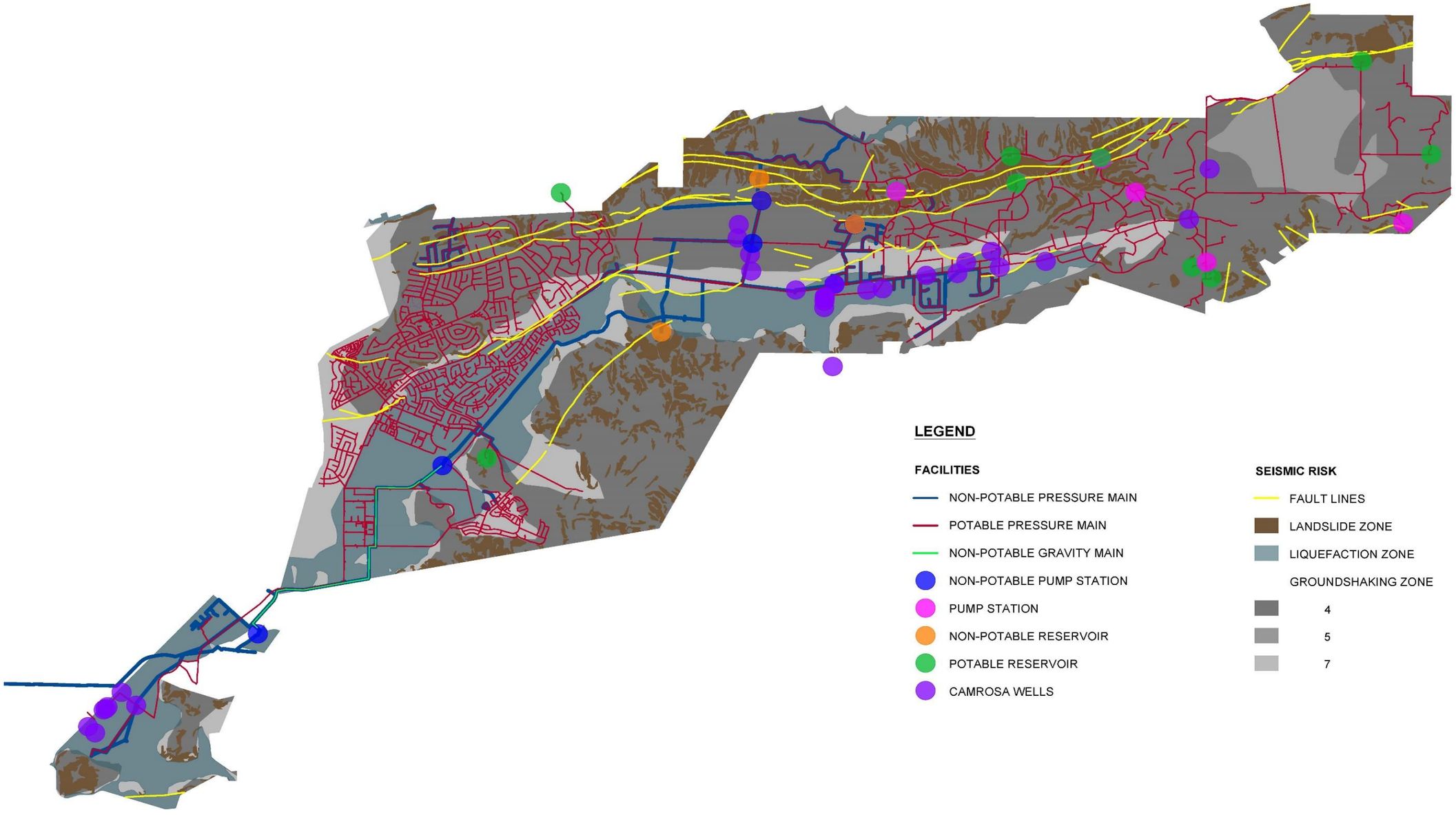
The potable water system includes groundwater wells, imported water turnouts, disinfection facilities, booster pump stations, storage tanks, pressure reducing stations, and pipelines. A table of all District facilities and their assessed seismic risk is provided in Table 5-4, and the locations of facilities and seismic hazards are identified in Figure 5-1. The specific facilities vary in importance, age, condition, quality of design/construction, and proximity to seismic faults. Each type of facility is generally vulnerable to varying issues. The following general discussion identifies specific vulnerabilities for each type of facility.

Table 5-4. Camrosa Facilities and Seismic Risk

Facility Name	Type	Year of Construction	Year Refurbished	Within 500' of Fault (Yes/No)	Landslide (Yes/No)	Liquefaction zone (Yes/No)	Ground Shaking Zone	Vulnerability
Yucca Dr	Pump Station-Nonpotable	N/A	N/A	Yes	No	No	4	Medium
Gerry Road	Pump Station-Nonpotable	N/A	N/A	Yes	No	No	7	Medium
Conejo Creek	Pump Station-Nonpotable	N/A	N/A	No	No	Yes	7	Medium
Rosita	Pump Station-Nonpotable	N/A	N/A	No	No	No	4	Low
SR Pumphouse	Pump Station-Nonpotable	N/A	N/A	No	No	Yes	7	Medium
Ponda	Pump Station-Nonpotable	N/A	N/A	No	No	Yes	7	Medium
Conejo Boosters PS4, 5, 6 & 7	Pump Station-Potable	N/A	N/A	No	No	Yes	7	Medium
Conejo Boosters PS1 & 2	Pump Station-Potable	N/A	N/A	No	No	Yes	7	Medium
PS 1	Pump Station-Potable	N/A	N/A	Yes	No	No	4	Medium
PS 2	Pump Station-Potable	N/A	N/A	No	No	No	4	Low
PS 3	Pump Station-Potable	N/A	N/A	Yes	Yes	No	4	High
PS 5	Pump Station-Potable	N/A	N/A	Yes	Yes	No	4	High
AG 1	Reservoir-Nonpotable	1991	N/A	No	No	Yes	7	Medium
1A	Reservoir-Nonpotable	1967	N/A	Yes	No	No	4	Medium
Yucca	Reservoir-Nonpotable	N/A	N/A	Yes	No	No	4	Medium
AG 3	Reservoir-Nonpotable	1991	N/A	Yes	No	No	4	Medium
AG 2	Reservoir-Nonpotable	1991	N/A	Yes	No	No	7	Medium
1B	Reservoir-Potable	1966	N/A	No	No	No	4	High
2A	Reservoir-Potable	1967	N/A	Yes	No	No	4	High
2B	Reservoir-Potable	1967	N/A	No	No	No	7	High
3A	Reservoir-Potable	1966	N/A	Yes	Yes	No	4	High
3B	Reservoir-Potable	1968	N/A	No	No	No	4	High
3C	Reservoir-Potable	1967	N/A	Yes	No	No	4	High
3D	Reservoir-Potable	1967	N/A	Yes	No	No	4	High
4A	Reservoir-Potable	1968	N/A	No	No	No	4	High
4B	Reservoir-Potable	1968	N/A	No	No	No	4	High
4C	Reservoir-Potable	1967	N/A	No	No	No	4	High
PV Well #2	Well	N/A	N/A	No	No	No	4	Low
CSUCI 4	Well	1987	2009	No	No	Yes	7	Medium
Tierra Rejada	Well	1996	N/A	No	No	No	4	Low

Facility Name	Type	Year of Construction	Year Refurbished	Within 500' of Fault (Yes/No)	Landslide (Yes/No)	Liquefaction zone (Yes/No)	Ground Shaking Zone	Vulnerability
Wildwood	Well	N/A	N/A	No	No	Yes	7	Medium
Santa Rosa 9	Well	1940	2008	No	No	Yes	7	Medium
Penny	Well	1962	2012	Yes	No	Yes	7	High
Santa Rosa 10	Well	1954	N/A	No	No	No	7	Low
Conejo 4	Well	1995	N/A	No	No	Yes	7	Medium
Conejo 3	Well	1991	1996	No	No	Yes	7	Medium
Santa Rosa 8	Well	1992	N/A	No	No	Yes	7	Medium
Conejo 2	Well	1930	1996	No	No	Yes	7	Medium
Santa Rosa 3	Well	N/A	2010	No	No	Yes	7	Medium
Woodcreek	Well	1980	1993, 2006	No	No	No	4	Low

Figure 5-1. Map of Camrosa Facilities and Seismic Risk Features



5.5.1 Groundwater Wells

The major vulnerability for groundwater wells is electrical power. Since the electrical grid is spread across large areas, portions of the grid commonly go dark after a seismic event. In this case, unless an emergency generator for that facility is available, the source of supply is lost until power can be restored. The Tierra Rejada, University Well, and the Round Mountain Water Treatment Plant have permanent backup generators on site. A permanent generator will be installed at PV Well #2. The District maintains five portable generators, as well, that can be moved to sites as necessary. Over the next five years the District also plans to install permanent backup generators at all its well sites and fuel storage to maintain a week's worth of fuel.

In severe seismic activity, it is possible for the well casing to break or become damaged. However, since the casing is entirely buried vertically, differential shaking is not generally an issue which reduces this threat. It is also possible for piping at the well to break, however, since the well itself is anchored into the ground and the piping is anchored in the ground, differential shaking is not generally an issue, which reduces the concern for pipe breaking.

5.5.2 Imported Water Turnouts

During a seismic activity, there is a risk to Calleguas's imported water system that provides supply to Camrosa. The imported water turnouts are vulnerable to structural damage to the housing structure, which can lead to damage to equipment or pipe connections. Calleguas has backup supplies and storage in the event of an imported water outage to continue to maintain reliable supply to its customers, including Camrosa. Camrosa also has multiple imported water turnouts to minimize impacts if a portion were damaged during seismic activity.

5.5.3 Disinfection Facilities

Since disinfection chemicals are required to be stored in chemical storage tanks at well sites, the tanks are at risk for chemical spills during a seismic event. However, all chemical storage tanks are required to install a containment basin to confine any potential chemical spills, which reduces the threat of any hazardous or toxic chemicals entering open drains or public areas. Another vulnerability of disinfection facilities is the loss of electricity, which is necessary to power the equipment to disinfect the water. Many of the well site already have permanent backup generators, and Camrosa plans to install this at all well sites in the future.

5.5.4 Pump Stations

Pump stations are vulnerable to structural damage to the housing structure, which can lead to damage to equipment or pipe connections. To prevent damage to pipe connections, Camrosa is provides flexible connections to pump stations, especially in liquefaction areas.

In a seismic event, the most significant threat is loss of power. In this case, pump stations would not have electricity to power the pumps to transport water to the distribution system. To meet immediate demands during a catastrophic emergency, nearly 16 million gallons of tank storage is available within the District to provide immediate gravity-supplied water service for most of the

District in the event of a power outage. Currently, the District maintains generators at five of its 12 pump stations - the Highland Pump Station, the hydropneumatics station at Reservoir 4C, Pump Station #1, Pump Station #2, and Pump Station #3. Over the next five years the District plans to install permanent backup power at all its pump stations and fuel storage to maintain a week's worth of fuel.

5.5.5 Storage Tanks

Camrosa's water storage tanks are vulnerable to loss of power, as power failure is common after a seismic event. A backup generator can provide electricity until electricity has been restored. However, storage tanks that deliver water via gravity can remain operational without power.

Additionally, there is a risk for structural damage to tanks and pipe connections. Depending on the magnitude of the seismic event, the severity of damage would vary, as minor structural damage would result in slight leakage that can be easily repaired. Significant structural damage can lead to heavy leakage, which may cause a loss of water storage. In severe seismic activity, catastrophic structural damage could cause leakage at the connection of piping and lead to water eroding the local hillside.

To prevent leakage, there should be some flexibility between piping and conduits near connection to steel tanks. Plan plans to complete a detailed tank seismic vulnerability assessment to identify any other design or construction vulnerabilities.

5.5.6 Pipelines

In a seismic event, Camrosa's underground pipes are the most vulnerable in liquefaction zones, as the seismic event can lead to ground failure and pipes collapsing. Another risk with pipeline collapse is the potential for potable water to be exposed to contamination from low distribution system pressures, which can result in a loss of water supply for the service area or "boil water" requirements. There is a risk for above ground pipes to break at connection points in a seismic event, but Camrosa constructs new pipelines or retrofits existing pipelines with flexible joint fittings or other methods to provide flexibility and connections to hard points.

6.0 Communication Protocols

During a water shortage, the District utilizes a communication protocol for each stage of the Water Shortage Contingency Plan to effectively inform the public of the voluntary or mandatory response actions. Table 6-1 below discusses the communication protocol for each stage:

Table 6-1. Communication Protocols

Stage	Response Action	Communication Protocol
1	Voluntary reduction to preserve water supplies	Mailers, bill inserts, public focus meeting, website information
2	Mandatory reduction to prevent property loss & protect health & safety of communication	Newspaper, radio, television, direct mail, public focus meeting, website information
3	Mandatory reduction to protect health and safety of community	Newspaper, radio, television, direct mail, public focus meeting, website information

7.0 Compliance and Enforcement

7.1 Penalties, Charges, Other Enforcement of Prohibitions

In the event of a Stage Three Water Emergency, Ordinance 40-26 contemplates that special rates, fees, and/or penalty fees, or even termination of services may be required to meet demand reductions necessary to preserve water supply. The violations and enforcement of prohibitions as defined in the ordinance are defined below:

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 12 months after the first violation notice, a second notice of violation will be issued and a fine of $100 shall be levied for the second violation.
3. **Third Violation**: A third violation within the following 12 months after the date of issuance of the second notice of violation will result in a third violation and a fine of $250.
4. **Fourth and Subsequent Violations**: A fourth violation within the following 12 months after the date of issuance of the third notice of violation will result in a fourth violation and a fine of $500. 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 $500 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. Ordinance 40-26 states that:

   - **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.
   - **Payment of Fines**: The Customer determined to be in violation of this Ordinance is responsible for the full payment of 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. Nonpayment of fines will be subject to the same remedies as non-payment of basic water service, in accordance with this Ordinance.

7.2 Appeals and Exceptions

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

8.0 Legal Authority

In a water supply shortage or water emergency, the District's Board have the authority to and will declare a water shortage emergency when conditions warrant and shall implement the applicable provisions of this WSCP. The Camrosa Water District Ordinance 40-26 (See Attachment A) establishes 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 therein, and in conformance with applicable federal, state and local statues, ordinances, regulations, and contracts. The District will coordinate with the City of Camarillo and the County of Ventura for the possible proclamation of local emergency.

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

9.0 Financial Consequences

Reductions in water demand during a water shortage, or due to compliance with CWC Chapter 3.3 prohibiting excessive water use, are expected to reduce District revenues. Camrosa prioritizes the use of local water resources first and relies on imported water to meet remaining demands. Local supplies have a lower cost per acre-foot compared to imported water, but local water supplies are also more energy intensive to operate than importing water. During a drought driven water shortage, imported water supply may be restricted and Camrosa would maximize local supply production. During this shortage condition, as the total volume of imported water declines, water costs fall, but the costs associated with energy and operations may increase.

Staffing also do not decline in times of drought. In fact, under the drought emergency of 2015, California water agencies were encouraged to increase conservation personnel and activities, including enforcement staff, which many agencies have outsourced. Camrosa did this by hiring a temporary employee and significantly increasing outreach expenditure.

Camrosa's long-term strategy is to increase self-reliance to withstand periods of imported water supply restrictions, in no small part to buffer Camrosa customers against penalties and other enforcement options to which water districts with less stable supplies are forced to turn. At some point, drought-driven resource scarcity affects any supply, but Camrosa's strategy is to extend the length of time before water restrictions and penalties are required.

The Camrosa Board has a slate of options to maintain financial stability in the event an emergency lasted more than one accounting period, including a rate stabilization fund. In the longer term, rates may be restructured to reflect increased costs and/or reduced water deliveries. In all cases, the Board will assess the financial impacts at the point that an emergency is declared and apply the appropriate measures to accommodate those impacts.

10.0 Monitoring and Reporting

The District meters all water production sources and customer water services. In the event of a water shortage emergency, metering would be the primary means to monitor whether reductions are being met. Production metering is automated, real-time, and measured to the nearest gallon. Given the volume of supply, the metering is converted to hundred-cubic-foot units for billing and acre feet for administrative analysis. Production metering would provide a broad measure of overall quantity of use in generalized zones. Customer service metering provides quantification of water use by customer. Meters are typically read monthly, but with the District's conversion to Automatic Meter Reading, daily readings for 95 percent of production meters are currently available.

Camrosa's procedures to assess the WSCP effectiveness and reporting during a WSCP shortage stage is described below:

1. Assess monthly conditions and prepare a summary of changes from the previous month, including changes in the supply portfolios and water use per sector.
2. Note previous month's demand reduction actions (Table 5-1) and supply augmentation actions (Table 5-2).
3. Prepare narrative and/or table relating reduction of water use (if any) to previous month's demand reduction actions. Prepare narrative and/or table relating increase in supply to previous month's supply augmentation actions.
4. Assess shortfall and effectiveness of each demand reduction and supply augmentation action. Revise savings effectiveness and/or supply augmentation volume as needed.
5. Prescribe additional demand reduction actions or supply augmentation actions to meet the shortage gap for inclusion in the WSCP. Newly prescribed actions are to be input on probationary status and noted as such. Prescribed actions are to be assessed in the next monthly monitoring report and either incorporated into the WSCP in the future or abandoned.

11.0 WSCP Refinement Procedures

The WSCP is to be used as an adaptive management plan to be refined as necessary to ensure effectiveness of the defined shortage response actions. The WSCP is used to provide guidance to the Board, staff, and the public by identifying response actions to allow for efficient management of any water shortage with predictability and accountability. The WSCP will be revised during the UWMP update cycle to incorporate updated and new information.

However, if revisions to the WSCP are warranted before the UWMP is updated, the WSCP will be updated outside of the UWMP update cycle. Section 0 describes Camrosa's procedures to monitoring and assess the effectiveness of the WSCP to determine if updates are needed outside the UWMP update cycle.

12.0 Special Water Feature Distinction

Water features that are not pools or spas are analyzed and defined separately from pools and spas since non-pool or non-spa water features may be able to use recycled water, whereas pools and spas must use potable water for health and safety consideration. Limitations to pools and spas may require different considerations compared to non-pool or non-spa water features. As listed in Table 5-1, there are specific demand reduction actions for swimming pools and spas separate from other decorative water features.

13.0 Plan Adoption, Submittal, and Availability

Camrosa adopted this WSCP with the 2025 UWMP. The Final 2025 UWMP and WSCP were formally adopted by the Board of Directors at a public meeting on June 23, 2026. The Draft 2025 WSCP and UWMP were made available for public review in June 2026 and a public hearing was held on June 23, 2026 at the Camrosa Board of Directors meeting.

Per Government Code 6066, the public hearing was noticed in a local newspaper for two consecutive weeks in June 2026, more than five days apart with the first notice more than fourteen days ahead of the public hearing. The hearing notices are included in Appendix D of the 2025 UWMP. In addition, Camrosa provided notice of the Draft UWMP and WSCP on social media sites to encourage public review. Camrosa maintained a copy of the Draft 2025 UWMP and WSCP in its office and on its website prior to the public hearing.

The Final 2025 UWMP and WSCP were formally adopted by the Board of Directors at a public meeting on June 23, 2026 following the public hearing. A copy of the Adoption Resolution is included as Attachment 2.

The Final 2025 UWMP and WSCP was submitted to DWR through the WUEData portal before the deadline of July 1, 2026. Within 30 days of adoption, a hard copy of Camrosa's Final 2025 UWMP and WSCP were sent to the California State Library and electronic copies were sent all cities and counties within the service area. This WSCP will be available to the public on the Camrosa website.

If Camrosa identifies the need to amend this WSCP, it will follow the same procedures for notification to cities, counties, and the public as used for the 2025 UWMP and for initial adoption of the WSCP.

References

Bondy Groundwater Consulting, Inc, INTERA. (2023). *Arroyo Santa Rosa Valley Basin Groundwater Sustainability Plan .*

DWR. (2025). *The State Water Project Draft Delivery Capability Report.*

Woodard & Curran. (2024). *Water Resources Planning Analysis.*

WSC. (2026). *Camrosa 2025 Urban Water Management Plan.*

Attachment A Ordinance 40-26

Rules and Regulations Governing the Provision of Water and Sanitary Services

A

CAMROSA WATER DISTRICT

BUILDING WATER SELF-RELIANCE

Ordinance 40-26

Rules and Regulations

Governing the Provision of

Water and Wastewater Services

Adopted:

April 14, 2026

ORDINANCE 40-26

An Ordinance of the Camrosa Water District

Repealing Ordinance 40-24

And Establishing Rules and Regulations

Governing the Provision of

Water and Wastewater Services

The Board of Directors of the Camrosa Water District do ordain as follows on pages 3 through 42, attached:

By Motion of Director Terry Foreman, Second by Director Tim Hoag, this ordinance is

ADOPTED, SIGNED, AND APPROVED this April 14, 2026.

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

ATTEST:

Norman Huff, Secretary
Board of Directors
CAMROSA WATER DISTRICT

Table of Contents

Camrosa Water District Rules and Regulations Governing Water and Wastewater Services

1. PURPOSE

The purpose of this ordinance is to establish the terms and conditions of Camrosa's Water and Wastewater 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, Wastewater, and Non-Potable Water Services 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 Wastewater Services by Camrosa Water District are 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

"Accessory Dwelling Unit (ADU)" is defined as a separate, self-contained residential unit located on the same property as a primary residence and has its own kitchen, bathroom, and sleeping area, and it may be attached to or detached from the primary residence.

"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.

"Functional Turf" shall mean a ground cover surface of turf located in a recreational use area or community space. Turf enclosed by fencing or other barriers to permanently preclude human access for recreation or assembly is not functional turf.

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

"Nonfunctional turf" shall mean any turf that is not functional turf, and includes turf located within street rights-of-way and parking lots.

"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.

“Primary Service” refers to the main residential unit on a property currently connected to Camrosa’s water services, which may include a single-family home, the main dwelling of a multi-family property, or other residential structures.

“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 that 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 theft” shall mean an action to divert, tamper, or reconnect water utility services, as defined in Section 498 of the Penal Code.

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 the 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 complete and submit an Application for Service and pay any deposit that may be required as defined in this Ordinance and/or the District’s *Schedule of Miscellaneous Fees and Charges* (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 classifications of water service included in this Ordinance, including classification-specific charges outlined in Section 4.2.

4.1.1 Water Service Requirements for Accessory Dwelling Unit (ADU)

The Camrosa Water District recognizes the growing demand for ADUs within its service area and is committed to ensuring efficient and equitable water service for all customers, including those with ADUs. Camrosa has established this policy to govern the addition of ADUs and to determine appropriate and equitable charges for water services. Water service for an ADU may be connected to the primary service on the account, or, at the property owner’s request and expense, connected to a new meter and account off of the existing Camrosa primary service line or as a new independent Camrosa service line, meter, and account.

4.1.1.1 Addition of ADUs

4.1.1.1.1 Permitting

All property owners within Camrosa's service area seeking to add an ADU must obtain the necessary permits and approvals from the local building department and comply with all applicable zoning and building codes.

4.1.1.1.2 Application for Service

All property owners within Camrosa's service area seeking to add an ADU must complete an Application for Service and pay the current ADU application fee as found in the District's *Schedule of Miscellaneous Fees and Charges*. At the time of application for service the property owner will indicate if they desire to connect the ADU to the primary service on the account, or, at the property owner's request and expense, connect to a new meter and account off of the existing Camrosa primary service line or as a new, independent and separate service line, meter, and account as described in Section 4.1.1.2.

4.1.1.1.3 District Evaluation

Prior to the issuance of an approval of the application for service, Camrosa will evaluate the suitability of the existing primary service's service line and meter size, for the proposed ADU (as allowed for in Section 4.1). If Camrosa finds the current primary service, including its service line and meter unsuitable for the proposed ADU, the property owner must, at their expense, upgrade them to a suitable size using District Standards and a District-approved contractor.

4.1.1.1.4 District Approval

Prior to the issuance of a certificate of occupancy for the ADU, property owners must provide documentation of the ADU's completion and compliance with local codes. Camrosa may verify the ADU's completion and its proper connection to the water service. Connections will be made in compliance with District Standards and local sanitation and plumbing codes.

4.1.1.2 Capital Improvement Fees for Water Service to ADUs

4.1.1.2.1 Shared Service

ADUs that share a primary water service meter with the main dwelling will not be subject to Capital Improvement fees.

4.1.1.2.2 Additional Meter Service

Property owners may, at their request and bearing all costs thereof, connect an ADU that shares the Camrosa primary water service line to the primary service meter, but has a separate water meter with a separate water services account. These new accounts will not be subject to Capital Improvement fees. Meter additions must be done using District Standards and a District-approved contractor.

4.1.1.2.3 New, Independent Service

Property owners may, at their request and bearing all cost thereof, connect an ADU to a new, independent water service with a separate Camrosa water service line, meter, and account. These new accounts will be subject to applicable Capital Improvement fees, as determined by the District's current fee schedule. New, independent service installations must be done using District Standards and a District-approved contractor.

4.1.1.3 Billing and Water Service Charges for ADUs

4.1.1.3.1 Shared Service

ADUs that share a primary water service meter with the main dwelling will be billed on one bill. There will be no change to the monthly meter service fees as they are billed as part of the primary service on the account. Water consumption by the ADU will register on the primary service meter along with usage from the primary residence and be billed based on the actual water use. Current monthly meter service fees and usage rates and tiers apply to the primary account.

4.1.1.3.2 Additional Meter Service

ADUs that share the Camrosa primary water service line to the primary service meter but have a separate water meter with a separate water services account will be billed separately and may have a separate account holder who meets the applicant requirements in Section 6. The ADU account will pay a separate monthly meter service fee based on the meter size and usage will be billed based on the actual water use as measured by the meter serving the ADU. Current base monthly meter service fees and usage rates and tiers apply to the ADU account.

4.1.1.3.3 New, Independent Service

ADUs that have an independent Camrosa water service line with a separate water meter and water services account will be billed separately and may have a separate account holder who meets the applicant requirements in Section 6. The ADU account will pay a separate monthly meter service fee and usage will be billed based on the actual water use as measured by the meter serving the ADU. Current base monthly meter service fees and usage rates and tiers apply to the ADU account.

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, the Property served must include a dwelling or other structure suitable for occupancy and meet all the General Requirements of Water Service. For purposes of the Policy on Discontinuation of Residential Domestic Water Service for Nonpayment (Section 6.10), Class I is considered "residential domestic" service and is subject to that policy.

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. For purposes of the Policy on Discontinuation of Residential

Domestic Water Service for Nonpayment (Section 6.10), Class II is considered "residential domestic" service and is subject to that policy.

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 Irrigation Service (Class V)

Municipal Irrigation Service (Class V) is intended for all general landscape irrigation needs where the primary use of water is to maintain large landscape areas such as parks, golf courses, common areas, medians, open spaces and similar areas. To be eligible for Municipal Irrigation Service, the Property served must meet all the General Requirements of Water Service and comply with all the water use restrictions contained herein. 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 served 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.

4.2.1.1.7 Residential Irrigation Service (Class VII)

Residential Irrigation Service (Class VII) is intended for all general landscape irrigation needs where the primary use of water is to maintain large landscape areas. To be eligible for Residential Irrigation Service, the Property served must meet all the General Requirements of Water Service, be in the designated area of availability, and comply with all the water use restrictions contained herein. 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 the District's *Schedule of Miscellaneous Fees and Charges*.

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 Local Agency Formation Commissions (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 nonavailability 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 the 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 ensure 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 landscaping. To qualify for this class, the Property must have 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 District's *Schedule of Miscellaneous Fees and Charges*; 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 Blended Ag (Class V)

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.

4.2.2.1.6 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.

4.2.2.2 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; (4) have available and agree to operate an approved Recycled Water facility in accordance with Camrosa's Recycled Water Manual and Ordinance 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 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 contained 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.

5.1.1 General Policy

Mandates and regulations determined by the State Water Resources Control Board (SWRCB) require water suppliers to enact and enforce a cross-connection control policy to protect the public water supply. The regulations of the Department of Public Health of the State, contained in the California Cross-Connection Control Policy Handbook, as well as current standards contained in the Uniform Plumbing Code, American Water Works Association Standard M14, the University of Southern California Foundation for Cross-Connection Control and Hydraulic Research Manual of Cross-Connection Control (10th ed. or later) are applicable for cross-connection control and backflow prevention in the District.

5.1.2 District Regulations for Cross-Connection Control and Backflow Prevention

No water service connection to any premises will be installed or maintained by the District unless the water supply is protected as required by State laws and these Rules and Regulations. Service of water to any premises shall be discontinued by the District if a backflow prevention assembly required by these Rules and Regulations is not installed, tested, and maintained, or if it is found that a backflow prevention assembly has been removed or bypassed, or if an unprotected cross-connection exists on the premises. Service will not be restored until such conditions or defects are corrected.

The customer's system should be readily accessible for inspection at all reasonable times to the District or authorized representatives of the District to determine whether cross-connections or other structural or sanitary hazards, including violations of these Rules and Regulations, exist. When a customer is contacted by the District or District's authorized representative to schedule a site inspection, an appointment must be made within the timeframe provided in the notice, unless good cause is provided. Any corrective action required must be completed within the timeframe provided in the non-compliance notice and at the customer's expense. If a re-inspection is requested, it must be scheduled within the timeframe provided in the notice. When a potential backflow condition, identified in the inspection, becomes known, the District may deny or immediately discontinue service to the premises by providing for a physical break in the service line until the customer has corrected the condition(s) in conformance with the State laws relating to plumbing and water supplies and the regulations adopted pursuant thereto and these Rules and Regulations.

All existing backflow prevention assemblies that do not meet the requirements in these Rules and Regulations but were approved devices for the purposes described in these Rules and Regulations this section, shall be excluded from the requirements of these Rules and Regulations so long as the District is assured that they will satisfactorily protect the utility system.

Whenever the existing device is moved from the present location or requires more than minimum maintenance (e.g., no replacement parts required) or when the District finds that

the maintenance constitutes a hazard to health, the unit shall be replaced by an approved backflow prevention assembly meeting the requirements of these Rules and Regulations.

5.1.3 When Backflow Prevention is Required

A backflow prevention is required under the following circumstances:

1. In the case of premises having an auxiliary water supply which is not or may not be of safe bacteriological or chemical quality and which is not acceptable as an additional source by the District, the public water system shall be protected against backflow from the premises (e.g., irrigation services).
2. In the case of premises on which any industrial fluid or any other objectionable substance is handled in such a fashion as to create an actual or potential hazard to the public water system, the public system shall be protected against backflow from the premises. This shall include the handling of process waters and waters originating from the utility system which have been subject to deterioration in quality.
3. In the case of premises having (1) a cross-connection that cannot be permanently corrected or controlled or (2) intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, making it impracticable or impossible to ascertain whether or not dangerous cross-connections exist, the public water system shall be protected against backflow from the premises.
4. In the case of premises having industrial or commercial facilities, the public water system shall be protected against backflow from the premises.

5.1.4 Acceptable Backflow Prevention Assemblies

The District will not accept any backflow prevention assembly for cross-connection protection other than an approved air gap separation or a reduced pressure principle backflow prevention assembly unless otherwise approved by the District. An exception will be the installation of an approved double detector check valve assembly on fire lines for sprinklered buildings or on private fire hydrant lines.

5.1.5 Reduced Pressure Principle Device (RP)

Commonly referred to as an RP or RPP, this device consists of two independently acting check valves, together with an automatically operating pressure differential relief valve located between the two check valves. The first check valve reduces the supply pressure at a predetermined amount so that during normal flow, and at cessation of normal flow, the pressure between the two check valves shall be lower than the supply pressure. If either check valve leaks, the relief valve will discharge to the atmosphere. This will maintain the pressure in the zone between the two check valves lower than the supply pressure. The unit also has two shut-off valves (one upstream and one downstream of the checks) and properly located test cocks for field testing.

5.1.6 Installation

An approved RP assembly, the same size as the water meter, shall be installed on the customer water line as close as practical to the meter (not to exceed 10 feet unless otherwise approved by the District). Unprotected outlets shall not be installed between the meter and the RP device. This unit shall be installed a minimum of 18 inches and not more than 36 inches above finish grade with a minimum of 12 inches of side clearance. The unit shall not be installed in an enclosed structure.

5.1.7 Approved RP Devices

Any backflow prevention assembly required herein shall be a model approved by the District. The term “Approved Backflow Prevention Assembly” shall mean an assembly that

has been manufactured in full conformance with the standards established by the American Water Works Association (AWWA) entitled AWWA C506-84 Standards for Reduced Pressure Principle and Double Check Valve Backflow Prevention Devices and has met completely the laboratory and field performance specifications as set forth in Chapter 10, Specifications of Backflow Prevention Assemblies, of the Manual of Cross-Connection Control (10th ed. or later) of the University of Southern California Foundation for Cross-Connection Control and Hydraulic Research (FCCCHR). Final approval shall be evidenced by a "Certificate of Approval" issued by an approved testing laboratory certifying full compliance with the said AWWA standards and FCCCHR specifications.

5.1.8 Testing

It shall be the duty of the customer at any premises where the backflow prevention assemblies are installed to have certified inspections and operational tests made at least once per year and completed test reports must be submitted to the District, or its designee. Where the District deems the potential hazard of backflow to be significant, certified inspections at more frequent intervals may be required. The inspections and tests shall be performed by a certified tester approved bythe AWWA. It shall be the duty of the District, or its designee, to see that the tests are performed in a timely manner. The assemblies shall be repaired, overhauled, or replaced at the expense of the customer whenever said assemblies are found to be defective. Records of such tests, repairs and overhaul shall be kept by the customer and made available to the District upon request.

5.1.9 Air Gap

An air gap is a physical separation between the free-flowing discharge end of a potable pipeline and an open or non-pressure receiving vessel. To have an acceptable air gap, the end of the discharge pipe has to be at least twice the diameter of the pipe above the topmost rim of the receiving vessel, but in no case can this distance be less than one inch.

5.1.10 Prohibitions of Cross-Connections

No physical connection shall hereafter exist or be installed, located, maintained, or operated between the water supply system of the District (including its appurtenant mains, pipes, fixtures, equipment, or appliances), and any other supply system or any wastewater or grading system, or any steam, gas, or chemical line, pipe, or conduit, or any device, boiler, tank, or container whereby any contamination or pollution or any dangerous, impure, unsanitary, or unpotable substance (solid, liquid, or gaseous, or any combination thereof) may now or hereafter be introduced to any portion of the water supply system of the District by backflow, back siphonage, or any other method, means, or cause whatsoever. Wherever a mechanical or other method or device (approved by the District) may be used for protecting the District's water supply system from any such source of contamination or pollution, any customer shall at the customer's own expense and subject to the final inspection and approval thereof by a person certified for such inspection and repair by the County of Ventura, install, maintain, and operate the same. Maintenance shall include inspections and operational tests once a year, or more often as required by the Engineer and/or County of Ventura. The District shall promulgate and, upon request, furnish copies to a customer a list of approved mechanical devices and information concerning the installation of said devices.

5.1.11 Disconnection Due to Cross-Connection Non-compliance

The District shall have the right to discontinue the supply of water to the Premises of a customer for a customer's failure to comply with, or the violation of, any of these Rules and Regulations relative to the inspection of a customer's Premises to ensure the protection of the District's water supply from cross-connections, backflow, or back-siphonage. A customer shall be entitled to reasonable (i) notice of the District's intent to discontinue service due to a customer's failure to comply with or violation of any of these Rules and Regulations, and (ii) opportunity to comply with and/or to cease any violation thereof. Such

notices are subject to charges as identified in the District's *Schedule of Miscellaneous Fees and Charges*.

No such notice or opportunity to comply with, or cease violating these Rules and Regulations are required where a customer's non-compliance or violation is creating or is likely to create water supply system conditions that are dangerous and detrimental to the public's health, safety, and welfare.

The District will only resume water services during normal business hours. All related charges must be paid prior to resuming water service.

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 that 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.

When it becomes necessary to shut off the water supply to the entire premises, the customer may use the customer hand valve within the meter box on the customer side of the meter, if one has been installed. Upon request, for emergency purposes, the District may, without charge, shut off its control valve on the inlet side of the meter with the understanding that the District will turn on the water after being notified that repairs have been made. The customer is prohibited from manipulating the District's control valve. Any damage to District equipment, such as meters and hydrants, caused either purposely or accidentally, 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, turf, 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 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. Reports of customers reselling water in violation of this provision shall be investigated. If the District finds the customer to be in violation, charges may be assessed in accordance with the District's *Schedule of Miscellaneous Fees and Charges*, and service may be subject to immediate termination.

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 Customer's 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

Except as provided elsewhere in this rule, no person, other than an authorized District employee, shall at any time or in any manner operate, or cause to be operated, any valve in or connected with a water main, service connection, or fire hydrant, or tamper or otherwise interfere with any water meter, detector check valve, or other part of the water system. No person shall deposit, or cause to be deposited, any substance or liquid in any water main or pipe of the District or do anything which might cause any water supplied or furnished by, or belonging to, the District to become polluted, or take water from any service without first securing permission from the District. In the event a person for any reason damages an angle meter valve or valve controlling a water supply, or damages a meter cover or its center piece, or causes any such act to be done, such person will be held liable for such damage. The District may notify a customer about tampering with the District property and charge the applicable fee for such notice as specified in the District's *Schedule of Miscellaneous Fees and Charges*. District may impose a fine, plus the cost of labor and materials to repair any damages, against any person found to be tampering with District property or engaged in the unauthorized operation of any part of the water system.

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 Theft of Water

Water theft is strictly prohibited. If the water theft is committed via meter tampering in violation of this section, it is punishable as follows:

1. **First violation:** One hundred thirty dollars ($130).
2. **Second violation** within one year: Seven hundred dollars ($700).
3. **Each additional violation** within one year: One thousand three hundred dollars ($1,300).

All other forms of water theft in violation of this ordinance are punishable as follows:

1. **First violation:** One thousand dollars ($1,000).
2. **Second violation** within one year: Two thousand dollars ($2,000).
3. **Each additional violation** within one year: Three thousand dollars ($3,000).

If the responsible party demonstrates payment of the full amount of the fine would impose an undue financial burden on the responsible party, a written request must be made to the District to request a hardship waiver to reduce the amount of the fine imposed for water theft. Such requests will be reviewed by the General Manager, or designee, and a response will be issued, in writing, within 30 days of receipt of the request. Any payment as a result of the waiver must be paid within 30 days, unless otherwise agreed upon in writing.

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 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 as described in 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: 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.

5.14.1 Nonfunctional Turf

Mandates and regulations determined by the State Water Resources Control Board (SWRCB) require water suppliers to enact and enforce a prohibition of irrigating nonfunctional turf with potable wateron commercial, industrial, and institutional properties, other than a cemetery, and on properties of homeowners' associations, common interest developments, and community service organizations or similar entities as of the following dates:

1. All properties owned by California Department of General Services, local governments, local or regional public agencies, and public water systems, except those specified in section 4 below, beginning January 1, 2027.
2. All other institutional properties and all commercial and industrial properties, beginning January 1, 2028.
3. All common areas of properties of homeowners' associations, common interest developments, and community service organizations or similar entities, beginning January 1, 2029.
4. All properties owned by local governments, local public agencies, and public water systems in a disadvantaged community, beginning January 1, 2031, or the date upon which a state funding source is made available to fund conversion of nonfunctional turf on these properties to climate-appropriate landscapes, whichever is later.

The use of potable water is not prohibited by this section to the extent necessary to ensure the health of trees and other perennial nonturf plantings, or to the extent necessary to address an immediate health and safety need.

Violation of this section may result in fines. Continued noncompliance 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 regarding the violation, the corrective action required, and the time frame provided to make necessary changes.
2. **Second Violation:** If the violation is not corrected within the time frame specified by the District, a second notice of violation will be issued and the time frame provided to make necessary changes, and a fine of one hundred dollars ($100.00) shall be levied for the second violation.
3. **Third Violation:** If the violation is not corrected within the time frame specified in the second violation, a third notice of violation will be issued and the time frame provided

to make necessary changes, and a fine of two hundred fifty dollars ($250.00) shall be levied for the third violation.

4. **Fourth and Subsequent Violations:** If the violation is not corrected within the time frame specified in the third notice, the fourth notice of violation will result in 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 5.22, 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.

5.15 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.

5.16 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.

5.17 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.

5.18 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.

5.19 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.

5.20 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.

5.21 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 5.22, 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.

5.22 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.

5.23 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 Wastewater Services, 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, after holding a public hearing in accordance with Proposition 218, the District's *Schedule of Rates for Water and Wastewater Services*. The *Schedule of Rates for Water and Wastewater Services* may cover a period not to exceed five (5) years. The *Schedule of Rates for Water and Wastewater 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 adjustments pursuant to the schedule shall be given not less than 30 days before the effective date of the adjustment.

Camrosa shall also establish, after holding a public hearing in accordance with Government Code 53756, the *Schedule of Miscellaneous Fees and Charges*. The *Schedule of Miscellaneous Fees and Charges* may cover a period not to exceed five (5) years.

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, the *Schedule of Rates for Water and Wastewater Services,* and the *Schedule of Miscellaneous Fees and Charges*. Failure to make timely payment may result in the installation of a flow restriction device, discontinuation of water service, or termination of service, upon notice, as may be required by law.

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

6.1 Application for Service

6.1.1 Residential Service

An application for residential water service, provided by the District, must be completed and signed by the Property Owner. The applicant must provide the following information:

1. Government-issued photo identification;
2. Date of birth;
3. Social Security Number; and
4. Verification that the applicant is the legal Property Owner.

Authorized Exception: With General Manager approval, and as specified in Section 6.10.7, a tenant may apply for water service if the Property Owner is the customer and has been issued a notice of intent to discontinue water service due to nonpayment. In this case, Tenant must comply with all requirements for service with the exception of being the property owner.

6.1.2 Commercial, Industrial, or Institutional Service

An application for Commercial, Industrial, or Institutional water service, provided by the District, must be completed and signed by the authorized company representative. The applicant must provide the following information:

1. Government-issued photo identification;
2. A current business license;
3. Business Tax ID Number; and
4. 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, all bills due are paid in full, and a new Property Owner has made an application for service, or the Property Owner provides verification that they are no longer the legal owner of the property. Applicant further agrees that their liability for the service (including monthly meter fees, regardless of usage) shall remain, until they provide verification that they are no longer the legal owner of the property.
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.

6.1.3 Agreement for Non-Potable Water Service

In addition to completing an Application for Water Service, customers receiving Non-Potable Water Service, as defined in Section 4.2.2, must complete an Agreement for Non-Potable Water Service. It is the Property Owner's responsibility to ensure any persons on their property comply with the terms of the Agreement and to post all required signage on the subject property. Any violations may cause the Non-Potable service to be immediately disconnected.

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 customer may request a deposit adjustment reducing the deposit to one (1) time the average bill during the

past twelve (12) months. Any credit resulting from the adjustment will be credited to the 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.

If a customer who has made a deposit fails to pay a delinquent bill or bills, together with all added penalties, the deposit shall be applied on the account and the service may be discontinued until such time as the deposit is restored to the amount provided herein after all delinquencies and charges are paid.

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. Refund checks will only be mailed for amounts over $10.00. Any refund less than $10.00 will be available for the customer to collect in the office. 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 Billing and Responsibility for Charges

Under ordinary conditions, each continuous service meter will be read monthly on approximately 28 to 35 days for one billing cycle to the next and a bill thereupon rendered, showing the period covered by the meter reading, or the amount of water used, and the total charge for the service rendered. Fire service meters may, at the option of the District, be read semi-annually or annually. However, monthly bills shall be rendered for the monthly fire service charge. Notice may be given by the District for large or unusual meter registration. The customer is responsible for paying for all water that passes through the meter.

Where the meter is found to be out of order, or when a meter reading cannot be obtained, the charge for water will be based, at the option of the District, on an estimated meter reading. Such estimates may be based on previous usage for the property or on the consumption as registered by a substituted new meter. Consideration may also be given to the average monthly consumption adjusted to seasonal demand for the current billing period. Consideration may also be given to volume of business, seasonal demand, and other factors that may assist in determining an equitable charge. When the meter is temporarily covered by building or other material, or when a mobile construction meter has been moved to a new location without the District's knowledge, so that it cannot be read, the charge for water will be based on estimated water usage. Such estimates may be based on previous usage for the property, and a bill or series of bills for the billing period will be rendered. Estimated water usage may be adjusted, if necessary, when the meter is first thereafter read.

The District may notify the customer of the inaccessibility of the meter and may charge the applicable fee for the notice as specified in the District's *Schedule of Miscellaneous Fees and Charges*.

When the water meter or water lines within a private easement are not accessible to the District due to locked gates, fences, livestock, dogs, or any other condition for more than 60 days, the District will, at its option:

1. Remove the meter and/or terminate service until the inaccessibility is eliminated. Notice of the District's intent to do so will be given to the customer after the first incident of inaccessibility.
2. If the water meter and/or the water lines within a private easement remain inaccessible

or their location inhibits or excludes District access, the water meter and/or water lines may be relocated at the determination of the District, and all relocation costs, including, but not limited to, materials and labor, will be billed to the customer.

All accounts will be designated as electronic delivery (paperless) unless the customer requests paper bills. If the paper bill is returned by the post office, the account will revert to paperless billing. Bill notifications will be sent to the Owner of the Property served at the email address designated on the account. The Property Owner shall be responsible for the payment of all District charges related to the subject property. A Property Owner's responsibility for District charges is not relieved by either the fact that the charges were incurred and paid by a person or entity other than the Property Owner or the fact that the services were instituted in the name of a person or entity other than the Property Owner. The current Property Owner shall be responsible for payment of all unpaid fees and charges not collected, or collectible, from any user or occupant on the parcel. The Property Owner will maintain responsibility of all bills for service until the property is sold or transferred to another Property Owner. Property Owners may make arrangements to send bill notifications or paper bills to a tenant or occupant of the property. No more than one (1) paper bill will be mailed per account.

6.5 Time and Manner of Payment

All bills and charges for Water and Wastewater Services 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 and addressed to the Customer reflected in the records of the District or having sent an email notification that the bill is ready to view. Payments may be made in person, by mail, by telephone, online, or by electronic transfer of funds to the District. Payment must be received before close of business of the delinquent specified on the bill. Postmark date will not be considered as receipt date.

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, or credit/debit card. A deposit amount equal to two (2) times the average bill may also be collected, and the No Check restriction may be continued indefinitely for Customers with an established pattern of multiple returned checks.

Any customer who elects for autopay but have had their payment declined more than once within a 12-month period may be removed from autopay.

6.6 Delinquent Fees and Charges

Monthly bills are considered delinquent when payment is not received in full for the billed amount by close of business of the delinquent 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 the District's *Schedule of Miscellaneous Fees and Charges*. 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 lawsuit 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.

6.7 Discontinuation of Non-Residential Service or Installation of Flow Restrictor for Nonpayment

For all other water services excluding residential domestic water service, including residential irrigation meters, 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 9:00 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 and an application for service may be required if one is not already on file. The District will only resume water services during normal business hours.

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 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.

The decision to install a flow restriction device or to disconnect a water service will be at the General Manager or authorized designee's discretion and dependent upon any relevant local or State mandates concerning such actions, available resources, and other pertinent considerations at the time. In the event a flow restriction device is to be installed, the customer will receive a 48-hour door hanger, subject to the *Schedule of Miscellaneous Fees and Charges*, prior to the installation. The flow restrictor will remain in place until the past-due balance is paid.

The Policy on Discontinuation of Residential Domestic Water Service or Installation of Flow Restrictor for Nonpayment can be found in Section 6.10.

6.8 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.

6.9 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 ensure that they reflect current costs.

6.10 Policy on Discontinuation of Residential Domestic Water Service or Installation of Flow Restrictor for Nonpayment

This Policy on Discontinuation and Flow Restriction of Residential Water Service for Nonpayment ("Policy"), required by state law with the passage of Senate Bill 998 (2018), applies to all District residential domestic water accounts (Classes I and II in Section 4.2.1); it does

not apply to accounts for nonresidential water service or for irrigation meters at residential parcels. See Section 6.7 for Discontinuation of Non-Residential Service or Installation of Flow Restrictor for Nonpayment.

6.10.1 Contact

District Customer Service can be reached at (805) 388-0226. Customers can also visit the District office Monday-Friday 9:00 A.M. to 4:00 P.M., except on District holidays.

6.10.2 Delinquency

As with bills for all water service, residential domestic water bills are due upon receipt and become delinquent when payment is not received in full for the billed amount by close of business of the delinquent date specified on the bill.

Delinquent balances for residential domestic water service are assessed late fees and accrue interest in accordance with Section 6.6.

Interest charges on delinquent bills will only be waived for customers who demonstrate a household income below 200 percent of the federal poverty level, as defined in Section 6.10.6, and will only be waived once every 12 months.

6.10.3 Discontinuation of Water Service for Nonpayment

If a bill is delinquent for at least sixty (60) days, the District may discontinue water service to the service address.

6.10.3.1 Written Notice to Customer

The District will provide a mailed notice, containing the following information, to the customer of record at least seven (7) business days before discontinuation:

a. The name and address of the customer
b. The amount of the delinquency
c. The date by which payment or payment arrangements must be made to avoid discontinuation of service
d. A description of the procedure to petition for bill review and appeal
e. A description of the procedure by which the customer may request an alternative payment arrangement as described in Section 6.10.3.6.

6.10.3.2 Written Notice to Occupants or Tenants

If the District furnishes water through a master meter, provides individually metered service to a single-family dwelling, multi-unit residential structure, mobile home park, or farm labor camp, and the property owner or manager is the customer of record, or if the customer of record's mailing address is not the same as the service address, the District shall send a notice to the occupants living at the service address at least ten (10) days before discontinuation of water service.

The notice shall be addressed to "Occupant," contain the information in Section 6.10.3.1, and inform the residential occupants that they have the right to become customers of the District without being required to pay the amount due on the delinquent account. Terms and conditions for occupants to become customers are provided in Section 6.10.7.

6.10.3.3 Notice by Telephone

The District shall make a reasonable, good faith effort to contact the customer of record or an adult person living at the service address in person or by telephone at least seven (7) business days before discontinuation of service. The District shall offer to provide a copy of this Policy and to discuss options to avert discontinuation of water service for nonpayment, including the possibility of an alternative payment arrangement.

6.10.3.4 Posting of Notice at Service Address (door hanger)

If the District is unable to contact the customer or an adult person living at the service address by telephone and the mailed notice is returned as undeliverable, the District shall make a good faith effort to leave a notice of imminent discontinuation of residential service and a copy of this Policy or instructions on how to obtain one in a conspicuous place at the service address. The notice and copy of this Policy or instructions on how to obtain one shall be left at the residence at least forty-eight (48) hours before discontinuation of service. The notice shall include the information in Section 6.10.3.1.

6.10.3.5 Circumstances Under Which Service Will Not be Discontinued

Per state law, exemptions from discontinuation of residential domestic water service due to nonpayment will be granted under the following circumstances:

1. During local, state, or national emergency, as defined and declared by the appropriate level of government, that provides for a moratorium on water shutoffs.
2. During an investigation by the District of a customer dispute or complaint.
3. During an appeal.
4. During the period of time in which a customer's payment is subject to a District-approved alternative payment arrangement and the customer remains in compliance with the approved payment arrangement.
5. Provided a customer meets all of the following special medical and financial conditions:
    a. The customer, or a tenant of the customer, submits to Camrosa the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the State Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.
    b. The customer demonstrates that he or she is financially unable to pay for residential service within Camrosa's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within Camrosa's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level.
    c. The customer is willing to enter into an alternative payment arrangement.

If the special medical and financial conditions described above are met, the District shall offer the customer an alternate payment arrangement.

6.10.3.6 Alternative Payment Arrangements

The General Manager or authorized designee may agree to terms with any customer that is unable to pay to continue water service, restart service, and/or avoid a disconnection fee. If the Customer fails to meet the agreed-upon terms of the alternate

payment plan, water service will be disconnected. 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. During alternative payment arrangements, water service may be limited, by the installation of a flow restriction device, to supplies adequate for human consumption, cooking, and sanitary purposes.

6.10.3.7 Requests

If a customer is unable to pay a bill during the normal payment period, the customer may request an alternative payment arrangement. Requests must be submitted at least 48 hours prior to the disconnection date. The District will review requests within seven (7) business days; water service will not be discontinued during this time.

6.10.3.8 Alternative Payment Schedule

If approved by the District, a customer may pay the unpaid balance pursuant to an alternative payment schedule as determined by the District's General Manager or authorized designee that will not exceed twelve (12) months. During the period of the alternative payment schedule, the customer must remain current on all water service charges accruing during any subsequent billing periods. The alternative payment schedule and amounts due shall be set forth in writing and provided to the customer for their required signature indicating agreement and adherence to the schedule.

6.10.3.9 Failure to Comply

The customer must comply with the agreed upon payment schedule and remain current as charges accrue in each subsequent billing period. The customer may not request another payment schedule for any subsequent unpaid charges while paying delinquent charges pursuant to a previously agreed upon schedule. If the customer fails to comply with the terms of the agreed upon schedule for sixty (60) days or more or fails to pay their current service charges for sixty (60) days or more, the District may discontinue water service to the customer's property.

6.10.3.10 Final Notice

The District will post a final notice of intent to disconnect service in a prominent and conspicuous location at the service address at least five (5) business days before discontinuation of service. The final notice will not entitle the customer to any investigation or review by the District.

6.10.3.11 Reductions/Waivers/Deferrals

All customers are eligible for one late fee waiver per calendar year.

6.10.3.12 Limits

Customers may only enter into one alternative payment arrangement at a time.

6.10.3.13 State of Emergency Exception

During a local, state, or national emergency, as defined and declared by the appropriate level of government, that provides for a moratorium on water shutoffs, failure to comply may result in water service being limited, by use of a flow restrictor or other measure, to supplies adequate for human consumption, cooking, and sanitary purposes.

6.10.3.14 Restoration of Service

Customers whose water service has been discontinued may contact the District by telephone or in person regarding restoration of service. Restoration shall be subject to:

1. payment of any past-due amounts, including applicable interest or penalties;
2. payment of any reconnection fees, subject to the limitations in Section 6.10.6, if applicable;

3. completion of an application for service, if one is not already on file; and
4. and payment of a security deposit, if required by the District. Payment must be made in cash, money order, debit card, or credit card. Check payments will not be accepted.

6.10.4 Installation of Flow Restrictors

At the discretion of the General Manager, flow restrictors may be used in circumstances that warrant continuation of water service at a limited flow rate. Flow restrictors limit the flow of water through a meter, maintaining customer access to water sufficient for health and sanitary uses while limiting the nonrevenue water loss due to customers who are not paying their bill. This section applies to all customer types and services.

6.10.4.1 Notice

Customers will be noticed by door hanger at the service address 48 hours prior to the installation of the flow restrictor.

6.10.4.2 Removal

The flow restrictor will be removed, and full service restored once the account has been brought current, an alternative payment arrangement has been agreed upon, or as determined by the General Manager or authorized designee.

6.10.5 Procedures to Contest or Appeal a Bill

6.10.5.1 Initiation

A customer may initiate a complaint or request an investigation regarding the amount of a bill within ten (10) days of receiving a disputed bill. For purposes of this Policy, a bill shall be deemed received by a customer five (5) days after mailing.

6.10.5.2 Review by District

A timely complaint or request for investigation shall be reviewed by a District manager, who shall provide a written determination to the customer. The review will include consideration of whether the customer may receive an alternative payment arrangement. The District may at its discretion review untimely complaints or requests for investigation.

6.10.5.3 Appeal

Any customer whose timely complaint or request for an investigation resulted in an adverse determination by the District may appeal the determination. A written notice of appeal must be received by the District within ten (10) business days of the District's mailing of its determination. Following receipt of a request for an appeal or review, a hearing date shall be promptly set before the General Manager or authorized designee. After evaluation of the evidence provided by the customer and the information on file with the District concerning the water charges in question, the General Manager or authorized designee shall render a decision as to the accuracy of the water charges set forth on the bill and shall provide the appealing customer with a brief written summary of the decision.

6.10.6 Reconnection Fee Limits and Waiver of Interest for Low-Income Customers

The District will deem a residential customer to have a household income below 200 percent of the federal poverty line if: (a) any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level. The District reserves the right to request documentation verifying the member of the household receives benefits at the property.

For residential customers who demonstrate to the District a household income below 200 percent of the federal poverty line, the District shall charge the standard rate for reconnection with the following limits:

1. Limit any reconnection fees during normal operating hours to fifty dollars ($50)
2. Limit any reconnection fees during non-operational hours to one hundred fifty dollars ($150).

The limits will only apply if the District's reconnection fees actually exceed these amounts. These limits are subject to an annual adjustment for changes in the Bureau of Labor Statistics' Consumer Price Index for All Urban Consumers (CPI-U) beginning January 1, 2021.

For residential customers who demonstrate to the District a household income below 200 percent of the federal poverty line request an interest waiver, the District shall waive interest charges on delinquent bills once every 12 months.

6.10.7 Procedures for Occupants or Tenants to Become Customers

6.10.7.1 Applicability

This section applies only when the property owner, landlord, manager, or operator of a residential service address is listed as the customer of record and has been issued a notice of intent to discontinue water service due to nonpayment.

6.10.7.2 Agreement to District Terms and Conditions of Service

The District shall make service available to the occupants if each occupant agrees to the terms and conditions of service and meets the requirements of the District's rules and regulations, including completing an application for service and meeting the deposit requirement. However, if at least one of the occupants is willing to assume responsibility for all subsequent charges, or if there is a physical means of discontinuing service to those occupants who do not meet the District's rules and requirements, then the District shall make service available to the occupants who do meet them.

6.10.7.3 Verification of Tenancy

To be eligible to become a customer without paying the amount due on the delinquent account, the occupant shall verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code, at the discretion of the District.

6.10.8 Other Remedies

In addition to discontinuation of water service, the District may pursue any other remedies available in law or equity for nonpayment of water service charges, including, but not limited to: securing delinquent amounts by filing liens on real property, filing a claim or legal action, or referring the unpaid amount to collections. In the event a legal action is decided in favor of the District, the District shall be entitled to the payment of all costs and expenses, including attorneys' fees and accumulated interest.

6.10.9 Discontinuation of Water Service for Other Customer Violations

The District reserves the right to discontinue water service for any violations per District ordinances, rules, or regulations other than nonpayment.

WASTEWATER SERVICE

7. WASTEWATER SERVICE GENERAL

The District protects the health, welfare and safety of the local residents by constructing, operating and maintaining a system of local wastewater and laterals, trunk wastewater 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 the provision of Wastewater Service 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 wastewater treatment or wastewater collection capacity;
2. A Regional Water Quality Control Board order prohibiting new wastewater 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 Wastewater Service Area

Camrosa Water District has facilities capable of providing Wastewater Service to approximately 50 percent of its Customers. The boundaries of the existing Wastewater 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 provides Wastewater Service to California State University Channel Islands and other adjacent Properties.

7.2 Demarcation of Wastewater 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 wastewater 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 wastewater 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 wastewater lateral. The District may assume liability only in instances when a backup in the District wastewater 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 wastewater, Customers are required to meet Camrosa's Ordinance 22 discharge regulations.

7.4 Eligibility for Wastewater Service

Connection to the District's wastewater 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 wastewater system is subject to regulation by the District.

7.4.1 Wastewater Service Requirements for Accessory Dwelling Unit (ADU)

The Camrosa Water District recognizes the growing demand for ADUs within its service area and is committed to ensuring efficient and equitable Wastewater Service for all customers within the Camrosa Wastewater Service Area, including those with ADUs. Camrosa has established this policy to govern the addition of ADUs and to determine appropriate and equitable charges for Wastewater Service. Wastewater Service for an ADU may be connected to the wastewater lateral of the primary service on the account, or, at the property owner's request and expense, connected to a new, independent wastewater lateral connected to Camrosa's wastewater main with a new separate account.

7.4.1.1 Addition of ADUs

7.4.1.1.1 Permitting

All property owners within Camrosa's service area seeking to add an ADU must obtain the necessary permits and approvals from the local building department and comply with all applicable zoning and building codes.

7.4.1.1.2 Application for Service

All property owners within Camrosa's service area seeking to add an ADU must complete an Application for Service and pay the current ADU application fee as found in the *District's Schedule of Miscellaneous Fees and Charges*. At the time of application for service the property owner will indicate if they desire to connect the ADU to the primary Wastewater Service lateral on the account, or, at the property owner's request and expense, connect to a new, independent wastewater lateral connected to Camrosa's wastewater main with a new separate account.

7.4.1.1.3 District Approval

Prior to the issuance of a certificate of occupancy for the ADU, property owners must provide documentation of the ADU's completion and compliance with local codes. Camrosa will verify the ADU's completion and its proper connection to the primary Wastewater Service's existing lateral. Connections will be made to the primary service's existing wastewater lateral in compliance with District Standards and local sanitation and plumbing codes.

7.4.1.2 Capital Improvement Fees for Wastewater Service to ADUs

7.4.1.2.1 Shared Service

ADUs that share a primary Wastewater Service lateral with the main dwelling will not be subject to applicable Capital Improvement fees.

7.4.1.2.2 New, Independent Service

Property owners may, at their request and bearing all cost thereof, connect an ADU to a new, independent Wastewater Service with a separate Wastewater Service lateral and account. These new accounts will be subject to applicable Capital Improvement fees, as determined by the current District's fee schedule. New, independent Wastewater Service lateral installations must be done using District Standards and a District-approved contractor.

7.4.1.3 Billing and Wastewater Service Charges for ADUs

7.4.1.3.1 Shared Service

ADUs that share a primary Wastewater Service lateral with the primary dwelling will be billed on one bill. The base monthly Wastewater Service charge will be increased by one (1) Equivalent Dwelling Unit (EDU) to account for the potential increase in wastewater discharge generated by the ADU. Current base monthly Wastewater Service charges per EDU apply.

7.4.1.3.2 New, Independent Service

ADUs that have a new, independent Wastewater Service lateral connected to the Camrosa wastewater main line with a separate Wastewater Service account will be billed separately and may have a separate account holder who meets the applicant requirements in Section 6. The ADU account will pay a separate base monthly wastewater charge. Current base monthly Wastewater Service charges per EDU apply.

7.5 Regulation of Wastewater 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 wastewater 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 the District's wastewater system. 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 wastewater 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 Wastewater 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, 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.

Attachment B Adoption Resolution

B

Resolution to be included following adoption.