

Ordinance Type	District Operations	Date Adopted	June 28, 2006
Ordinance Number & Title	17000 - Metered Services	Date Amended	February 1, 2020

17000.01 District Standards, Specifications, and Requirements

Metered services connected to the District water distribution system shall conform to District standards, specifications, and requirements.

17000.02 Ownership of Meters

The District shall retain title to all meters installed within the District. Payment by a Customer of connection fees, including installation fees, capital facilities fees, meter charges, tapping charges or any other fees or charges shall not transfer ownership of a meter from the District to the Customer.

17000.03 Service to Subsequent Customers

After connection and all other fees have been paid to establish water service to a Premise, the same class of service will be made available to subsequent Customers occupying that land without payment of further fees, except for additional fees for increased water use as provided in Section 14000.04 and/or deposits required for service and service charges, as provided elsewhere in this Code.

17000.04 Relocation of Service

Prior to inspection approval, all services must be at the specified grade, and located outside proposed driveways. Should a service require a change in grade or relocation outside a proposed driveway, a Change of Service fee or Service Relocation must be paid prior to final inspection approval. See District's Schedule of Rates, Fees, Charges, and Deposits for current fees.

With prior District approval, water meters may be moved at the request of the owner from one location to another location on the same parcel owned by the Customer upon payment of a deposit based on an estimate of time and material costs in an amount determined by the District.

17000.05 Service Turn-Off Requested by Customer

In non-emergency situations, upon receipt of two days' notice by the owner, either in writing, by phone, or in person, water service will be turned off and locked by the District without charge. All water charges up to and including the date of discontinuance must be paid before service will be turned off and locked.

17000.05.1 Request for Turn-Off Without Notice

Where notice is not given, the Owner will be required to pay for water service until two days after the District has actual knowledge that the Customer has vacated the Premises or otherwise discontinued water service.

17000.05.2 Reconnect Fee

Before service is restored, a reconnect fee will be required. See District's current Schedule of Rates, Fees, Charges, and Deposits.

17000.05.3 Request for Turn-Off by Landlord

A Landlord may not request a service turn-off on any occupied leased or rented dwelling unit where water charges are paid current, except for emergency turn-offs related to public health or safety or to prevent loss of life or property damage.

17000.06 Reading of Meters

Meters shall be read every other calendar month or at a frequency established by the District to permit the computation, preparation and mailing of bills as soon thereafter as practicable.

Meters also are read when ownership of a property transfers from one Customer to another, when water service is discontinued and then restored, when maintenance is required at the meter, or when the Customer has requested assistance with irrigation problems or locating leaks. When the District does not receive advance notice of a change of ownership and the meter is not read when ownership transfers, the District shall estimate water use based on the Customer's historical consumption.

17000.07 Adjustment for Meter Inaccuracies

17000.07.1 Failure of Meter to Register During Service

Should any meter in service fail to register during a billing period, a bill will be issued by the District for the estimated amount of water used during the period of the meter failure based on prior use under that account.

17000.07.2 Meter Testing

Initial Test: Prior to installation, each meter may be tested by the manufacturer or by the District.

Customer Request: A Customer may, giving not less than one week's notice, request the District to test the meter serving the Customer's Premises. The District will require the Customer to deposit the current fee to cover the cost of the test. See District's current Schedule of Rates, Fees, Charges, and Deposits.

The deposit will be returned if the meter is found to register more than three percent error. The Customer will be notified not less than two days in advance of the time and place of the test. The Customer shall have the right to be present or to be represented by a designated representative. A written report, giving the results of the test, will be given to the Customer within 14 days after completion of the test. When, upon

testing, a meter is found to be registering more than three percent higher than actual usage under conditions of normal operation, the District will repair or replace the meter and refund to the Customer the full amount of the overcharge based on estimation of corrected meter readings for the period not exceeding six months that the meter was in use by the Customer.

When, upon testing, a meter is found to be registering more than three percent lower than actual usage under conditions of normal operation, the District will repair or replace the meter. The Customer's deposit for testing will not be refunded. The District may issue a bill for the estimated amount of water used during the period of the meter failure based on prior use under that account.

17000.07.3 Upon written request from the Customer, the District will consider a one-time credit during a single billing period for excessive consumption due to leaks in a Customer's service line. The Customer's written request shall describe the leak situation, include date(s) of leak, and must affirm that the leak has been repaired. Credits are based on the property's historical consumption and shall be determined by the District on a case-by-case basis.

17000.08 Meter or Service Connection Downsizing or Upsizing

17000.08.1 Voluntary:

Customers may request the downsizing, but in no case smaller than one inch, or upsizing of their meter or service size. If the District approves a Customer's upsizing or downsizing request, the Customer shall pay for all costs of the conversion on a time and material basis. In addition, if a larger meter is desired, the Customer shall pay the difference between the current connection fee for the larger meter and the current connection fee for the existing meter size. The District will provide the Customer with a cost estimate. The Customer must pay the difference in connection fee and provide the District a deposit in the amount of the cost estimate for time and materials prior to the District starting work. If the change in water service requested would require a meter or service connection of a smaller size, no refund shall be due or payable for fees previously paid, including capital facilities fees.

17000.08.2 Involuntary:

Pursuant to Section 13000.02, if the size or water demand of the parcel(s) receiving water service does not qualify for the current size of meter or service connection, the District reserves the right to involuntarily decrease or increase the size of meter or service connection and backflow prevention assembly. The District will make every attempt to notify the Customer in advance and schedule the work at the Customer's convenience. However, if after thirty days following notice from the

District the Customer has not responded or taken action to correct the problem, the District will schedule and complete the work as stated in the notice and charge all costs and fees owing for the work to the Customer.

17000.09 Recommended Flows for District Meters

Customers are cautioned to control rates of flow of water through District meters. Customer-caused damage to a water meter is subject to a District charge to repair or replace a damaged meter. The District may terminate water service if a Customer fails to pay any charges for meter repair or replacement or to correct a continuing flow problem. Operation of a meter that flows in excess of the manufacturer’s recommendation can cause severe damage to operating parts. Rated capacities for meters used in the District are as follows:

Standard Meters

Maximum Rate per Meter Size (size in inches)	Maximum rate per meter* Gallons per Minute
1	50
1 1/2	100
2	160
3	350
4	1000
6	2000

Compound Meters

2	160
3	320
4	500
6	1000

* Maximum rates listed are for intermittent flow only. Maximum continuous flow rates are typically 50% of maximum intermittent flow rate but are specific by meter type and size.

17000.10 Damaging or Tampering with Meters

Whenever the District has determined that a water meter has been willfully damaged or tampered with in such a manner that the meter does not properly register the consumption of water, the meter shall be locked or removed and the water service terminated. The meter shall not be opened or reinstalled for service until all of the following charges have been paid:

- A. Outstanding water bills for the Premises being served by that meter;
- B. An unauthorized connection fee as set forth in the District’s current Schedule of Rates, Fees, Charges, and Deposits, if applicable;
- C. A charge for servicing, repairing, or replacing the meter equal to the District expense for time and materials;

- D. A meter installation fee in accordance with Section 12000.03; and
- E. A charge for estimated quantity of water consumed but not paid for since the last regular correct reading, which shall be determined on the basis of prior use under the Customer's account for the damaged or tampered meter.

17000.11 Angle Stop

Every service connection is equipped with an angle stop valve on the inlet side of the meter. The District's responsibility for maintenance terminates at the Customer's side of the water service meter box. The angle stops are for the exclusive use of the District in controlling use of the water through the service connection and/or meter. If the angle stop should be damaged or worn out through use by a Customer to an extent requiring replacement or repair, the District shall charge the Customer for such replacement and/or repair.

17000.12 Customer Responsibility

The District assumes no responsibility for maintenance and operation of the Customer's water system beyond the service connection. The Customer assumes all liability and responsibility of every kind to the end that the District shall be kept whole and harmless at all times of any claim resulting from matters involving quantities, quality, time or occasion of delivery, or any other phase of the maintenance, operation and service of the Customer's water system.

The District recommends for convenience and safety that the water system on the Customer's Premises be equipped with a wheel valve for the customer's use to isolate their water system and turn off their water supply. The wheel valve shall be placed at some known accessible location between the meter and the building.

17000.13 Service/Meter Enhancements

Any Customer desiring to make any improvements or changes requiring cutting, refitting, raising, lowering or relocating service connections shall make an application to the District. Upon approval of the application by the District, a deposit will be required prior to the work commencing. District personnel or approved contractors shall perform all work. Should the deposit be in excess of the actual cost, the difference shall be refunded. Should the cost exceed the deposit, the additional amount due will be payable in full to the District upon presentation of the bill.

17000.14 Minimum Pressure

The District ordinarily will provide a minimum of 20-psi residual pressure at the meter/service connection. When a Customer's Premises would be serviced at an expected minimum pressure of less than 20-psi, the District agrees to pay for, construct and maintain a booster pump facility and a reduced pressure principle backflow prevention device, per Section 10000.04 prior to or at the District's service of water to the Premises. Only District employees shall be permitted to operate booster pumping equipment and any unauthorized use of such equipment may be grounds for termination of water service.

17000.15 Maximum Pressure

Whenever the District provides pressure greater than 80-psi, the customer will install and maintain a pressure regulator controlling the pressure on their premises per the California State Plumbing Code.

Revision History:

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	
12/11/19	Ord. 19-01 revisions to comply with SB 998	Lisa Brown, Customer Service Manager