



## **RULES AND REGULATIONS**

### **Application for water service:**

Each applicant for water service or installation of a water meter or construction meter will be required to sign an application through the District and pay any necessary fees before service is furnished. The application for water service will show the following information;

- a. Name, address and phone number and social security card number of the applicant and person responsible for paying the water bill.
- b. Location, address and intent of proposed service
- c. Date applicant desires service to begin
- d. Agreement of applicant to abide by all Rules and Regulations of the District

No applicant will be considered unless said applicant provides the District with an authorized proof of ownership for the property they wish to open service at. Any application made by anyone other than the owner of record will not be considered unless the applicant provides a notarized agreement with permission from the owner or a tenant authorization form. The tenant authorization form will need to be completed in the office, along with the owner's proof of identity for verification. The owner of record is ultimately responsible for any and all amounts of money owed to the District.

In the event the customer turns on the water supply, suffers, or causes it to be turned on, without first having made such application, he will be held liable for all charges of the water service rendered. The amount thereof to be determined at the election of 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, the customer will be notified and if application for such service is not made promptly thereafter and the District immediately compensated for water already used, the supply will be shut off without further notice and the District may take legal action.

### **Illegal Use of Water:**

It shall be in violation of these Rules and Regulations to;

47781 Twin Pines Road, Banning, CA 92220 \* office: 951-849-2612 \* fax 951-922-9667 \* email: [hvwd@msn.com](mailto:hvwd@msn.com)

- a. Tap or make any connection into the District mains or into any public or private water service facilities without prior written consent from the District.
- b. Open a valve or extract water from a fire hydrant except for the suppression of fire, or except when prior written consent is given by the District.
- c. Break the lock or remove the seal on the meter
- d. Remove, alter or in any way render inoperative any meter so that the meter does not register the amount of water used.
- e. Bypass a meter so that water used is not recorded.
- f. Restoring water service after it has been suspended by Water District, by person(s) turning on the water at meter without the District's written permission.

### **Maintenance of Meters:**

The District will install, maintain and repair the service connection including the meter. However, service line fittings, connections and other facilities beyond the District meters are the property and responsibility of the customers and property owners. The District's responsibility ceases at the place where the District water meter is installed. Meters will be sealed by the District at the time of installation and no seal shall be altered or broken except by authorized District employees or agents. If a water user damages a meter, The District shall have the right to charge such user for the replacement thereof. If a meter is damaged, or a seal is broken, the District shall have the right to charge the property owner of the replacement thereof, as well as, a fine levied in the amount as determined by the Board.

### **Transfer Fee:**

If water service has not been turned off by a former customer, and the new customer comes in to just change the name on the account, no fee will be charged with exception to an initial deposit for new customers.

### **Connection Fee:**

If a customer initiates a new service, a mandatory Deposit fee of \$112.00 will be assessed, as well as a \$25.00 turn on (connection) fee, if the water is off (disconnected). The deposit for a property owner will be refunded following one year of consecutive, timely payments. The deposit for a renter will be refunded following calculation of their final bill. Any remaining balance after the deposit is applied to the final invoice will be returned to the renter at the forwarding address they provide to the District.

### **Monthly Billing:**

Under ordinary conditions, the meters are read on or around the 25<sup>th</sup> of each month. If the 25<sup>th</sup> should fall on a holiday, Friday or weekend, the meters will be read on the closest business day to the 25<sup>th</sup>. If the water service is on, whether or not there is any usage, the customer will be billed the minimum monthly amount. Under other conditions, the meter may be read as often as deemed necessary by the District.

### **Failure of Meter to Register or Covered Meter:**

If a meter fails to register for any reason whatsoever during any billing period, the customer will be charged with the same use as determined by a comparable period. There will be no "improvements" within five feet of any meter connection without written permission from the Board. Any improvements not authorized by the Board may be removed at any time at the discretion of the District. If any objects cover the meter so that it cannot be read, an average bill corresponding to the same period during the previous year will be rendered and a fine of \$56.00 will also be added; it is illegal to cover a meter.

### **Payment of Water Bills:**

Monthly water allotment is \$56.00 for usage of 0 to 1000 cubic feet and \$0.0464 for each additional cubic foot. The water bill becomes delinquent if not paid in full by 12:00pm (noon) on or before 25 days from the billing date indicated on the invoice. If payments are received in excess of the billed amount, the District will credit the overpayment to the next invoice. Underpayment of any invoice may be treated as nonpayment. Any previous balance will be assessed at an interest rate of 1.5% per month and added to the next invoice. If the account becomes delinquent, the District shall attach a final notice to the premises, stating that the water service will be shut off and not resumed until, and unless, the total delinquent charges, plus a \$15.00 door-hanger (final notice) fee, is paid in full to the District's office by 12:00pm (noon) on the date indicated in the final notice. If the water service is tuned off due to incomplete or non-payment, a \$25.00 re-connection fee plus a \$112.00 deposit (if the account does not have one) will need to be paid, in addition to the account's current balance, before the District will reinstate service.

### **Notices**

Any notice that is served to the property (ex: Final Notice) will include a door hanger charge of \$15.00. The District will attempt to notify the customer via telephone at the information provided prior to the door hanger. If no contact or follow-up is made, the District shall proceed with the door hanger notification and the \$15.00 charge will be added to the account.

### **Pressure Regulator:**

It is the owner's sole responsibility to install and maintain the pressure regulator on their side of the meter. The High Valleys Water District may assist with the purchase and installation of a new regulator at the customer's cost.

**Backflow Devices:**

Whenever a service connected to the Districts system has an auxiliary source of water (i.e.; well, pond, stream, etc.) such service shall be protected by a protective device to prevent backflow of water into the District water system. The installation of such protective devices shall be at the sole expense of the consumer. The District shall have the right to have all backflow devices inspected and tested at least once a year to establish that such protective devices are and remain effective. Records of the tests and any repairs shall be kept on file at District office. The District shall have the right to authorize such inspections and to make cost thereof a charge upon and collectable from the customer.

**Returned Checks:**

Whenever a check that is used to pay on an account for Water Service has been returned by the customer's bank for any reason, it is subject to late fees and penalties. The first occurrence is subject to a \$15.00 fee; second occurrence is \$30.00; third and final occurrence is \$55.00. Payment in the form of a check will not be accepted following the third occurrence. If service is discontinued upon presentation of a non-sufficient check, customer must pay all returned check fees, in addition, to previously stated fees for reinstating service.

**Collections/Liens:**

If an account is left unpaid, the account will be placed with a collection agency for collection. If following 60 days no payment is made, a lien will be placed on the property and the property owner will be responsible for all fees and charges incurred. All unpaid balances accrue interest at a rate of 18% per annum.

**Violation of Rules and Regulations:**

Per the State of California's Water Code, violation of these Rules and Regulations shall constitute a misdemeanor punishable by a fine of not less than \$100.00 and not more than \$1,000.00