

RULES AND REGULATIONS FOR THE CANEBRAKE COUNTY WATER DISTRICT

Revised September 14, 2024

AN ORDINANCE OF THE CANEBRAKE COUNTY WATER DISTRICT DEFINING AND ESTABLISHING THE POLICY AND THE RULES AND REGULATIONS OF THE DISTRICT RELATING TO THE OPERATION, MAINTENANCE AND USE OF THE FACILITIES FOR TRANSMISSION AND DISTRIBUTION OF WATER, AND THE CONDITIONS UPON WHICH THE DISTRICT WILL ACCEPT A CONNECTION AND THE USE THEREOF TO SAID FACILITIES.

WHEREAS, the Canebrake County Water District is organized under Division 12 of the Water Code of the State of California, and,

WHEREAS, the Canebrake County Water District has elected to acquire, construct and operate Facilities for the transmission and distribution of water, and,

WHEREAS, the Canebrake County Water District desires to provide Rules and Regulations for The operation and use of said facilities,

NOW THEREFORE BE IT ORDAINED BY THE BOARD OF DIRECTORS OF THE CANEBRAKE COUNTY WATER DISTRICT THAT THE FOLLOWING RULES AND REGULATIONS FOR THE OPERATION OF THE WATER SYSTEM BE ADOPTED:

1. PURPOSE AND RESPONSIBILITY OF DISTRICT

- a.) GENERAL PURPOSE. The Canebrake County Water District shall provide domestic potable water service for single family dwellings within the District for household use, including consumption by residents, guests, animals and fowl, as well as the watering of ornamental trees, shrubs, flowers and kitchen gardens.

- b.) NO GUARANTEE: The district does not assume responsibility for maintaining a constant amount of water pressure in any main. Pressure in the system may vary from place to place and from time to time depending on conditions of supply and rates of use. The District does not in any manner guarantee continuous delivery of water on demand nor does it assume any responsibility for damages which may occur due to the interruption of water delivery.

c.) **INTERRUPTION OF SERVICE.** The District may by necessity be required to shut off the flow of water in its system from time to time. Such stoppages will be held to the minimum and, except in emergencies, will not be done without prior notice to the customer, or customers, concerned. Customers who depend on District water for an uninterrupted supply are specifically cautioned to provide for adequate alternate emergency supplies.

d.) **PRORATION.** In case of emergency or necessity, the Board of Directors may prorate the water available in such manner as will assure an equitable supply to all consumers concerned.

e.) **PRIVATELY OWNED EQUIPMENT.** The District assumes no responsibility for the delivery of water through privately owned pipelines or systems nor does it assume any responsibility for damages resulting from the operation of such systems although they may receive water from the District's water distribution system.

f.) **REVENUES AND RESERVES.** Water service revenues are to be sufficient to pay for operations and maintenance of the District's water system. Adequate reserves are to be maintained for necessary capital expenditures.

g.) **AMENDMENTS.** The Board of Directors of the Canebrake County Water District may, at their discretion, amend, delete or add to these rules and regulations by resolution, adopted by 2/3 of the votes cast.

2. OPERATION OF THE WATER SYSTEM

a.) **INSTALLATION.** Transmission lines, reservoirs, tanks, treatment plants, where such facilities benefit the distribution area, shall be installed and maintained by the District.

b.) **MANAGEMENT AND CONTROL.** All reservoirs, tanks, pipelines, connections, valves, meters, gates, fences, chlorination stations and other property of this District are under the management and control of the General Manager, appointed by the Board of Directors, and no other person except the employees and officers of this District shall have any right to operate any part of the water distribution system. The General Manager shall be held responsible by the Board of Directors for the efficient operation of the system.

c.) **CONNECTIONS AND DISCONNECTIONS.** Connections and disconnections to

the distribution system and installation and removal of meters may not be made by any person except the employees and officers of the District and its contractors. No person except the employees and officers of the District or its contractors shall be permitted to turn on or turn off the water at any connection or valve on the District's water distribution system or to operate any device which will regulate the flow of water within the system.

d.) INSPECTION AND ACCESS. The officers and agents of the District shall have unrestricted access to any customer's property within the District's boundaries at reasonable hours to inspect the supply system, meters or ordinary measuring devices and to determine whether or not the customer is complying with the rules and regulations and ordinances of the District concerning the use of water.

3. WATER METERS

a.) LIMITATION. Only one meter per parcel shall be allowed or installed. The District reserves the right to determine the location of each meter. Water meters shall be installed by the District preferably adjacent to the existing District main. The District's Responsibility for delivery of water or maintenance of equipment shall end after the meter tail.

b.) MINIMUM SIZE OF METERS. Meters provided for domestic service shall be 5/8" x 3/4" standard meters.

c.) CHANGES IN REQUIREMENT. If an inspection of any premises should disclose that an additional demand has been placed upon an meter by the property owner or its tenant which would cause that meter to operate at a rate in excess of its rated capacity or which would cause operating pressures to fall below 10 PSI, the General Manager may direct that the installed meter and service pipe be replaced at the expense of the property owner. The failure or refusal of the property owner to deposit funds to cover such replacement may be cause for discontinuing water service until such fees are paid.

d.) APPLICATION. Water meters shall not be installed until an application has been filed with and approved by the District. Applications must be made on the form provided by the District and shall not be approved until payment of all fees and deposits which may be required by the District have been received by the District.

e.) PERMANANCE. The District shall not install temporary meters. Neither shall meters be removed and then replaced for the temporary absence of landowners or tenants nor for use on a seasonal basis.

f.) CHARGES FOR NEW METER. A fee of \$8,000 for a new water meter and new service where there is no pre-existing meter.

g.) NO FURTHER CHARGES. Once connection fees and meter installation fees have been paid and service has been established, no further connection and installation charges are made and the service is available to later occupants upon payment of proper charges.

h.) TRANSFER OF SERVICE. There is no charge for transfer. New owner is responsible for any outstanding balances from the previous owner.

i.) OWNERSHIP. All meters used in connection to the water distribution system of this District shall be furnished and installed by the District or its contractors. Payment of a meter installation charge by an applicant does not transfer ownership of a meter from the District to the applicant.

j.) RELOCATION. Meters generally may be moved at the request of the property owner from one place to another to serve the same property upon payment in advance of a minimum fee of \$500 plus any additional expenses as determined and approved by the Board.

k.) METER READINGS. All water meters shall be read by the District and the cost of the water used shall then be billed with payment due according to the following schedule:

<u>READING & BILLING DATES</u>	<u>PAYMENT DUE DATES</u>
February 28	April 15
April 30	June 15
June 30	August 15
August 31	October 15
October 31	December 15
December 31	February 15

An extra reading of meters will be made at the time meters are transferred, turned on or turned off.

l.) INTENTIONALLY LEFT BLANK.

4. COST OF WATER SERVICES

- a.) **MINIMUM MONTHLY CHARGE.** A minimum bi-monthly charge of \$80.00 shall be made for each active meter.
- b.) **METERED WATER.** In addition to the minimum bi-monthly charge above, the rate for water metered shall be as follows:

The first 5000 gallons used bi-monthly shall be charged at 1.9 cents per gallon. 5001 – 10,000 gallons will be charged at 4.5 cents per gallon. All usage over 10,000 gallons shall be charged at 6 (six cents) per gallon.

- c.) **OTHER CHARGES.** Invoices for charges other than regular normal bi-monthly water service will be prepared and mailed or presented to customers as soon as practicable after determination of the amount of such charges. Such “other charges” include but are not limited to:

1. Water service for periods of time less than that of the regular normal billing month.
2. Assessments for damages to District property.
3. Special charges for extra materials, labor, equipment charges and overhead.
4. Assessments, penalties or charges levied in accordance with the law and ordinances of this District.

5. PAYMENT OF WATER BILLS

- a.) **BI-MONTHLY BILLS.** District shall render bi-monthly bills for water service. Payment of these bills shall be due at the billing date, according to the schedule in the Section entitled “Meter Reading” above.
- b.) **HOLIDAYS.** Should the Payment Due Date fall on a Saturday, Sunday or holiday, the date is automatically extended to the next following working day.
- c.) **LATE PAYMENTS.** Those payments received after the Payment Due Date shall be subject to a 2% bi-monthly late payment charge on the unpaid balance.

d.) SHUT OFF WARNING. A notice containing a warning of a possible “shut-off” shall be mailed or delivered to any customers whose service account is still unpaid fifteen days after the Payment Due Date and shall indicate that payment of all amounts due must be paid by check or money order payable to Canebrake County Water District by the forty-fifth (45th) day after the Payment Due Date to avoid discontinuance of service.

e.) DISCONTINUANCE. Service shall be discontinued after bills for service remain unpaid forty-five (45) days after the Payment Due Date and shall not be restored until all amounts due and payable including penalties, if any, and a “turn-on” fee of five hundred dollars (\$500) has been received by the District.

Example: If a reading is taken February 28 payment is due on April 15. If bill is not paid 15 days after April 15 (i.e. May 1) a notice will be sent out that the customer has 45 days from the payment due date or water may be shut off on June 1.

f.) CREDIT TO ACCOUNTS. Credit for payments shall not be posted to a customer’s account until an acceptable check or money order has been received at the billing address set forth on the bi-monthly bill. Payments shall not be personally accepted by officials or employees of the District.

g.) PARTIAL PAYMENTS. Partial payments of delinquent accounts shall be accepted and credited to a customer’s account but shall not preclude discontinuance of service for such delinquency.

6. CUSTOMER RIGHTS AND RESPONSIBILITIES

a.) RIGHT TO PARTICIPATE. Any landowner within the District shall have the right to apply for water service in accordance with the By-Laws of the District and pursuant to the provisions of these Rules and Regulations.

b.) APPLICATION FOR SERVICE. Application for service must contain a property description of the to-be-served parcel and must tender payment of the fees and deposits, if any, required by the District.

c.) FINANCIAL RESPONSIBILITY. The owner of property to which the District delivers water is responsible for the payment of the charges made by the District for such delivered water. This responsibility of the owner (shall) remain his or hers, even though he or she has made arrangements with others to pay for water used on his or her property.

d.) CROSS CONNECTIONS AND BACKFLOW. No customer shall be permitted to

make any cross connections between a piping system containing District-supplied water and a piping system containing water from another source or to establish any condition in his or her pipeline system which would permit a backflow of water into the District's water system.

e.) **LIMITATION ON USE.** No customer may use water upon any property other than that described in his or her application for service except for incidental purposes.

f.) **WASTE.** No customer shall knowingly permit leaks or other waste of water.

g.) **LIMITATION TO DISTRICT.** No customer shall allow water supplied by the District to be used to serve properties outside the boundaries of the District without the prior written approval of the Board of Directors.

h.) **RESALE.** No customer may enter into an agreement to resell any portion of the water he or she receives from the District except upon the prior written approval of the Board of Directors.

i.) **SHUT-OFF VALVE.** It is recommended by the District that all customers install a shut-off valve outside the meter box at the beginning use of water in their system. No customer shall install any device within the meter box.

j.) **DAMAGE TO DISTRICT PROPERTY.** Each customer shall be held financially responsible for any damage to property of the District which is caused by the carelessness or neglect of the customer and his or her agents. Bills for damage will become due and payable upon receipt and delinquent 15 days after the due date stated in the notice. Service shall be discontinued if bills for damage are not paid within 30 days of the due date stated in the notice.

Damage to pipelines and other structures of the District during planting operations or construction work may be avoided if the owner or his agent will ascertain from the District the location of pipelines and other structures belonging to the District before work is started.

k.) **GROUND WIRES.** No customer shall connect electrical ground wire systems to water pipes. The materials used by the District are basically electrically non-conductive and do not provide adequate grounding. **ALL CUSTOMERS ARE ADVISED THAT THE USE OF SUCH GROUND WIRE CONNECTIONS IS POTENTIALLY UNSAFE.**

l.) **VOLUNTARY TURN OFF OF METERS.** A meter may be turned off at the request of the owner of the land whose property is served by the meter. A turn-on

charge of \$500 shall be made for any meter which has been previously turned off at the customer's request.

m.) EXCESS WATER USE. Customers are requested to notify Water Manager in advance of anticipated usage considerably exceeding their normal usage. Similarly customers discovering leaks on their property likely contributing to a large water loss should advise Water Manager.

7. TAMPERING WITH METERS

a.) OPERATIVE STATUTE. Section 499 of the Penal Code of the State of California reads as follows:

"499. Every person who, with intent to injure or defraud, connects or causes to be connected, any pipe, tube, or other instrument, with any main, service-pipe, conduit or flume, without the knowledge of the owner thereof, and with intent to evade payment therefore, and every person who, with intent to injure or defraud, injures or alters any water meter, water meter seal, service valve or other service connection, is guilty of a misdemeanor."

b.) DETERMINATION OF TAMPERING. Whenever the General Manager of this District has determined that any meter has been tampered with in such a manner that the meter has failed, and/or is failing, to register the consumption of water properly, he shall padlock the meter in the shut-off position. He shall not permit it to be opened for renewal of service until all outstanding water bills against the property being served by that meter have been paid and until the two additional charges described below have also been paid.

1) A charge of \$500 shall be made for servicing, adjusting and/or replacing meters which have been tampered with. This charge shall be collected before service is resumed.

2) In the event that it is determined a meter has been tampered with, the landowner shall be charged for the estimated quantity of water consumed since the last regularly scheduled meter reading by computing the average daily consumption of water for the six month period immediately preceding the date of the last regular reading, multiplied by the number of days between the date of last regular reading and the date of shut off for tampering. This charge shall be collected before service is resumed.

8. COMPLAINTS. Complaints by customers as to service shall not be entertained by the Board of Directors until such complaints first have been referred to the District's General Manager for consideration and action. Complaints which cannot be resolved by the District's General Manager shall be referred to a Board member or the Board of Directors, as appropriate.