



ROWLAND WATER DISTRICT

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RULES AND REGULATIONS FOR POTABLE AND RECYCLED WATER SERVICE

**An informative guide of policies and procedures relating to
water service customers in our Service Area
These Rules & Regulations are subject to periodic revisions**

SECTION "A" DEFINITION OF TERMS

Whenever the following terms or pronouns are used herein, the intent and meaning shall be interpreted as follows:

- (a) District: Rowland Water District
- (b) County: County of Los Angeles
- (c) Manager: General Manager of Rowland Water District or the person who has been authorized by the Manager or by the Board of Directors of the District to act for the General Manager
- (d) Board: Board of Directors of Rowland Water District
- (e) Customer: Any person, firm, corporation, association or agency who uses or is entitled to use water from the District System

SECTION "B" MANDATORY RECYCLED WATER CONNECTION POLICY (Ordinance No. 0-8-2017)

The requirements of the District's Mandatory Recycled Water Connection Policy (Ordinance No. 0-8-2017) shall apply to existing customers of the District and to all applications for new water service to a Qualifying Property received by the District on or after September 15, 2004 (Effective Date) and shall be a condition and requirement for receiving water service from the District. A Recycled Water Plan Check/Inspection Fee in the amount of \$893.00 will be required on all new recycled water installations.

**SECTION “C”
APPLICATION FOR SERVICE**

The application is a request for service. Each prospective customer, whether an individual, firm, corporation, association or agency, must apply for the desired service and provide sufficient information to establish credit for the payment of the account and pay a non-refundable application fee.

The District requires proper identification of all applicants for new water service, residential, commercial, industrial and temporary. The applicant has the option of completing the application form in person at the District office, submitting the required information by mail, or completing an on-line application prior to the establishment of service.

The information required to identify the applicant must be provided on the service application form. The District requests this information to ensure the proper billing and collection of the account.

APPLICATION FEE

Every applicant for a water service account at a retail connection shall complete an application for water service on a form provided by the District and shall pay a non-refundable application fee of \$60.00 to defray the cost of processing the application and turning the service on at the meter.

SERVICE AGREEMENT

Every applicant for new water service requiring an extension of the District’s water supply system or establishment of a new water service, to property which has not been previously receiving water service from the District, shall be required to enter into an Agreement for the installation of Water System and Service of Water (“Service Agreement”) in a form provided by the District. The Service Agreement shall provide for the applicant to pay all engineering costs incurred by the District for the preparation of plans and specifications and for construction, supervision, and testing of the water facilities. The Service Agreement shall provide that the applicant must deposit, in advance, an amount of money based upon the estimated cost of engineering services and construction costs prior to commencement of the design and award of the construction contract, respectively. The Service Agreement shall provide that the applicant shall dedicate to the District, such fee parcels, easements, and other interests in the land as may be necessary for the water facilities to serve the property. The Service Agreement shall also provide for the payment of the Meter Installation Fee, the Potable Water Capacity Fee and the Acreage Supply Charge as set forth herein.

OWNERSHIP OF SERVICE

All pipes, fittings, meters, meter boxes and other materials and equipment installed by the District to establish a service connection shall at all times be the property of and remain vested in the District. The applicant shall have no ownership interest or title thereto.

No service connection will be installed at any place on said system for or on behalf of any applicant who has any outstanding or delinquent debt owed to the District for any previous water service until all such unpaid indebtedness has first been fully paid and discharged.

TEMPORARY SERVICE

Any applicant desiring a temporary service from a public fire hydrant shall specify in the application the location of the public hydrant or public hydrants from which service is desired. The District does not provide temporary service through privately-owned fire hydrants. The **District will**, when such an application has been accepted, connect the meter to a hydrant as near as possible to the requested location. The applicant shall pay the refundable deposit, which is shown on the table set forth below, for each temporary service location. The amount of the required deposit and/or water rate may be adjusted by Board action from time to time. The monthly rental fee for the construction meter is set forth below. Upon discontinuance of service, provided the meter has been recovered by the District in acceptable condition, the deposit will be applied to any unpaid charges due the District and the balance, if any, will be refunded to the applicant. If the meter is damaged or missing, the deposit shall be applied first to the cost of repairing or replacing the meter, and second to any unpaid charges. The customer will be responsible for any shortfall between the amount due and the deposit. Any balance of the deposit remaining after deduction of costs and unpaid charges will be refunded to the customer.

Water delivered through a temporary water service shall be charged the rates, by zone, as shown on the "Construction Potable/Recycled Water Rate" table below. A non-refundable administration fee will be charged in addition to the deposit. The application fee shall cover the initial installation and the removal of the meter. Any requests to relocate the meter to another location will be charged an additional cost per hour. The foregoing fees are shown on the "Construction Meter Fee Schedule" below.

CONSTRUCTION METER FEE SCHEDULE*

Effective Date	1/1/2022	1/1/2023	1/1/2024	1/1/2025	1/1/2026
Refundable Construction Meter Deposit	\$3,165.00	\$3,259.00	\$3,357.00	\$3,458.00	\$3,562.00
Administration Fee-Construction Meter	\$213.00	\$220.00	\$226.00	\$233.00	\$240.00
Monthly Rental Fee Construction Meter	\$65.00	\$67.00	\$69.00	\$71.00	\$73.00
Relocate Construction Meter (cost per hour)	\$96.00	\$99.00	\$102.00	\$105.00	\$108.00

*The amount of the required deposit and/or water rate may be adjusted by Board action from time to time.

CONSTRUCTION POTABLE/RECYCLED WATER RATE (\$/HCF)

Effective Date	1/1/2022	1/1/2023	1/1/2024	1/1/2025	1/1/2026
Construction Rate-Potable					
Zone 1	\$5.85	\$6.12	\$6.17	\$6.27	\$6.18
Zone 2	\$6.00	\$6.28	\$6.33	\$6.44	\$6.36
Zone 3	\$6.14	\$6.42	\$6.48	\$6.59	\$6.52
Zone 4	\$6.48	\$6.78	\$6.85	\$6.98	\$6.92
Zone 5	\$6.68	\$6.99	\$7.07	\$7.21	\$7.16
Zone 6	\$6.95	\$7.27	\$7.36	\$7.51	\$7.47
Construction Rate-Recycled	\$4.26	\$4.25	\$4.25	\$4.25	\$4.25

ESTABLISHMENT OF CREDIT

At the time the service application form is submitted, the District will evaluate the applicant’s credit-worthiness to determine if the District will require a deposit from the applicant to secure the payment of any future charges owed to the District. An applicant’s credit will be considered impaired in the following circumstances and a refundable deposit will be charged in addition to the non-refundable application fee.

- (a) The applicant and/or co-applicant has no prior credit history or a poor credit history in any of the three major credit reporting agency databases (EXPERIAN, TRANS UNION and EQUIFAX);

- (b) The District has received information from the CUE (California Utilities Exchange) database that the applicant has an unpaid final bill with another utility company or the applicant has an unpaid final bill with the Rowland Water District at a prior service address;
- (c) The applicant refuses to furnish information necessary to identify the applicant and verify the applicant's credit-worthiness;
- (d) The District is not able to positively identify the applicant from the information submitted on the service application.

In the event that credit-worthiness is established at the time of the service application request, no deposit will be required to establish service. However, the District may require a deposit as a condition of continuing water service to an existing customer if the customer becomes delinquent in payment of District charges. The customer will be notified if and when a deposit is required to maintain service with the District.

Any of the following circumstances constitutes a delinquency requiring a deposit in order to continue service at the customer's property:

- (1) Any customer who has incurred any of the following charges for delinquent payment:
 - (a) One 10-day service termination notice (door hanger);
 - (b) Two (2) delinquent late charges in any one calendar year;
 - (c) Three (3) delinquent late charges since the inception of the customer's account.
- (2) The customer's service has been shut off at any time for the non-payment of the account's bill.
- (3) The customer has issued the District a payment, which has been returned unpaid.

Any customer, who has opened multiple accounts in their name, may be required to make a deposit for each account or service address, if the payment history in any of the accounts reflects a delinquency as defined above.

DEPOSITS

Where an applicant or District customer is required to make a refundable deposit to secure the payment of future charges for service or for the re-establishment of service, the amount shall be determined as follows:

New Service Applicants:

The *standard deposit amount* will be calculated and adjusted annually, based on the average total bill for customers who have the same size meter and who are also in the same water rate category multiplied by 2.5. Every new service applicant shall pay a non-refundable application fee of \$60.00. The District requires proper identification of all new service applicants. Any new service applicant unable to provide proper photo identification will be charged the *standard deposit amount* which will be held by the District until such time as proper identification is presented to the District, or until such account is closed. In each instance, this deposit will be refunded to the customer, without interest, after the deduction of any unpaid charges to the District. Acceptable forms of photo identification include an identification card issued by the Department of Motor Vehicles, a Driver's License, Passport, or Lawful Permanent Residency Card ("Green Card").

Existing Customers:

The deposit amount will be calculated based on the average total bill of that particular customer for at least three (3) billing periods, and no more than twelve (12) billing periods multiplied by 2.5. If this information is not available, the deposit calculation for new service applicants will be used. Any customer whose credit status has changed with the District will be properly notified and billed for the deposit amount.

In the event that a customer who has already paid a deposit as a new service applicant becomes delinquent as defined in the paragraph entitled "Establishment of Credit", subparagraphs (1) through (3), the District will re-evaluate the amount of the deposit necessary to secure the account. If the deposit amount determined based upon the customer's average total billing for water charges is greater, the amount of the deposit will be adjusted accordingly. As a condition of continued water service, the customer will be required to increase the amount deposited with the District, as well as pay all delinquent charges and other fees.

In the event a customer's account is terminated for non-payment, the District may apply any deposit held for that customer to any outstanding charges and penalties for that customer at the time service is terminated. If the customer closes an account, the District shall apply the customer's deposit to the final billing and refund any balance remaining, without interest, to the customer.

District will monitor the payment history of each customer for which a security deposit is being held by the District. If the customer's account is free of any late payment penalties, termination notices or returned payments for a period of twelve (12) consecutive months since the security deposit was given, the District shall refund the deposit to the customer, in full, by applying the deposit to the customer's account.

CHANGE IN SERVICE

(a) Any customer desiring a smaller or larger service connection shall make application for the size desired in the manner heretofore described for a new service. In the case of an application for a smaller service connection than what exists, the customer must sign an acknowledgment that the smaller connection complies with any applicable flow requirements for fire or other purposes and that Rowland Water District is not responsible for compliance with any such requirements and customer may not bring and waives any and all claims against Rowland Water District related to such. Customer must obtain consent from the respective land use authority (such as a city or the county) in accordance with "Agreement to Downsize Water Meter" entered into between customer and Rowland Water District.

(b) Service will be discontinued upon request of the applicant. Payment of all charges in full to the date of discontinuance will be due upon termination of service.

SEPARATE SERVICES

(a) No service connection will be made for the purpose of supplying two or more parcels through a common service even though the parcels may be in the same ownership. When a parcel is divided into two or more lots, separate service connections must be established for each lot to which service is provided.

(b) No master meters are allowed or will be authorized for a multi-user development, which includes Commercial and Multi-Family. All tenants or owners receiving water service in any individual apartment, condominium, townhome, or other unit or a multi-unit Commercial or Multi-Family development shall have a separate meter for each such unit.

(c) Apartments, duplexes, townhomes, condominiums and mobile home parks are classified as "Multi-Family" and are billed at the District's established rates for such services.

(d) Accessory Dwelling Unit (ADU). Connection fees and capacity charges apply to newly constructed, attached or detached, ADU space when: more than 150 square feet is added to a home, the unit is not part of an existing home or structure on the property, or the ADU is contained within an unpermitted structure. To ensure compliance with applicable law, the District shall provide water service to Accessory Dwelling Units (ADUs) within its jurisdiction in accordance with the District's "Policy Regarding Water Service to be Provided to Accessory Dwelling Units".

(e) Violation of this section shall be cause for discontinuation of service through the service connection upon thirty (30) days written notice to the original applicant to correct the violation.

SECTION “D”

RATE SCHEDULES

Rates (subject to change) -- The following rates are hereby fixed and established and shall be collected by and through monthly billings for water furnished through meters by the District:

For domestic, commercial and industrial water services:

WATER RATES AND FEES

1. Potable and Recycled Water Rates (excluding Construction/Temporary and Fire Service):

There is a commodity rate charged for each unit of water (one hundred cubic feet “hcf”) supplied by the District, for potable and recycled water, which includes a charge for pumping costs, varying according to the zones of elevation within the District.

A. Single Family Residential Inclining Block Rates: The commodity rates for the single family residential class of service shall vary according to the amount of water delivered in a billing period with the initial quantity of water charged at a lower rate, (inclining block rate) to encourage conservation and discourage waste of potable water supplies.

Pressure Zone	Usage in hcf	Rate Effective 1/1/22	Rate Effective 1/1/23	Rate Effective 1/1/24	Rate Effective 1/1/25	Rate Effective 1/1/26
Zone 1	1–8/hcf	\$3.18/hcf	\$3.31/hcf	\$3.41/hcf	\$3.51/hcf	\$3.62/hcf
	9–15/hcf	\$3.59/hcf	\$3.73/hcf	\$3.84/hcf	\$3.96/hcf	\$4.08/hcf
	16+ hcf	\$4.66/hcf	\$4.84/hcf	\$4.99/hcf	\$5.14/hcf	\$5.29/hcf
Zone 2	1–8/hcf	\$3.34/hcf	\$3.47/hcf	\$3.57/hcf	\$3.68/hcf	\$3.80/hcf
	9–15/hcf	\$3.74/hcf	\$3.89/hcf	\$4.01/hcf	\$4.13/hcf	\$4.25/hcf
	16+ hcf	\$4.81/hcf	\$5.00/hcf	\$5.15/hcf	\$5.31/hcf	\$5.47/hcf
Zone 3	1–8/hcf	\$3.47/hcf	\$3.61/hcf	\$3.72/hcf	\$3.84/hcf	\$3.96/hcf
	9–15/hcf	\$3.88/hcf	\$4.03/hcf	\$4.16/hcf	\$4.28/hcf	\$4.42/hcf
	16+ hcf	\$4.95/hcf	\$5.15/hcf	\$5.30/hcf	\$5.47/hcf	\$5.63/hcf
Zone 4	1–8/hcf	\$3.82/hcf	\$3.97/hcf	\$4.10/hcf	\$4.23/hcf	\$4.36/hcf
	9–15/hcf	\$4.22/hcf	\$4.39/hcf	\$4.53/hcf	\$4.67/hcf	\$4.82/hcf
	16+ hcf	\$5.29/hcf	\$5.50/hcf	\$5.68/hcf	\$5.85/hcf	\$6.04/hcf
Zone 5	1–8/hcf	\$4.02/hcf	\$4.18/hcf	\$4.31/hcf	\$4.45/hcf	\$4.60/hcf
	9–15/hcf	\$4.42/hcf	\$4.60/hcf	\$4.75/hcf	\$4.90/hcf	\$5.05/hcf
	16+ hcf	\$5.49/hcf	\$5.71/hcf	\$5.89/hcf	\$6.08/hcf	\$6.27/hcf
Zone 6	1–8/hcf	\$4.29/hcf	\$4.46/hcf	\$4.61/hcf	\$4.76/hcf	\$4.91/hcf
	9–15/hcf	\$4.69/hcf	\$4.88/hcf	\$5.04/hcf	\$5.20/hcf	\$5.37/hcf
	16+ hcf	\$5.76/hcf	\$5.99/hcf	\$6.19/hcf	\$6.38/hcf	\$6.59/hcf

B. Potable Rates for Commercial and Multi-Family: There shall be a uniform charge per one hundred cubic feet (hcf) plus a pumping charge covering the energy cost to pump water to each zone elevation over Zone 1. 1 hcf = 100 cubic feet or 748 gallons.

Pressure Zone	Rate Effective 1/1/22	Rate Effective 1/1/23	Rate Effective 1/1/24	Rate Effective 1/1/25	Rate Effective 1/1/26
Zone 1	\$3.60/hcf	\$3.74/hcf	\$3.85/hcf	\$3.97/hcf	\$4.09/hcf
Zone 2	\$3.75/hcf	\$3.90/hcf	\$4.02/hcf	\$4.14/hcf	\$4.27/hcf
Zone 3	\$3.89/hcf	\$4.04/hcf	\$4.17/hcf	\$4.30/hcf	\$4.43/hcf
Zone 4	\$4.23/hcf	\$4.40/hcf	\$4.54/hcf	\$4.68/hcf	\$4.83/hcf
Zone 5	\$4.43/hcf	\$4.61/hcf	\$4.76/hcf	\$4.91/hcf	\$5.07/hcf
Zone 6	\$4.70/hcf	\$4.89/hcf	\$5.05/hcf	\$5.21/hcf	\$5.38/hcf

C. Recycled Water Rates: There shall be a uniform charge per one hundred cubic feet (hcf). 1 hcf = 100 cubic feet or 748 gallons.

Rate Effective 1/1/22	Rate Effective 1/1/23	Rate Effective 1/1/24	Rate Effective 1/1/25	Rate Effective 1/1/26
\$2.39/hcf	\$2.51/hcf	\$2.63/hcf	\$2.77/hcf	\$2.90/hcf

D. Construction Potable/Recycled Water Rates:

	Effective 1/1/22	Effective 1/1/23	Effective 1/1/24	Effective 1/1/25	Effective 1/1/26
Construction Rate-Potable					
Zone 1	\$5.85	\$6.12	\$6.17	\$6.27	\$6.18
Zone 2	\$6.00	\$6.28	\$6.33	\$6.44	\$6.36
Zone 3	\$6.14	\$6.42	\$6.48	\$6.59	\$6.52
Zone 4	\$6.48	\$6.78	\$6.85	\$6.98	\$6.92
Zone 5	\$6.68	\$6.99	\$7.07	\$7.21	\$7.16
Zone 6	\$6.95	\$7.27	\$7.36	\$7.51	\$7.47
Construction Rate-Recycled	\$4.26	\$4.25	\$4.25	\$4.25	\$4.25

2. Potable/Recycled Water Service Charge for all Customer Classes

In addition to the commodity rate, there is a monthly service charge for each retail water meter for potable and recycled water service, which is based upon the size of the meter. This is a fixed amount which yields revenues to provide for the general overhead and other fixed costs of the District's operations.

Meter Size	Monthly Rate Effective 1/1/22	Monthly Rate Effective 1/1/23	Monthly Rate Effective 1/1/24	Monthly Rate Effective 1/1/25	Monthly Rate Effective 1/1/26
5/8"	\$43.32	\$45.05	\$46.40	\$47.80	\$49.23
3/4"	\$43.32	\$45.05	\$46.40	\$47.80	\$49.23
1"	\$43.32	\$45.05	\$46.40	\$47.80	\$49.23
1-1/2"	\$198.78	\$206.73	\$212.93	\$219.32	\$225.90
2"	\$315.38	\$327.99	\$337.83	\$347.96	\$358.40
3"	\$626.30	\$651.35	\$670.89	\$691.01	\$711.75
4"	\$976.08	\$1,015.13	\$1,045.58	\$1,076.95	\$1,109.25
6"	\$1,947.71	\$2,025.62	\$2,086.39	\$2,148.98	\$2,213.45
8"	\$3,113.66	\$3,238.21	\$3,335.36	\$3,435.42	\$3,538.48
10"	\$8,166.13	\$8,492.77	\$8,747.55	\$9,009.98	\$9,280.28
12"	\$10,303.71	\$10,715.86	\$11,037.33	\$11,368.45	\$11,709.50

A. Fire Service - Service Charge:

There is a monthly service charge, based upon the size of the service connection, for each meter supplying water to a fire hydrant system or other fire suppression facility. The fire service charge is fixed to yield sufficient revenues to defray the cost of serving and maintaining such lines, meters and hydrants, as follows:

Service Size	Monthly Rate Effective 1/1/22	Monthly Rate Effective 1/1/23	Monthly Rate Effective 1/1/24	Monthly Rate Effective 1/1/25	Monthly Rate Effective 1/1/26
1"	\$6.46	\$6.72	\$6.92	\$7.13	\$7.34
2"	\$10.87	\$11.30	\$11.64	\$11.99	\$12.35
3"	\$18.48	\$19.22	\$19.80	\$20.39	\$21.00
4"	\$32.51	\$33.81	\$34.83	\$35.87	\$36.95
6"	\$68.58	\$71.33	\$73.47	\$75.67	\$77.94
8"	\$116.68	\$121.35	\$124.99	\$128.74	\$132.60
10"	\$180.81	\$188.04	\$193.68	\$199.49	\$205.48
12"	\$216.88	\$225.56	\$232.32	\$239.29	\$246.47

All water delivered through a fire service connection will be charged an amount equal to the District's commercial and multi-family residential rate. Use of water through a fire service, except for extinguishing fires, or because of repairs or alterations to the customer's lines, or for testing, is prohibited and such unauthorized use, if continued, will be cause for discontinuance of a fire service and/or penalties of \$200.00 per day or per violation, in addition to payment of all other water rates and charges.

Fire Sprinklers on Domestic Service Connection

Every application for water service shall include the following statement of District policy concerning domestic service which is used for fire sprinklers. As a condition of water service, each applicant will be required to sign an acknowledgement that he or she has read and understands the District policy.

Failure to pay water charges for a domestic service when due may result in termination of water service according to the rules and regulations for water service. For domestic water services which also provide water for a residential or commercial fire sprinkler system, termination of water service will result in termination of water for the fire sprinkler system as well. Customers who have a fire sprinkler system connected to a domestic service will be required to sign an acknowledgement that Rowland Water District will not assume any additional responsibility or duty of care to customers who use domestic services for fire suppression purposes.

B. Fire Flow Availability Testing Rates:

Fire Flow Tests are performed by District personnel to measure the volume of water available at a specified fire hydrant. There is a charge of \$325.00 to perform a fire flow availability test.

C. Potable Water Capacity Fee:

A Potable Water Capacity Fee shall be imposed on any property or any person requesting a new, additional, or larger connection to the District's potable water system, and the amount of the Potable Water Capacity Fee imposed shall vary in accordance with the size of the meter serving the property and shall equal the reasonable cost of providing the service for which the Potable Water Capacity Fee is imposed. The rates for the Potable Water Capacity Fee set forth below may be adjusted for inflation each year.

Meter Size	Maximum Rates for Potable Water Capacity Fees (Effective June 1, 2017)
1 inch	\$3,685.00
1 1/2 inch	\$18,424.00
2 inch	\$29,478.00
3 inch	\$58,956.00
4 inch	\$92,118.00
6 inch	\$184,237.00
8 inch	\$294,779.00
10 inch	\$773,794.00
12 inch	\$976,455.00

D. Acreage Supply Fee:

When water service is requested to property not previously provided water service by the District, a one-time acreage supply fee in the sum of \$1,750.00 per acre will be assessed. In the event use of the property changes, increasing the demand for water, a new acreage supply fee will be assessed at the current rate, less the amount previously paid.

METER AND METER BOX INSTALLATION CHARGES

Applicants for new water service connections, or for customer-requested sizing changes to existing meters, will be required to pay for the cost of materials and labor to construct the service connection lateral from the water main in addition to a Meter & Installation Charge. The Meter & Installation Charge is adjusted from time to time to reflect changes in the cost of meters, other materials and labor. The charge will also vary depending upon the size of the meter installed. Upon request the District will provide a schedule showing the current Meter & Installation Charges in effect at the time of the application.

The Meter & Installation Charge shall include the cost of the meter, meter tail or flange, meter gasket, cement meter box, meter box cover, three hours of labor and three hours of equipment use. Some meters require additional materials which will be included in the charge.

District staff will determine what type of meter is required based upon information provided by the applicant.

SECTION "E"

PAYMENT FOR SERVICE

Payment Options

Charges for water service may be paid by cash, check, credit card, money order, on-line bill payment or direct debit authorized from the customer's bank account. In addition to other forms of payment, Rowland Water District shall accept payment by credit card or debit card with a Visa or MasterCard logo for water charges, monthly service charges, penalties and late charges and other rates, fees and charges for water or other services provided by the District.

Meter Reading Periods

Subject to change of days on account of weather conditions, holidays, weekends and other matters beyond the ordinary control of the District, water meters shall be read monthly. Special meter readings may be taken by the District at any time upon

termination of an account, change of ownership, change in tenancy, or for any other reason, either upon application by the customer or upon order of the Manager.

The Manager shall have the right to change billing dates, re-route meter readers and to pro-rate the charges for bills covering more or less than the normal billing period.

If a customer has questions regarding a bill or a dispute with respect to the amount charged, the customer must submit a complaint or request for investigation to the District office within ten (10) days of the receipt of the disputed bill. If the **designated** District Appeals Officer determines an investigation is warranted, service will not be terminated until an investigation has been completed and the customer has been notified of the District's decision by mail. The customer will then be given an opportunity to pay the bill to avoid service termination.

LATE PAYMENT/DELINQUENCIES/PAYMENT ARRANGEMENTS

All accounts for water service are due and payable immediately upon billing and shall be delinquent if not paid before 17 days for monthly billing ("due date"). A "late payment" fee (the greater of \$10.00 or 1-1/2% of the delinquent balance) will be applied to each account if payment is received in the District office, by mail or in person, after the due date.

A "**PAST DUE**" bill will be sent to any customer whose bill is not paid prior to delinquency. If the account is not paid by the due date shown on the past due bill, a \$51.00 termination notice fee will be applied to the account and a service disconnection notice will be issued, which shall be delivered in person or by telephone 10 days before termination of service.

Unless a delinquent bill is paid by the date shown on the service disconnection notice, service may be discontinued by the District and shall not be reconnected until all delinquent amounts, late payment fees, termination notice fees, turn off/turn on fees (business hours), reconnection fees (after hours), returned payment fees and deposits have been paid in full. If service is terminated by the District due to non-payment of water charges, the customer will be charged a \$50.00 turn off/turn on fee to re-establish water service. If reconnection is requested on a day that the District is closed, including weekends, holidays and alternate Fridays, or after 3:30 p.m. on the District's regular business days, the turn off/turn on fee is \$140.00.

Payment arrangements for residential customers shall apply to all District accounts for residential water. Payment arrangements do not apply to any account for non-residential service. Payment arrangements shall be made in accordance with the District's "Policy on Payment Arrangements for Residential Customers".

Fire Sprinklers on Domestic Service Connections

Account holders are hereby advised that failure to pay water charges when due may result in termination of water service according to the rules and regulations for water service. For domestic water services which also provide water for a residential or

commercial fire sprinkler system, termination of water service will result in termination of water for the fire sprinkler system as well. Rowland Water District provides water for domestic use on the same basis to all customers regardless of whether the property includes a fire sprinkler system. Rowland Water District does not assume any additional responsibility or duty of care to customers for fire suppression purposes.

Water shall not be terminated due to delinquent payment during the pendency of an investigation of the customer's dispute or complaint, when the customer has been granted an extension of time to pay or where a certification of a licensed physician indicates that to do so would be life threatening to the customer and the customer is unable to pay on a timely basis.

Unpaid closing bills may be given to a Credit Reporting Agency.

Returned Payment

A returned payment fee of \$30.00 will be charged for payments returned to the District unpaid. Payment to maintain service after a returned payment must be made by cash or money order, and a deposit may be required.

Water Service Furnished in the Name of the Tenant of Rental or Non-Residential Property

All new accounts for service to a residential or non-residential rental property established after January 11, 2011 are required to be in the name of the property owner as account holder. If the property owner desires to have an account for a rental property established with the residential or non-residential tenant as the primary account holder responsible for payment of charges for water service to that rental property, the property owner must execute an "Application to Place Existing Service in Tenant's Name" acknowledging that the property owner will be a co-account holder and responsible for any unpaid charges for water service. Applicants for water service who are not the owner of the property will not be provided service until the property owner has completed, signed and returned this form.

Termination of Service to Tenants-Occupants

A. Notice to Non-Residential Tenants-Occupants and Residential Tenants-Occupants in an Individually Metered Residence:

The District will provide written notice to non-residential or residential occupants when the customer's account is delinquent and that service will be terminated for non-payment by the owner. If the non-residential or residential tenant-occupant meets the requirements of the District's Rules and Regulations, the District may make service available in the tenant's name.

B. Notice to Tenants-Occupants in a Multi-Unit Residential Structure with Service through a Master Meter:

The District will provide written notice, posted on the door of each residential unit or in each accessible common area and at each point of access to the structure or structures, that service will be terminated for non-payment by the owner on a date specified in notice, unless the account is paid in full. The notice will also specify:

- (1) what the Residential Occupants are required to do in order to prevent the termination or reestablish service;
- (2) the estimated monthly cost of service; and
- (3) the title, address and telephone number of a representative of the District who can assist the Residential Occupants in continuing service.

Nonpayment by Tenant

Whenever existing water service is furnished in the name of a residential or non-residential tenant and service is terminated by the District for non-payment of water charges, or the tenant vacates the premises leaving an unpaid balance on the service account, water service to the premises will only be re-established with a subsequent tenant as primary account holder, after payment in full of all delinquent charges. If such charges are not paid in full, future service must be established in the name of the property owner alone.

SECTION "F"

EXTENSION OF MAINS

In Existing Streets

It shall be the policy of the District that the cost of water mains constructed in streets and highways in the District which were on March 1, 1954, public streets and highways, officially dedicated and accepted as such before that date, will be borne by the District as a whole. It is anticipated that the funds for constructing such mains will be obtained from General Obligation Bonds, Revenue Bonds, revenue from the sale of water, or other funds which are available to the District. The District may construct such mains under a reimbursement agreement with property owners, subdividers or others, under which the cost of construction is advanced by such persons desiring the extension reimbursed from revenues of the District from the sale of water.

In Post 1954 Streets

It shall be the policy of the District that water mains and appurtenant facilities to be constructed in streets and rights of way which were not dedicated as public streets prior to March 1, 1954 will be paid for by the persons desiring such installations, whether they are subdividers, owners, or residents. Payment for such mains may be by lump sum

payment or such other means acceptable to the Board. The Board may, at its discretion, pay from General District funds, a portion of the cost of major transmission lines where such lines are larger than would be required to serve the property benefiting from their installation.

SECTION "G"

METER TESTING

At the Customer's Request

Any customer who believes that a meter is not registering correctly, shall have the right to request that the meter through which water is being furnished be examined and tested by the District for the purpose of asserting whether or not it is registering correctly. Such request shall be made on a form to be furnished by the District for such purpose. Upon filing of any such request, a deposit of \$238.00 will be collected or charged to the customer's account, to be applied toward the final total cost of the meter test. Any balances remaining will be charged or refunded to the customer.

If upon such examination and test, the meter shall be found to register over 3% more water than actually passes through it, at any rate of flow, the meter will be repaired or another meter shall be substituted therefor without charge to the consumer and the test fee will be credited to the customer's account. The customer's water charges for the preceding six-month period shall be adjusted by the percentage error determined in the meter test and the customer will receive a credit for overpayment on the customer's next water bill or will receive a refund of the overpayment, at the discretion of the District. If any such meter, upon such examination and test registers not to exceed 3% more water than actually passes through it, the meter shall be deemed accurate.

At the Instigation of the District

The District may remove and replace any meter for testing or repairs at its discretion. If, due to tampering, a meter ceases to register or does not register within 3%, the consumer shall be charged for service through such meter, during the time such meter does not so register, an amount for all billing periods for water served through such meter during the time the meter did not register correctly, which shall be determined by the Manager, as the facts in each particular case may indicate, subject to the right of any person aggrieved to appeal to the Board for final determination of the matter.

SECTION “H”

TEMPORARY INTERRUPTION OF SERVICE

For Repairs or Improvements

The District reserves the right at any time, with or without notice, to shut off the water in all or any of its mains or services for the purpose of making installations, improvements, repairs, removals or extensions, or for the purpose of performing any other work or act reasonably necessary or advisable in connection with the operation of said system, or to meet any emergency on any part of the system, or in any part of the District.

SECTION “I”

TAMPERING WITH DISTRICT PROPERTY

No unauthorized person shall tap any water main or lateral, operate any valve or fire hydrant or otherwise tamper or interfere with any part of the water system or property of the District.

All pipes, mains, valves and other facilities on the “street side”, up to and including each meter through which water is delivered to a customer, are the property of the Rowland Water District and only authorized District personnel are permitted to operate service connection valves or meters.

Any person tampering with or making unauthorized use of the District’s water system that results in a financial cost to the District will be charged for such costs in addition to penalties provided herein. Where tampering or unauthorized use affects a particular property, the property-owner will be presumed to have been the perpetrator of the offense. In addition, at the discretion of the Manager or the Manager’s authorized representative, criminal charges may be filed.

Any violation of this section will result in a minimum penalty of Two Hundred Dollars (\$200.00).

SECTION “J”

PROTECTION OF PUBLIC HEALTH

Treatment of Water

The District reserves the right to properly and efficiently treat any and all water served through its system with such chemicals, at such times and in such amounts as good public health protection may indicate, in order to guard its customers and inhabitants against disease and contamination and the District shall not, nor shall any of the officers, agents, servants or employees of the District be liable for, on account, or by reason of any such

treatment; nor shall they or any of them be liable for the death of, or injury or damage to plants, animals, fish, frogs, or other aquatic life, which may result from any such treatment. All service will be rendered and must be accepted accordingly.

CUSTOMER'S EQUIPMENT

No connection shall be made or maintained which draws water directly from the District's mains into any stationary boiler, hydraulic elevator, power pump or similar apparatus. No customer shall operate any quick closing valves or other devices which cause momentary pressure changes in the District's system. No connection shall be permitted between any customer's lines and any other source of water which might cause or allow contaminated water to enter the District's system.

CROSS-CONNECTION CONTROL PROGRAM

In accordance with Rowland Water District Ordinance No. 0-8.1-2017, a determination will be made as to the backflow prevention requirements.

The District's Cross-Connection Control Program requires that all new and existing service connections install an approved backflow prevention device in compliance with *Title 17-Public Health, California Code of Regulations*. Examples of some of the existing service connections that require backflow prevention devices are listed below:

- Premises with more than one service connection
- All fire services
- All non-residential services which have a water meter installed

All addresses identified as that which may require installation of a backflow prevention device will be placed on a priority list and installation notices will be issued as time warrants.

Enforcement

The California Code of Regulations, Title 17, requires that if any such backflow prevention device is not tested at least once annually, the local water supplier must discontinue water service to the device. Therefore, in the event a customer fails to comply with any notice of such testing that is provided by the District, the District shall terminate water service to that customer's property in accordance with the provisions of these Rules and Regulations.

Assessment

To cover the cost of operating and administering the state-required Cross-Connection Control Program, the District shall impose an assessment (currently \$10.00 per year) each year on each backflow prevention device that a customer is required to have installed at the customer's property. (See Table Below)

The customer is financially responsible for the installation, repair and testing of the backflow prevention assembly. The assembly must be tested by a certified backflow prevention device tester after the initial installation or any subsequent repair and at least annually thereafter. Upon completion of a test showing the assembly is working correctly, the tester will complete and submit a Backflow Prevention Assembly Test Report to the Rowland Water District office; however, the customer must confirm the report was received by the required date. Failure to return the Backflow Prevention Assembly Test Report by the required date will result in a \$51.00 termination notice fee applied to the customer's account and a service disconnection notice issued, which shall be delivered in-person or by telephone 48 hours before termination of service.

Unless the Backflow Prevention Assembly Test Report is received by the District by the date shown on the service disconnection notice, service may be discontinued by the District and shall not be reconnected until such time as a certified backflow prevention assembly tester can be on site to perform the required test. If service is terminated by the District due to non-compliance with the testing requirements, the customer will be charged a \$102.00 turn off/turn on fee and service will only be re-established during the District's regular business hours and at such time as a certified backflow prevention assembly tester can be on site to perform the required test.

Cross-Connection Control Fees

Cross Connection Control Administration Fee (Per Year/Per Unit)	\$10.00
Cross Connection Control Delinquent Notice Fee	\$11.00
Cross Connection Control Termination Notice Fee	\$51.00
Cross Connection Control Turn Off/Turn On Fee – During Business Hours	\$102.00
Cross Connection Control Plan Check/Inspection Fee	\$434.00
Fee For Each Additional Cross Connection Control Assembly	\$36.00

WATER LINES

Rowland Water District is responsible for what is called “the street side” of the water meter, including all water mains in the street and continuing through the community distribution system. The property owner is responsible for maintenance of water lines on the “customer side” of the water meter. This includes the water line from the meter to the house, all interior plumbing and outside irrigation systems.

INSPECTION

The Manager or the Manager's authorized representative shall have the right to enter upon the customer's premises during any reasonable hours for the purpose of inspecting the customer's water system and to ensure compliance with these Regulations.

CUSTOMER'S RESPONSIBILITY

Each and every customer receiving water service from the District shall be responsible for payment of all water passing through the service or meter connecting the premises with said District system. Each and every customer shall further be responsible to see that each and all of these Regulations are observed in connection with the installation, maintenance and use of the service to the premises.

ADOPTED, SIGNED AND APPROVED

On March 12, 2024

By SZU-PEI LU YANG

President, Board of Directors

ATTEST:

TOM COLEMAN

Secretary and General Manager

RWD Rules and Regulations

Effective March 13, 2024