



SCV WATER

Recycled Water Rules and Regulations Handbook

For Using Recycled Water in Santa Clarita Valley
Water Agency's Service Area Produced at:
Valencia Water Reclamation Plant
Vista Canyon Water Factory

SCV Water
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LIST OF ABBREVIATIONS

Application	User Application Form
City	City of Santa Clarita
County	Los Angeles County, California
County Health	Los Angeles County Department of Public Health
DDW	California State Water Resources Control Board, Division of Drinking Water (formerly the California Department of Public Health, Drinking Water Program)
General Order	Water Reclamation Requirements for Recycled Water Use (Order WQ 2016-0068-DDW)
gpd	Gallons per day
Handbook	Recycled Water Rules and Regulations Handbook
MGD	million gallons per day
Regional Water Board	Regional Water Quality Control Board
Response Plan	Emergency Cross-Connection Response Plan
LACSD	Los Angeles County Sanitation Districts
SCVSD	Santa Clarita Valley Sanitation District
SCV Water	Santa Clarita Valley Water Agency
State Water Board	California State Water Resources Control Board
VCWF	Vista Canyon Water Factory
WRP	Water Reclamation Plant

1. INTRODUCTION

The California Constitution and statutes provide that the use of potable water for a purpose where recycled water would be available and appropriate constitutes “waste.” It is the intent of the Santa Clarita Valley Water Agency (SCV Water) to make recycled water available and encourage its use where authorized and economically feasible.

This Recycled Water Rules and Regulations Handbook (Handbook) is modeled after the “Joint Outfall System and Santa Clarita Valley Sanitation District - Recycled Water Users Handbook” prepared by the Sanitation Districts of Los Angeles County (LACSD) – July 2017 (herein referred to as LACSD’s Handbook), which is based on the use of tertiary recycled water produced by LACSD for projects within the Los Angeles Basin and the Santa Clarita Valley. LACSD’s Handbook can be reviewed at the LACSD’s website at: <https://www.lacsd.org/services/wastewater-programs-permits/water-reuse-program/user-requirements-forms-and-handbook/-folder-186>

Recycled water is safe and cost effective to use in lieu of drinking water for most non-potable applications, but there are common sense rules that need to be followed to protect public health and to comply with regulations. This Handbook provides information on the general rules, regulations, and guidelines regarding the safe use of tertiary recycled water produced by the LACSD and City of Santa Clarita (City) for recycled water uses within the SCV Water’s service area. **Attachment 1** is a map that illustrates the extent of SCV Water’s service area and current recycled water system. Recycled water in Santa Clarita Valley is produced by LACSD at the Valencia Water Reclamation Plant (WRP) and the City at the Vista Canyon Water Factory and distributed by SCV Water. This Handbook includes:

- General information about SCV Water’s recycled water program.
- State and local standards, regulations, and guidelines for the use of recycledwater.
- Information on the duties and responsibilities of SCV Water and users.
- Information on operational requirements at reuse sites.
- Information on notification requirements.

The Handbook should be used along with the Los Angeles Chapter of the California Water Reuse Association’s *Recycled Water Urban Irrigation User Manual*, which has more detailed information on water recycling. The *Recycled Water Urban Irrigation User Manual* is available at:

<https://www.lacsd.org/home/showpublisheddocument/3634/637644525414970000>.

A list of important agency contacts for recycled water use is provided in **Attachment 2**.

1.1 Background

The City owns the sewer collection system within its boundaries and provides sewer collection service within this area. The Consolidated Sewer Maintenance District is managed by Los Angeles County Public Works Sewer Maintenance Division and provides sewer collection service in the unincorporated areas surrounding the City. The County and City collection systems flow to the trunk sewers owned and operated by Santa Clarita Valley Sanitation District (SCVSD).

SCVSD serves the wastewater treatment needs of the City and nearby unincorporated territory as part of LACSD, which is a partnership of 25 independent special districts serving over five and a half million people in Los Angeles County, California (County). In addition to several trunk sewers, SCVSD owns and operates two wastewater treatment facilities in Santa Clarita Valley: Valencia Water Reclamation Plant (WRP) and Saugus WRP. Valencia WRP produces tertiary Title 22 recycled water and has a capacity of 21.6 million gallons per day (MGD) and serves a population over 200,000 people. Saugus WRP does not currently provide recycled water for distribution. Recycled water usage from Valencia WRP is regulated under Water Reclamation Requirements Order No. 87-48, held by LACSD, and Order No. WQ 2016-0068-DDW (General Order), held by SCV Water.

The City has constructed a new recycled water plant, Vista Canyon Water Factory (VCWF), that will produce 0.37 MGD of tertiary recycled water. Recycled water usage from VCWF is regulated under Water Reclamation Requirements contained in Order No. WQ 2016-0068-DDW (General Order). VCWF is intended to provide 77,600 gpd of recycled water for landscape irrigation in the Vista Canyon development, and the remaining generated recycled water will be provided to SCV Water for distribution outside of the development.

The SCV Water service area is served by recycled water produced at Valencia WRP and at VCWF and the two recycled water distribution systems are not currently interconnected. A map of the two distribution systems is shown in **Attachment 1**.

1.2 Recycled Water Reuse

Water recycling provides a vital and reliable water supply in arid Southern California, where water must be imported from other parts of the state to meet local potable water demands. The use of recycled water reduces reliance on imported water supplies and enhances water supply reliability with a local, drought-proof supply. One shared goal of the City, SCV Water, and LACSD is to recycle as much water as possible to help meet the region's water needs. Recycled water has been available in the Santa Clarita Valley since 2003. Recycled water is used at multiple sites throughout SCV Water's service area for irrigation, including a golf course and street medians. SCV Water is proposing to expand the use of recycled water to additional users throughout the Santa Clarita Valley. The actual amount of recycled water used and associated specific applications vary from year to year depending on annual rainfall and other factors. More information on specific uses and reuse volumes is available at: <https://yourscvwater.com/recycled-water/> and <http://www.lacsd.org/waterreuse/>.

This Handbook is for anyone who obtains and/or uses tertiary recycled water produced by the City and LACSD for reuse applications within SCV Water's service areas. Tertiary recycled water undergoes treatment to meet standards established by the California State Water Resources Control Board's (State Water Board) Division of Drinking Water (DDW) and the Los Angeles Regional Water Quality Control Board (Regional Water Board).

1.3 Recycled Water Treatment Process

Water recycling consists of adequately treating municipal, industrial, and agricultural wastewater to produce water that can be reused. There are commonly three treatment levels followed in series for recycled water: primary, secondary, and tertiary.

When wastewater enters a treatment plant, the first step is primary treatment, which consists of removal through a physical process of a portion of the suspended solids and organic matter present in the wastewater. Heavier solid particles settle to the bottom and the lighter materials float to the top. Following primary treatment, the remaining wastewater containing dissolved and suspended material is conveyed to the second phase of the treatment in aeration tanks and secondary settling basins. Secondary treatment consists of biological processes involving microorganisms to remove residual organic matter and suspended material. During tertiary treatment, membrane or granular media filtration is used to remove suspended materials from secondary treatment effluent. This step is then followed by disinfection with chlorine or ultraviolet light to kill any remaining microorganisms, especially harmful bacteria and viruses, to meet Title 22 tertiary recycled water requirements.

After tertiary treatment, recycled water is safe for human contact, landscape irrigation, construction uses, and a wide variety of other uses.

1.4 Approved Uses

Recycled water has been proven to be a safe source of water for a variety of reuse applications. Because of its high level of treatment, tertiary recycled water can be used for a broad category of reuse applications. Approved uses of recycled water in SCV Water's service area are listed below. However, it is important to remember that the State Water Board and the Regional Water Board issue recycled water permits to the City and LACSD and authorize the specific uses that are approved for the recycled water produced at each treatment plant. Therefore, it is important to check with the corresponding agency to find out which uses are allowed in your area:

- If located within Vista Canyon, SCV Water at (661) 510-5217; rbye@scvwa.org or
- All other locations, the LACSD's Water Recycling Coordinator at 877-REUSE-83 (877-738-7383) or reuse@lacsdsd.org

Approved Uses of Tertiary Recycled Water in SCV Water's Service Area

Irrigation:

- Parks and playgrounds
- School yards
- Residential landscaping
- Golf courses
- Cemeteries
- Freeway landscaping
- Ornamental nurseries

Supply for Impoundments:

- Recreational impoundments
- Landscape impoundments

Construction (Non-Irrigation) Uses:⁽¹⁾

- Consolidation of backfill material around pipelines
- Soil compaction
- Mixing concrete
- Dust control on roads and streets
- Cleaning roads, sidewalks, and outdoor work areas
- Flushing sanitary sewers

1.5 State and Local Standards, Regulations and Guidelines

Several regulatory agencies have adopted requirements that must be followed when producing, distributing, or using recycled water.

- DDW (formerly the Drinking Water Program of California Department of Public Health) has adopted strict public health and safety requirements and guidelines to help protect the public from any potential risk associated with recycled water. These requirements include Title 17 and Title 22 of the California Code of Regulations, which can be viewed online at the State Water Board website at: http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/RecycledWater.shtml.

(1) VAWRP reuse permit (Order No. 87-48) does not currently allow these uses. However, this is covered under SCV Water's General Order and will in the future be covered under VAWRPs' General Order

- The State Water Board also oversees the production, conveyance, and use of recycled water in California through its nine Regional Water Boards. Currently, recycled water produced by LACSD's WRPs is regulated by individual permits issued to each WRP for the production and use of recycled water in the SCVSD. Similarly, recycled water produced by the City's VCWF is regulated by the Water Reclamation Requirements for Recycled Water Use (Order WQ 2016-0068-DDW) (General Order) adopted by the State Water Board for use of recycled, which can be accessed at the State Water Board website at:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/requirements.html.

SCV Water permits recycled water and distributes it to individual customers. Currently, recycled water from VCWF is only available in Vista Canyon and surrounding areas.

- For recycled water users in the Phase 2 B portion of SCV Water's recycled water system, including Vista Canyon, recycled water supplied is produced at VCWF. Recycled water users must follow all regulations and conditions set by the recycled water permit issued to SCV Water by the Regional Water Board and SCV Water. **Attachment 3** contains *SCV Water's Policies, Rules, and Regulations for Recycled Water Service*.
- For recycled water users in all other areas, recycled water delivered is produced by LACSD and, hence, in addition SCV Water's *Policies, Rules, and Regulations for Recycled Water Service*, all regulations and conditions set by the recycled water permits issued to LACSD by the Regional Water Board and water recycling Ordinances adopted by LACSD must be met. LACSD's adopted Water Recycling Ordinances and a *Recycled Water Use Control Program*, which contains *Requirements for Recycled Water Users*, are accessible via LACSD's website at <https://www.lacsd.org/services/wastewater-programs-permits/water-reuse-program/user-requirements-forms-and-handbook/-folder-186>. The *Recycled Water Use Control Program* and *Requirements for Recycled Water Users* contain rules on what can and cannot be done with recycled water, how to obtain permission to use recycled water, how to operate and manage reuse sites, information on reuse site inspections and site access, corrective actions, notification and reporting, and record keeping.
- The Los Angeles County Department of Public Health (County Health) has construction and on-site retrofit guidelines and inspection requirements for the use of recycled water. Recycled water guidelines, requirements, and regulations can be viewed online at the County Health website at: <http://www.publichealth.lacounty.gov/eh/AreasofInterest/recycledwater.htm>.

2. DUTIES AND RESPONSIBILITIES

2.1 Complying with Regulations

It is important for a user who obtains and/or uses recycled water to be familiar with all relevant regulatory and permitting requirements and to take all necessary steps to comply with those requirements.

2.2 How to Obtain Permission to Use Recycled Water

The step-by-step processes for obtaining permission to use recycled water are presented in **Attachment 4**. Each process indicates the agencies the user will interact with, documents that must be completed, and who must receive the documents. Permission from LACSD, County Health, and SCV Water must be obtained prior to connecting each reuse site to the recycled water system.

User Agreement. A user who obtains recycled water from SCV Water must enter into a User Agreement for the use of recycled water. This is possible because SCV Water has entered into a User Agreement with LACSD to distribute recycled water produced at Valencia WRP and with the City to distribute recycled water produced at VCWF for reuse sites within the Santa Clarita Valley.

User Application. Prior to obtaining permission to use recycled water, a User Application Form (Application) must be completed for each reuse site and submitted to SCV Water if you are located within SCV Water's service area (see **Attachment 1 for a map of SCV Water's service area and Attachment 5 for the application form**). To fill out the Application, the user will need information on the proposed reuse site(s), planned uses of the recycled water, staffing and training, outlets and plumbing fixtures, and backflow prevention measures. SCV Water will submit the completed Applications to LACSD or review and approval, as appropriate.

Emergency Cross-Connection Response Plan. As part of the Application, the user is asked to prepare and familiarize themselves with an Emergency Cross-Connection Response Plan (Response Plan) should cross-connections between the recycled water and potable water systems occur. The Response Plan contains a checklist of how to comply with the guidelines established by County Health. County Health guidelines are available on their website at: http://www.publichealth.lacounty.gov/eh/EP/cross_con/cross_con_recycle.htm. A form to use to prepare the Response Plan is provided in **Attachment 6**.

Operations Manual. Although not specifically required, it is recommended that a user also prepare a recycled water system operations manual. The operations manual should provide a description or a checklist of how the reuse site will be operated and maintained to comply with the applicable recycled water user requirements. This operations manual will be valuable in training new employees who will be working on the recycled water system.

Plans and Specifications. Detailed plans and specifications for the recycled water system and connections to the potable water system must be submitted to and approved by SCV Water and County Health. Plans and specifications for any dual plumbed projects also must be submitted to and approved by DDW.

Engineering Report. The majority of SCV Water's reuse sites will not require a Title 22 Engineering Report as the uses and distribution system are already covered under existing reports approved by DDW. However, in the case of uses not currently covered or if the existing recycled water distribution mains are expanded, a new or amended report may be required. For these cases, it is important to make sure that the Title 22 Engineering Report has been sent to the Regional Water Board and DDW for review and approval, and that the City or LACSD, depending on the recycled water use site, also receive a copy. DDW determines if the report is complete. The City or LACSD will contribute information on the treatment plants based on where the recycled water delivered to the reuse site is produced. Please check with SCV Water on the status of the required engineering reports for your project. For projects with existing

engineering report(s) that propose to either expand their service area or add new recycled water uses, the existing engineering report will need to be amended and resubmitted to the Regional Water Board and DDW for approval. For more information on what must be included in the engineering report, refer to the State Water Board guidance document at:

http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Documents/Recharge/ERGUIDE2001.pdf.

California Environmental Quality Act. Prior to approval of the reuse project, it is also important to make sure that all the requirements of the California Environmental Quality Act (CEQA) have been met for the project. The agency responsible for completing the CEQA process will typically be the recycled water purveyor. As part of the CEQA process, a Negative Declaration, Mitigated Negative Declaration, or Environmental Impact Report (EIR) may need to be completed. For more information on CEQA requirements, visit the California Natural Resources Agency website at: <http://resources.ca.gov/ceqa/>.

Pre- and Post-Construction Inspections. Prior to project construction and start-up, County Health must be contacted to arrange for a pre-construction meeting, site inspections, initial cross-connection testing, and backflow prevention device testing. For recycled water site conversions in its jurisdiction, County Health must review and approve all design drawings and specs prior to construction, must be present during the cross-connection test, and must issue final approval before the site is fully converted over to the recycled water supply. SCV Water staff will coordinate and assist with scheduling of these inspections.

Project Start-up. Once a project has cleared all of its Regional Water Board, State Water Board, CEQA, and County Health obligations, and SCV Water has notified the City or LACSD, if applicable, that these obligations have been met, a project may begin recycled water use provided that County Health, SCV Water, the City and/or LACSD, has granted approval. The start date of recycled water delivery shall be arranged with SCV Water.

The actual start date for recycled water delivery will also depend upon having a completed User Agreement with SCV Water, and completing the corresponding User Application by:

- Providing proof that the Site Supervisor has received training;
- Submitting the Emergency Cross-Connection Response Plan; and
- Submitting other information indicated in the SCV Water conditional approval letter.

2.3 Designate a Site Supervisor

Each reuse site must have a designated Site Supervisor. This person is responsible for:

- The proper installation, operation, and maintenance of the recycled water system and all backflow prevention devices on the potable water system;
- Compliance with all recycling requirements in SCV Water's, the City's, and LACSD's recycled water permits issued by the Regional Water Board, applicable laws and regulations, State Water Board and County Health guidelines, SCV Water recycled water requirements in this Handbook, and, if outside of Vista Canyon, LACSD's Ordinances and *Requirements for Recycled Water Users*;
- Preventing potential hazards;
- Minimizing the potential for runoff and overwatering;
- Minimizing fertilizer use by taking into account the nutrient value of the recycled water;
- Coordinating with the cross-connection control program;
- Preserving the recycled water system design drawings in "as-built" form; and
- Supervising work done by other site employees on the on-site recycled water system.

The Site Supervisor should be knowledgeable about recycled water practices and the on-site recycled water and potable water plumbing systems and has the authority to make sure that operations personnel and contractors comply with all requirements. The Site Supervisor is the primary means for ensuring safe and appropriate use of recycled water at the reuse site and is the 24-hour contact person for the reuse site.

2.4 Participate in Training

The Site Supervisor must receive appropriate training to assure proper operation of recycling facilities, operations personnel protection, and that the reuse site meets all applicable requirements. It is recommended that training be provided to all operation and maintenance staff for projects receiving recycled water. SCV Water provides such training. Alternatively, this training can be substituted by LACSD's training program or another equivalent program. Please contact SCV Water's Water Recycling Coordinator for information on training opportunities. For LACSD's training schedule and registration information visit LACSD's website at <https://www.lacsd.org/services/wastewater-programs-permits/water-reuse-program/site-supervisor-training-program>.

2.5 Familiarity with On-site Recycled Water System and Regulations

There are specific provisions in the SCV Water *Policies, Rules, and Regulations* and LACSD's *Requirements for Recycled Water Users* that must be followed when installing and operating a recycled water system. County Health may have additional requirements that will be discussed during their required pre-construction meeting. Each Site Supervisor must be familiar with the entire on-site recycled water system and with applicable regulations. Some general practices to follow are:

Do's:

- Educate/train operations personnel on the safe use and restrictions of recycled water.
- Apply recycled water only at agronomic rates (i.e., no more water than the plant material needs, and/or the soil can handle).
- Reduce fertilizer application rates due to nutrients in the recycled water.
- Install and maintain signs at all points of entry (both pedestrian and vehicular).
- Install and maintain labels and tags on recycled and potable water appurtenances.
- Use quick couplers instead of hose bibbs in public access areas.
- Operate irrigation system:
 - Between 10 p.m. – 6 a.m., if automatically controlled (unless other restrictions apply).
 - At other times, if manually controlled and supervised (i.e., site employee present) to make sure the public does not come in contact with the recycled water.
 - At any time, if public access to the reuse site is restricted.
- Prevent runoff from reuse sites due to over-spray from sprinklers, overflow of ponds that contain recycled water, over watering, or broken sprinklers or pipelines.
- Quickly repair any breaks in recycled water irrigation or distribution lines and broken sprinklers.
- Be familiar with all of the notification requirements if any of the following has occurred:
 - A recycled water line break, spill, or off-site discharge of recycled water.
 - A noncompliance of recycled water permits and SCV Water's Handbook, and, if site is located outside of Vista Canyon, LACSD's *Requirements for Recycled Water Users*.
 - A cross-connection between the recycled water and potable water systems.
 - Any safety or health issues.
- Schedule all required backflow prevention and cross-connection testing.
- Assist and cooperate during periodic backflow prevention and cross-connection testing.
- Develop an Emergency Cross-Connection Response Plan.

- Assist and cooperate during periodic site inspections conducted by SCV Water.
- Thoroughly wash tools used for the recycled water system if used for the potable water system.
- Contact SCV Water if any water system (recycled or potable) modifications are anticipated.
- Keep records and as-built drawings up-to-date and accessible.
- Submit all required information and reports.
- Contact the SCV Water or LACSD (for sites outside of Vista Canyon) if the Site Supervisor has changed.

Don'ts:

- Don't drink recycled water.
- Don't use recycled water to wash hands or any other part of body.
- Don't remove recycled water identification signs, tags, or labels.
- Don't cross-connect two dissimilar water systems (recycled to potable or potable to recycled).
- Don't allow recycled water to contact drinking fountains or eating areas.
- Don't overwater.
- Don't over-fertilize.
- Don't allow recycled water to pond or run off-site.
- Don't use recycled water on an unauthorized site or for an unapproved use.
- Don't install hose bibbs on recycled water systems (unless public access is restricted).
- Don't use the same equipment on both recycled water and potable water systems (i.e., quick couplers, etc.).
- Don't significantly modify the recycled water system without prior approval of SCV Water and County Health.

2.6 Cross-Connection Testing and Backflow Prevention

A major concern when recycled water is used on sites served with potable water is a cross-connection. A cross-connection is any actual or potential connection between the recycled water and potable water systems, even when separated by an approved backflow prevention device. There are specific requirements for backflow prevention in the State Water Board's recycled water regulations, which can be reviewed at the State Water Board's website at: http://www.waterboards.ca.gov/drinking_water/certific/drinkingwater/RecycledWater.shtml.

Every recycled water use site that will continue to maintain a potable water service must have the potable water supply protected by, at minimum, a reduced pressure backflow prevention (RP) device. Contamination may occur when water flows through a cross connection from a pressurized, non-potable source, such as an irrigation system or heating/cooling system, into the potable water system. The RP device prevents contaminated/polluted water from entering a potable water supply during a back flow event. All approved RP devices must be maintained and tested annually by a certified backflow device inspector. This is typically done using a pressure test to verify physical separation between the recycled water and potable water systems. Dye tests can also be used.

Anyone who obtains and/or uses tertiary recycled water must be sure that an initial and final cross-connection test is conducted based on the requirements set by County Health (visit the County Health's website at: <http://www.publichealth.lacounty.gov/eh/docs/permit/cross-connection-plan-review-application.pdf>) prior to connecting the recycled water distribution system. This involves submitting a Cross-Connection Plan Approval Application to County Health and conducting the testing in the presence of both SCV Water and County Health staff, utilizing a specialist who has been certified by the American Water Works Association or a group with equivalent certification requirements. Follow-up cross-connection testing should be conducted when significant modifications have been made to either the recycled water or potable water systems or if problems are discovered during site inspections.

County Health utilizes the following protocol for both the initial cross-connection testing prior to the connection of a site to the recycled water supply and any follow up cross connection shut down tests when there have been any significant

modifications made to either the on-site recycled water or potable water systems, or if problems are discovered during site inspections.

First, the water system serving the non-potable use areas (e.g., irrigation, industrial process, etc.) is completely drained and depressurized for a period of time determined by County Health. This is called the shutdown period. At the end of the shutdown period and while the potable water system is still pressurized to the domestic outlets, all recycled water devices or stations are checked for flow, and then the recycled water inlet is checked for back pressure or significant backflow. The recycled water system is then repressurized and the potable water system is shut down, drained, and depressurized for a period of time determined by County Health.

At the end of this second shutdown period, all potable water fixtures are operated and tested for flow, after which the potable water inlet is tested for pressure or significant backflow of water. If no cross-connections are discovered, the potable water system is reactivated, and, in the case of the initial shut-down test (i.e. prior to connection to the recycled water supply) the original potable water supply to the irrigation or industrial water system is then permanently disconnected and capped prior to the recycled water being connected.

Every recycled water use site that will continue to maintain a potable water service must have the potable water supply protected by, at minimum, a reduced pressure backflow prevention device. All approved backflow prevention devices must be maintained and tested annually by a certified backflow device inspector.

For any dual plumbed system, the full cross-connection shut-down testing of the potable and recycled water systems is required to be performed every four (4) years.

2.7 Site Inspections

Each reuse site must be inspected periodically by SCV Water. The purpose of the site inspection is to make sure each reuse site is in compliance with all requirements. The frequency of site inspections is at SCV Water's discretion. Site inspections are also conducted when there are major changes to the irrigation system. For sites outside Vista Canyon, LACSD will also conduct inspections at LACSD's discretion and may request inspections by SCV Water. To help with site inspection coordination, SCV Water must email LACSD's Water Recycling Coordinator at least one (1) week prior to conducting a site inspection.

A site inspection report should be filled out for each inspection. **Attachment 7** includes a sample inspection report, which will be used by both SCV Water and LACSD. The site inspection report must be signed by the Site Supervisor and inspector. If the site is located outside Vista Canyon, copies must be provided to both SCV Water's and LACSD's Water Recycling Coordinators within thirty (30) days from when the site inspection was conducted. The Site Supervisor should also keep copies of the site inspection reports.

If an inspector finds a violation or reuse site operations personnel discover a violation during routine operations, the Site Supervisor must be notified immediately. The Site Supervisor must immediately take corrective actions and notify SCV Water for sites within Vista Canyon and SCV Water and LACSD for all other sites by phone or email of the violation, if discovered by a non-SCV Water or non-LACSD inspector. The Site Supervisor must provide written verification to SCV Water (and LACSD if outside of Vista Canyon) within three (3) business days from the date of confirmation of the violation. For sites outside Vista Canyon, SCV Water will also provide written follow-up documentation to LACSD by email at reuse@lacsd.org that the necessary corrective actions have been taken.

2.8 Notifications and Reporting

The Site Supervisor is responsible for reporting specific information to SCV Water if located in Vista Canyon and both SCV Water and LACSD if located in all other areas of Santa Clarita Valley – in some cases this must be done immediately and requires follow-up information in writing.

Notifications and reporting are required to SCV Water and/or LACSD for the following types of situations.

2.8.1 Public Health

1. If you become aware of a complaint concerning recycled water use that may involve illness.
2. If the potable water system has been contaminated due to a cross-connection with the recycled water system.

Actions for #1 and #2 – Immediately after you are aware of a complaint (but no later than two (2) hours) notify:

- Sites in Vista Canyon: SCV Water's Water Recycling Coordinator by telephone, DDW, and County Health by telephone or email, .
- All other sites: SCV Water's and LACSD's Water Recycling Coordinators by telephone, DDW, and County Health by telephone or email, .

See **Attachment 2 for agency contact information**. You must also provide written confirmation within three (3) business days to each agency.

2.8.2 Spills or Unauthorized Discharges of Recycled Water

1. Any spill or unauthorized discharge of more than 50,000 gallons of tertiary recycled water.

Action – Immediately after you are aware of the spill or unauthorized discharge (but no later than two (2) hours) notify:

- Sites in Vista Canyon: SCV Water by telephone, City of Santa Clarita, Los Angeles Regional Water Board, and County Health by telephone or email.
- All other sites: SCV Water by telephone, LACSD by telephone (spill hotline), Los Angeles Regional Water Board, and County Health by telephone or email.
- If a drinking water source is threatened by the spill, DDW must be contacted.
- If the environment is endangered by the spill, the California State Department of Fish and Wildlife must be contacted.

See **Attachment 2 for agency contact information**.

You must provide information on the date/time the spill began and ended, the location of the spill, if the spill entered a storm drain or receiving water, the estimated volume or flow if the spill is ongoing, the estimated time of repair, cause of the spill, agencies involved with repair and clean-up, and corrective actions taken or plans for corrective actions. You must also provide written confirmation electronically (e.g., email) within three (3) business days to each agency. See **Attachment 8 for the form to report spills or unauthorized discharges**.

2. For volumes less than 50,000 gallons, any recycled water leaving the reuse site other than a minor amount of recycled water (minor amount is considered runoff due to overspray or over watering, minor breaks in the recycled water irrigation or distribution system or broken or misdirected sprinklers).

Action – Immediately after you are aware of the spill (but no later than two (2) hours) notify:

- Sites in Vista Canyon: SCV Water by telephone.
- All other sites: SCV Water by telephone and LACSD by telephone (spill hotline).

See **Attachment 2 for agency contact information**.

You should provide information on the date/time the spill began and ended, the location of the spill, if the spill entered a storm drain or receiving water, the estimated volume or flow if the spill is ongoing, the estimated time of repair, cause of the spill, agencies involved with repair and clean-up, and corrective actions taken, or plans for corrective actions. You must also provide written confirmation electronically (e.g., email) within three (3) business days to the SCV Water and/or LACSD. **See Attachment 8 for the form to report spills or unauthorized discharges.**

2.8.3 Site Inspections

1. Scheduling of site inspections.

Action – SCV Water must notify LACSD's Water Recycling Coordinator by telephone or email at least one (1) week prior to conducting a site inspection for all sites except those in Vista Canyon. For sites in Vista Canyon, SCV Water staff conduct all site inspections.

See Attachment 2 for agency contact information.

2. Results of site inspections.

Action – A site inspection report must be filled out and signed by the Site Supervisor and inspector(s). If the site is located outside Vista Canyon, provide copies to both SCV Water's and LACSD's Water Recycling Coordinators within thirty (30) days from when the site inspection was conducted. **See Attachment 7 for Sample Site Inspection Report Form.**

See Attachment 2 for agency contact information.

2.8.4 Noncompliance with Regulations

1. Any noncompliance of applicable laws and regulations.
2. Any noncompliance of SCV Water (sites in Vista Canyon) or LACSD's (all sites outside Vista Canyon) recycled water permits issued by the Los Angeles Regional Water Board.
3. Any noncompliance of SCV Water's Handbook and LACSD's *Requirements for Recycled Water Users*, if located outside Vista Canyon.

Action for #1, #2 and #3 – Within two (2) hours after you are aware of the noncompliance, notify:

- Sites in Vista Canyon: SCV Water by telephone.
- All other sites: SCV Water by telephone and LACSD's Water Recycling Coordinator by telephone.

You must also provide written confirmation within three (3) business days to SCV Water and/or LACSD.

See Attachment 2 for agency contact information.

4. Verification of corrective actions.

Action – If the site is outside Vista Canyon, SCV Water must provide written confirmation to LACSD's Water Recycling Coordinator that corrective actions have been made within ninety (90) days of knowledge of the noncompliance.

See Attachment 2 for agency contact information.

2.8.5 Changes at the Reuse Site

1. If there are any planned modifications or additions to the recycled water system.

Action – Prior to any modifications to the recycled water system, notify:

- Sites in Vista Canyon: SCV Water by telephone or email. Any significant changes or modifications must be reviewed and approved by SCV Water before they are made.
- All other sites: SCV Water by telephone or email and LACSD's Water Recycling Coordinator by telephone or email as soon as possible. Any significant changes or modifications must be reviewed and approved by SCV Water and LACSD before they are made.

See Attachment 2 for agency contact information.

2.8.6 Change in Site Supervisor

1. Any proposed changes in the individual designated as the Site Supervisor.
2. Contact information for the Site Supervisor (including emergency information) or changes in information. Ensure that the new Site Supervisor attends site supervisor training.

Action for #1 and #2 – Notify as soon as possible:

- Sites in Vista Canyon: SCV Water by telephone or email.
- All other sites: SCV Water by telephone or email, and LACSD's Water Recycling Coordinator by telephone as soon as possible.

See Attachment 9 for the Reuse Site Contact Information Form.

See Attachment 2 for agency contact information.

2.8.7 Information for Contractors Using Recycled Water

1. If you hire a contractor that will use recycled water, such as a truck hauler.

Action – You must provide contractors with information (preferably in writing) about SCV Water and LACSD's *Requirements for Recycled Water Users*. It is highly recommended that the Site Supervisor review the requirements with contractors and their staff. Recycled water handling and use requirements and precautions for truck hauling are provided in **Attachment 10**. The contractors must also receive tailgate training on the proper use of recycled water.

See Attachment 2 for agency contact information.

2.8.8 Monitoring and Reporting Requirements

1. In the user agreement, SCV Water will specify the required information that must be submitted to SCV Water to comply with monitoring and reporting requirements specified in their respective recycled water permits. Such information may include the volume of recycled water used, uses of recycled water, and other information.

Action – You must provide this information to SCV Water as requested by the timeframe requested.

See Attachment 2 for agency contact information.

2.9 Record Keeping

The Site Supervisor or water purveyor must keep copies of the following and ensure that they are available to site employees at all times:

- Recycled water system operations manual (optional)
- Emergency Cross-Connection Response Plan
- SCV Water's Handbook (all sites) and/or LACSD's *Requirements for Recycled Water Users* (sites outside Vista Canyon)
- SCV Water's recycled water permit and/or LACSD's recycled water permit (sites outside Vista Canyon)
- SCV Water's reuse permit (sites supplied by Vista Canyon)
- Site inspection reports
- As-built drawings
- Operations and maintenance logs

When a user receives their conditional approval letter from SCV Water, the letter will include instructions on the specific type of information to be kept in the log such as the monthly volumes of recycled water used at each reuse site and the dates of site inspections and cross-connection and backflow prevention testing, etc. From time to time, SCV Water may ask for additional information to be kept in the log.

3. RECYCLED WATER WEBSITES AND RESOURCES

- California Code of Regulations Title 17 and Title 22_ http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/RecycledWater.shtml
- Santa Clarita Valley Water <https://yourscvwater.com/recycled-water/>
- Los Angeles County Sanitation Districts (LACSD) <http://www.lacsd.org/waterreuse/>
 - Joint Outfall System and Santa Clarita Valley Sanitation District – Requirements for Recycled Water Users <https://www.lacsd.org/services/wastewater-programs-permits/water-reuse-program/user-requirements-forms-and-handbook/-folder-186>
 - Recycled Water Program Resources and Information <https://www.lacsd.org/services/wastewater-programs-permits/water-reuse-program/recycled-resources>
- State Water Resources Control Board_ http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/RecycledWater.shtml
- EPA Guidelines for Water Reuse <https://www.epa.gov/waterreuse>
- California Department of Water Resources <https://water.ca.gov/>
- Los Angeles County Department of Public Health (County Health) <http://publichealth.lacounty.gov/eh>
 - Guidelines for Pipeline Construction and Installation for the Safe Use of Recycled/Reclaimed Wastewater <http://www.publichealth.lacounty.gov/eh/docs/permit/guidelines-recycled-wastewater.pdf>
 - Cross Connection Plan Approval Application <http://www.publichealth.lacounty.gov/eh/docs/permit/cross-connection-plan-review-application.pdf>
 - Guidelines for Alternate Water Sources: Indoor and Outdoor <http://www.publichealth.lacounty.gov/eh/docs/permit/guidelines-alternate-water-sources.pdf>
- Los Angeles Regional Water Quality Control Board (Los Angeles Regional Water Board)_ <http://www.waterboards.ca.gov/losangeles>
- Los Angeles Water Reuse Recycled Water Urban Irrigation User's Manual_ <https://www.lacsd.org/home/showpublisheddocument/3634/637644525414970000>
- Water Reuse Association <http://www.watereuse.org>

4. GLOSSARY OF TERMS

Agronomic Rate - The rate of application of recycled water to plants necessary to satisfy the plants' evapotranspiration requirements, considering allowances for precipitation, irrigation distribution uniformity, and leaching requirement, minimizing the movement of nutrients below the plants' root zone. Application of recycled water at agronomic rates does not exceed vegetative water and nutrient demand and prevents overwatering, water ponding and runoff.

Applicant - An Owner or authorized representative of a potential reuse site who applies for recycled water service under terms of the appropriate regulations. An approved Applicant becomes a User.

Approved Use - An application of recycled water in a manner, and for a purpose, designed in a User Agreement entered into with SCV Water and in compliance with all applicable regulatory requirements.

Backflow Prevention Device - A device installed to protect the potable water supply from contamination by non-potable water. The backflow prevention device must be approved by DDW and tested annually by a certified tester.

County Health - For all areas within the SCV Water's service area, the health protection agency is the Los Angeles County Department of Public Health.

Cross-Connection - Any physical 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.

Disinfection - A process that uses chemical or physical means to inactivate pathogenic (disease-causing) organisms in water or wastewater.

Dual-Plumbed Site - A reuse site that utilizes separate piping systems for recycled and potable water and where the recycled water is used to either 1) serve plumbing outlets (such as toilets and urinals but excluding fire suppression systems) with a building or 2) serve outdoor landscape irrigation at individual residences.

Filter - A treatment unit for the removal of particulate material that consists of the combination of a filter medium and suitable hardware for constraining and supporting the filter medium in the path of the water. For example, in the case of a cartridge filter, the filter includes both the cartridge and the housing.

Groundwater - Water that is found in fully saturated soils, sediments, and rocks below the surface of the ground.

Hose Bibb - A faucet or similar device to which a common garden hose can be readily attached and water accessed.

Inspector - Any person authorized by SCV Water, LACSD, or County Health to perform inspections on or off the reuse site before construction, during construction, after construction, and during operation.

Irrigation Use - The application of recycled water by spray or other method for the support and maintenance of landscaping and/or agricultural plant material (as defined for recycled water under Title 22, Chapter 3 of the California Code of Regulations).

Landscape Impoundment - An open body of recycled water on a reuse site that is utilized for aesthetic enjoyment or which otherwise serves a function not intended to include public contact.

Non-potable - Water that is not suitable for drinking by humans (includes recycled water).

Operations Personnel - Any employee of a User, whether permanent or temporary, or any contracted worker whose regular or assigned work involves the supervision, operation, or maintenance of equipment on any portion of on-site facilities using recycled water.

Operator - Any person, persons, or firm, who by entering into an agreement with a User is responsible for operating on-site facilities.

Overspray - Water that is transmitted through the air to a location other than where the direct application of recycled water is intended.

Owner - Any holder of legal title, contract purchaser, or lessee under a lease with an unexpired term of more than one (1) year, for property for which recycled water service has been requested or established.

Pathogen - Any agent, especially a microorganism, capable of causing disease.

Ponding - Unintentional retention of recycled water on the surface of the ground or other natural or manmade surface for a period following the cessation of an approved recycled water use activity such that a hazard or potential hazard to the public health results.

Potable or Domestic Water - Water that is approved as safe, wholesome, and potable for human consumption to California drinking water standards and other applicable standards.

Public - Any person or persons at large and not associated with the operation of the site who may come in contact with facilities and/or areas where recycled water is approved for use.

Purveyor - Any public, private, investor-owned, or other water utility that is legally permitted to distribute water and that obtains recycled water from the City or LACSD for distribution to Users.

Recreational Impoundment - An open body of recycled water located on a reuse site that may be used for unrestricted body contact (e.g., swimming, wading) or restricted non-body contact (e.g., boating, fishing) recreation.

Recycled Water - Water produced by a municipal water reclamation facility that is suitable for a beneficial use.

Reuse Site - A site with well-defined boundaries authorized for the use of recycled water; the uses of recycled water and the site location must comply with permits as issued by the applicable Regional Water Board.

Runoff - When recycled water is intentionally or unintentionally allowed to drain outside the approved recycled water irrigation area. Runoff is considered "incidental" when it occurs in small amounts due to over-spray or minor leakage from sprinklers, over-watering, breaks in lines or overflow of ponds that contain recycled water during storms.

Site Supervisor - The person designated by the owner or manager of the property upon which recycled water will be or is applied, who will carry out the responsibility of the owner or manager of the property for: (a) installation, operation, and maintenance of the system that enables recycled water to be used; (b) prevention of potential hazards; (c) implementation and compliance with provisions of these guidelines and other associated documents; and (d) coordination with the cross-connection control program of the water supplier. This person should be available to SCV Water and, if the site is located outside of Vista Canyon, LACSD as well at all times and should have the knowledge and authority to carry out any requirements.

Tertiary Treatment - The treatment of wastewater beyond the secondary, or biological, stage. Normally implies the removal of a high percentage of pathogens and of suspended solids through filtration and disinfection.

Unauthorized Discharge - Any release or spill of recycled water that violates the rules and regulations of SCV Water, LACSD (if outside of Vista Canyon), or applicable Federal, State, or local statutes, regulations, ordinances, contracts, or other requirements.

User - Any person to whom SCV Water distributes recycled water under the permits issued to SCV Water and LACSD by the Regional Water Board, including end users to whom recycled water is conveyed through an intermediate party. User does not include persons who have been independently issued permits from the Regional Water Board.

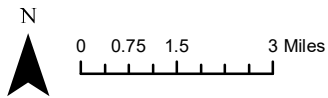
User Agreement - A contractual agreement between the User and SCV Water that establishes the conditions for recycled water service and use.

Water Reclamation Plant - An arrangement of devices, structures, equipment, processes, and controls that produce a recycled water supply suitable for the intended reuse.

Windblown Spray - Dispersed, airborne particles of recycled water that can be transmitted through the air to locations other than those approved for the direct use of recycled water.

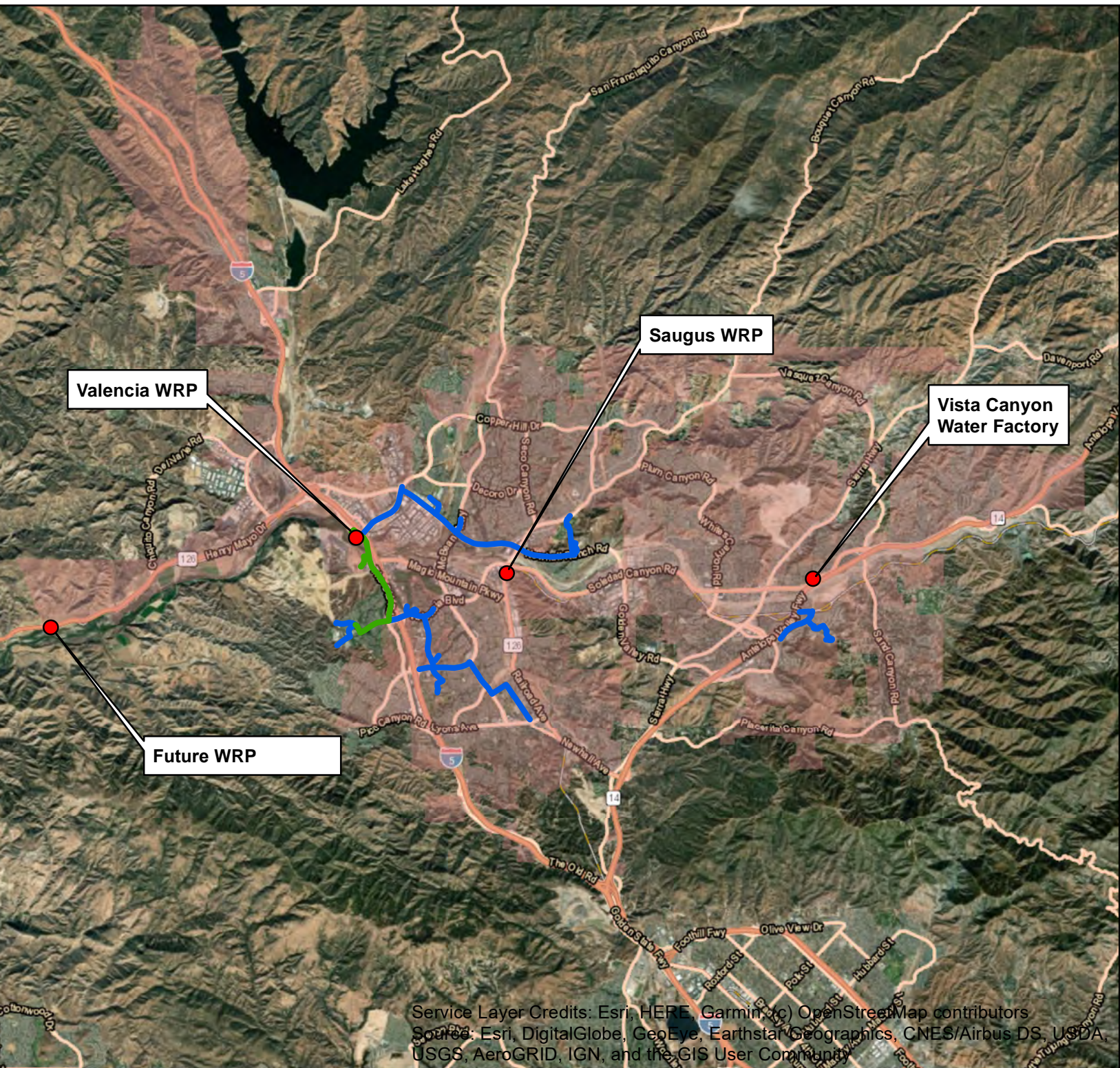
ATTACHMENT 1 – SCV WATER RECYCLED WATER MAP

SCVWA Recycled Water



Legend

- WRP
- Existing Alignment
- Proposed Alignment
- SCVWA Boundary



Map Created: May 2019







Service Layer Credits: Esri, HERE, Garmin, © OpenStreetMap contributors
Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA
USGS, AeroGRID, IGN, and the GIS User Community

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ATTACHMENT 2 – AGENCY CONTACTS

Agency Contact Information for Water Recycling

For Agency Contacts for Spills of Recycled Water – Go to Attachment 8

	<p>Santa Clarita Valley Water Agency Contact: Ryan Bye or Water Recycling Coordinator Phone: (661) 510-5217 or (661) 810-7101 Email: rbye@scvwa.org Website: https://yourscvwater.com/your-water/#recwater</p>
	<p>Los Angeles County Sanitation Districts Contact: Water Recycling Coordinator Spill Reporting Hotline Phone: 866-484-1224 Email: reuse@lacsdc.org Website: http://www.lacsdc.org/waterreuse/</p>
	<p>Los Angeles Regional Water Quality Control Board <i>Manager, Watershed Regulatory Section</i> Contact: Ms. Jeong Hee-Lim Phone: (213) 576-6616 Email: jeong-hee.lim@waterboards.ca.gov Website: https://www.waterboards.ca.gov/losangeles/</p>
	<p>State Water Resources Control Board Division of Drinking Water <i>Recycled Water Unit</i> Contact: Ms. Ginachi Amah Phone: (619) 525-4022 Email: Ginachi.amah@waterboards.ca.gov Website: http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/RecycledWater.shtml</p>
	<p>Los Angeles County Department of Public Health Contact: Eric Wood Phone: (213) 761-0704 (direct) Phone: (626) 430-5290 (mainline) Email: ewood@ph.lacounty.gov Website: http://www.publichealth.lacounty.gov/eh/EP/cross_con/cross_con_recycle.htm</p>
	<p>California State Department of Fish and Wildlife Contact: State Park Dispatch Phone: (951) 443-2969 (mainline)</p>

ATTACHMENT 3 – SCV WATER’S POLICIES, RULES, AND REGULATIONS FOR RECYCLED WATER SERVICE



SCV

WATER

POLICIES, RULES AND REGULATIONS

Title: **CUSTOMER SERVICE POLICY**

Approval Date: July 2021

Effective Date: July 2021

Approved By: Board of Directors

DMS #26240

Se proporciona la “POLITICA SOBRE INTERRUPCIÓN DE SERVICIO RESIDENCIAL DE AGUA POR FALTA DE PAGO” adjunta en inglés. Aviso adjunto en inglés. Si usted requiere la Política adjunta en español, favor de comunicarse con nuestra oficina al (661) 294-0828; www.yourscvwater.com y le proporcionaremos una política traducida al español.

隨附的“停止為不付款人士提供住宅供水服務政策”是以英文提供。如果您需要中文版的政策，請撥打 (661) 294-0828 www.yourscvwater.com 聯繫我們的辦公室，我們會為您提供一份翻成中文的政策。

Kèm theo đây là bản tiếng Anh “ĐIỀU KHOẢN VỀ VIỆC NGỪNG CẤP NƯỚC TRONG NHÀ KHI KHÔNG TRẢ TIỀN”. Nếu bạn cần Điều Khoản kèm theo trong tiếng Việt, xin liên lạc văn phòng chúng tôi tại (661) 294-0828 www.yourscvwater.com và chúng tôi sẽ cung cấp cho bạn bản Điều Khoản được dịch sang tiếng Việt.

“미납에 따른 주거용 수도 공급 중단에 관한 정책” 첨부 문서는 영어로 제공됩니다. 첨부된 정책 문서를 한국어로 받으시려면, 저희 사무실에 (661) 294-0828 www.yourscvwater.com 으로 연락하시고 저희가 한국어로 번역된 정책 문서를 제공할 것입니다.

Ang nakalakip na “PATAKARAN SA PAGTIGIL SA RESIDENSIAL NA SERBISYO NG TUBIG DAHIL SA HINDI PAGBABAYAD” ay ibinibigay sa Ingles. Kung kailangan mo ang nakalakip na Patakaran sa Tagalog, makipag-ugnay sa aming tanggapan sa numerong (661) 294-0828 www.yourscvwater.com at bibigyan ka namin ng Paunawang isinalin sa wikang Tagalog.

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PART 1 – DEFINITION OF TERMS

1.1 AGENCY DEFINITIONS

Unless the context specifically indicates otherwise, the meaning of words or terms used in these Regulations shall be as follows:

AGENCY – The Santa Clarita Valley Water Agency, organized and operated pursuant to the provisions of Senate Bill 634. Also known as SCV Water or Agency.

APPLICANT (PROPOSED CUSTOMER) – Any person, firm, corporation, association or agency who desires to obtain Potable or Recycled Water Service from the Agency.

APPURTENANCES – Customer owned meter stop, check valve, back flow prevention device, shut-off valve and any other devices downstream from the meter, but not including the meter.

ASSESSOR’S PARCEL NUMBER – A number assigned by tax assessor in order to identify a particular Property.

BILLING – Monthly statement sent to account holder(s) which includes bill detail, bill summary, account information, water use history and water efficiency target.

BOARD – The Board of Directors of the Santa Clarita Valley Water Agency.

BUILDING UNIT – Any unit of nonresidential development.

CLASS OF SERVICE – Based on intended usage of meter.

CONSUMPTION or VARIABLE WATER CHARGE – A monthly quantitative charge for the amount of water delivered to a Property, either metered or estimated. Consumption or Variable Water charge shall be billed as a price per 100 cubic feet of water delivered in accordance with the rate structure.

CROSS CONNECTION – Any unprotected actual or potential connection between any part of a potable water system used or intended to supply water for drinking purposes and any source or system containing water or a substance that is not or cannot be approved as safe, wholesome and potable for human consumption. Bypass arrangements, jumper connections, or other devices through which backflow could occur shall be considered cross connections. Also see definition in Appendix E – Cross Connection Control Policy.

CUSTOMER – Any Person, Property Owner, Tenant, firm, corporation, association or agency who uses or desires to obtain Potable or Recycled Water Service from the Agency.



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CUSTOMER SERVICE LINE – The Customer’s facilities including pipe, fittings and appurtenances extending from the outlet of the shut-off valve downstream of the Agency’s meter, check valve or backflow prevention device.

DEPOSIT – Money required to be deposited with the Agency for the purpose of guaranteeing payment of monthly bills rendered for Potable or recycled water service.

DISCONNECTION/RESTORATION FEE – A disconnection or restoration fee will be charged to turn off or on Potable or Recycled Water Service that is shut off or turned on due to involuntary termination.

DIVISION – Identifies legacy retail divisions: Newhall Water Division (NWD), Santa Clarita Water Division (SCWD), Valencia Water Division (VWD).

POTABLE WATER SERVICE – Potable Water Service shall include the delivery of Potable water for any purpose to a residential Customer, nonresidential Customer, commercial or industrial Customer, governmental Customer or institutional Customer, and the delivery of Potable water for public and private fire protection service.

POTABLE OR RECYCLED WATER SERVICE INFRASTRUCTURE (WATER SYSTEM) – The water pipelines, booster stations, wells, treatment facilities, reservoirs, and other facilities, constructed by or for the Agency, whether acquired by the Agency, for the purpose of providing Potable or Recycled Water Service.

DUE DATE – The date on which payment for Potable or Recycled Water Service is due, which is on the tenth (10th) day from when the bill is generated, as signified by the date of the bill.

DWELLING UNIT – A single unit requiring Potable Water Service and intended to be a complete independent living facility for one or more persons, including permanent provisions for living, sleeping, eating, cooking and sanitation, including but not limited to, family residence, each unit of a duplex, each unit of an apartment, condominium, each recreational vehicle and each trailer park space.

GENERAL MANAGER – The General Manager of the Agency or his/her appointed representative.

LEGACY DEBT – Debt incurred by each individual entity prior to the creation of SCV Water is broken out separately and paid only by customers in that division. This legacy debit is a fixed charge and broken out as a separate line item for the Santa Clarita and Valencia divisions.

LIEN – The process of levying property to recapture unpaid charges for water and other services.



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MASTER METER LOCATION – (master account/master location) a collection of subaccounts whose meters are all of the same class of service, sharing an aggregated water target, for which the customer receives one bill.

METER INSTALLATION CHARGE – The Agency’s charge for installing only the meter.

MONTHLY SERVICE OR FIXED CHARGE – The monthly charge levied to a Property for the benefit of having Potable or Recycled Water Service available to the Customer. This does not include the variable water charge for water.

NON-POTABLE WATER – Water that has not been treated for, or is not acceptable for, human consumption in conformance with Federal, State and local water standards. Non-potable water includes recycled water.

OFF-SITE FACILITIES – Facilities under the ultimate control of the Agency including but not limited to water or recycled water pipelines, reservoirs, pumping stations, fire hydrants, valves, connections, supply interties, treatment facilities, meters and Property up to the point of connection with the On-site Facilities.

ON-SITE FACILITIES (AGENCY OWNED) – Facilities under the ultimate control of the Agency including but not limited to water or recycled water pipelines, reservoirs, pumping stations, fire hydrants, valves, connections, supply interties, treatment facilities, and other Property located within a Subdivision or Tract.

ON-SITE FACILITIES (CUSTOMER OWNED) - Facilities under the ultimate control of the Customer, which include the piping from the outlet of the shut-off valve downstream of the Agency’s meter (but not the meter itself), check valve or approved backflow prevention device, all onsite irrigation and/or other piping systems and other appurtenances.

PARCEL – Generally refers to a piece of land that cannot be designated by a lot number.

PAST DUE - The bill for Potable or Recycled Water Service is due on the Due Date and Potable or Recycled Water Service is subject to termination if the bill is not paid within sixty (60) days from the Due Date.

PERMANENT SERVICE CONNECTION – A Service Connection that is intended to provide continuous Potable or Recycled Water Service.

PERSON – Any individual, firm, company, corporation, association, political subdivision, city, county, Agency, the State of California, or the United States of America or any department or agency of any thereof. The singular in each case shall include the plural.



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PRIVATE FIRE PROTECTION SERVICE CONNECTION – The Agency’s facilities including pipe, fittings and appurtenances, extending from the Potable Water System to the private fire protection system.

PRIVATE FIRE PROTECTION SYSTEM – The Customer’s facilities including pipe, fittings and appurtenances extending from the outlet of the gate valve downstream of the Agency’s meter, check valve or backflow prevention device used exclusively for fire protection and/or suppression.

PROPERTY – Any Property, including any lot, parcel, premises, dwelling unit or building unit or portion thereof that is the subject of a request for service or to which service is being rendered.

PROPERTY OWNER or OWNER – Any person, agent, firm or corporation having an ownership interest in the Property, and not including any interest as a renter or tenant.

REGULATIONS or POLICY – The current edition of, and any amendments or revisions to, the Agency’s Regulations or Policy Governing Potable Water Service.

RECYCLED WATER – Water furnished to the Customer that meets disinfected tertiary standards per Title 22 of the California Code of Regulations for approved non-potable uses.

RECYCLED WATER SERVICE - Recycled Water Service shall include the delivery of recycled water for any purpose to a residential Customer, nonresidential Customer, commercial or industrial Customer, governmental Customer or institutional Customer, and the delivery of recycled water for public or use as construction water.

RENDERED – Presented for payment or consideration. A bill is considered rendered when it is delivered to the U.S. Post Office, sent electronically or by other means is presented for payment.

RESIDENTIAL DISCONTINUATION POLICY – The Agency’s Policy on Discontinuation of Residential Water Service for Non-Payment, in the form attached as Appendix A-13 and related translations into Spanish, Chinese, Korean, Vietnamese and Tagalog.

RESIDENTIAL FIRE SPRINKLER SYSTEM – A fire sprinkler system required by California Residential Code, Title 24, Part 2.5 which is incorporated as part of the Customer Service Line.

RESTORE – To reestablish water delivery to a Property or parcel when water has been terminated.



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SERVICE AREA – The area within the current Agency Potable or Recycled Water Service Boundary as approved by the Los Angeles County Local Agency Formation Commission (LAFCO).

SERVICE CONNECTION – The Agency’s facilities including pipe, fittings, meter, meter box and check valve or backflow prevention device and shut-off valve, extending from the Agency’s potable or recycled water main to the outlet of the shut-off valve downstream of the meter, check valve or backflow prevention device.

SUPPLIER – Santa Clarita Valley Water Agency

TEMPORARY SERVICE CONNECTION – A Service Connection that is intended to provide Potable or recycled Water Service during construction or other use of a limited duration.

TENANT – A person who rents or leases a unit which he/she does not own.

WATER AVAILABILITY – Potable or Recycled Water Service is considered to be available to Property or to premises if the Water or Recycled Water System has been constructed and is available for Service as provided for in these Regulations.

WATER AVAILABILITY CHARGE – The annual charge levied against lands to which Potable or Recycled Water Service is available whether the Service is used or not.

WATER TARGET – Amount of water designated to a specific property based on water use efficiency.



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PART 2 – AUTHORITY

2.1 General Provisions

2.1.1 Board

The Board may change these regulations as it deems necessary.

2.1.2 General Manager

The General Manager may prescribe and enforce additional regulations not in conflict with these Regulations to implement the application, administration, interpretation and enforcement of these Regulations.

2.2 Inspectors

2.2.1 Entry to Premises

The General Manager and other duly authorized employees of the Agency bearing proper credentials and identification shall be permitted to enter upon all Property for any purpose properly connected with the Agency’s operation.

2.2.2 Credentials

No Person who is not an authorized officer or employee of the Agency shall have, wear, or exhibit any badge or credentials of the Agency. Authorized Agency staff, officers and employees shall have, wear or exhibit badge and/or Agency credentials.

2.3 Fees, Charges and Services

Fees, charges and services are nonrefundable and nontransferable; however, under special circumstances, the General Manager or designee may grant a refund of fees or charges at his/her discretion.

2.4 Policy Exceptions and Exemptions

Exceptions or exemptions from these Regulations shall be approved by the Board of Directors. This provision does not apply to the waiver of one-time charges or fees.

2.5 For additional authorities regarding local and state regulation of recycled, see Part 18.



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PART 3 – SERVICE CONNECTION

3.1 General Provisions

3.1.1 Types

The Agency will install two types of Service Connections, a Permanent Service Connection or a Temporary Service Connection.

1. Class of Service

A Class of Service will be assigned to each meter at the time of application. This Class of Service will be assigned based upon the intended usage of this meter. Change of intended usage must be reported to the Agency by the Customer within five (5) business days. Change in intended usage must be approved by the Agency and may be subject to additional fees and/or charges.

3.1.2 Installation

Only authorized employees or agents of the Agency shall install a Service Connection to active water or recycled water mains. In special circumstances, Contractors are permitted to install Service Connections to water or recycled water mains when prior approval is given by the Agency.

3.1.3 Responsibility

The Agency owns, operates, and maintains the Service Connection. The Property Owner is responsible for the Customer Service Line.

3.2 Permanent Service Connection

3.2.1 General Provisions

1. Water Service for New, Single and Multiunit Residential and Mixed-Use Structures:

The Agency policy requires all new individually owned residential properties to be metered individually through an Agency meter. Master meters are not allowed for new individually owned residential properties. Multiunit Residential or Mixed-use Structures that are sublet may be eligible for master meter(s) at the sole discretion of the Agency. In the event the Agency allows for the installation of a master meter, it is the Developer’s responsibility to comply with all laws and regulations governing the approval of submeters for



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new Multiunit Residential and Mix-used Structures where the Agency is providing master meter(s), including, but not limited to, the California Plumbing Code, California Water Code and Senate Bill-7 (SB-7).

Before the Agency will provide water service to the Development (or a portion or phase thereof), the Developer shall provide the Agency with a written plan for compliance with SB-7. The written plan must describe the provisions for the installation of submeters for each unit in compliance with all laws and regulations governing the approval of submeters, including the maintenance, reading, billing, and testing requirements. The Agency policy also requires separate meters for irrigated landscapes in accordance with California Code of Regulations Section 492.7 and California Water Code Section 535.

All restaurants require a single Service Connection, regardless of whether the restaurant is located within a commercial/industrial building already being supplied water service through a Master Service Connection.

2. Responsibility

The Customer and/or Property Owner is responsible for loss or damage to a meter and any Agency owned property associated with the Service Connection from the time it is installed until the time it is removed.

3. Recycled Water

Additional requirements apply to permanent service connections for recycled water. See Part 18.

3.2.2 Location and Size

1. Location

Service Connections in conventional lot Subdivisions shall be installed within five (5) feet of the side Property line except when such placement conflicts with other utilities. In addition, Service Connections shall be installed perpendicular to the water main unless prior approval is obtained by the Agency.

Service Connections for recycled water shall be installed perpendicular to the recycled water main unless prior approval is obtained by the Agency.

New Service Connections shall not be installed in driveways without prior approval by the Agency. If such approval is granted, then the following conditions shall be met prior to installation:



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- a. Property Owner executes a recordable hold harmless agreement for liability and agreeing that the Agency is not responsible for the repair of driveways and other improvements should the repair of the Service Connection be necessary.
- b. Installation of a larger traffic-grade meter box with a metal traffic cover.
- c. Property Owner shall be responsible for payment of an additional charge for the installation of the larger traffic-grade meter box and metal traffic cover.

The above conditions are applicable to all existing service connections without meters installed.

Service connections shall be installed outside decorative paving areas whenever possible. The Property Owner will be required to execute a recordable hold harmless agreement for liability and agree that the Agency is not responsible for the repair of decorative paving and other improvements should the repair of the Service Connection be necessary.

Where the Property does not directly abut on a public thoroughfare, the Agency, at its option, may provide a Service Connection of conventional length, not exceeding 100 feet, and terminating at some practicable location in public right-of-way and the Applicant shall obtain any required easements and provide its connection thereto.

Under no circumstance shall Service Connections be installed in medians and/or islands in any public thoroughfare, unless approved by the Agency.

2. Looped Metered Connections

Service provided to a location that has its own distribution system that is looped and connected to Agency facilities by two (2) or more meters shall be provided with an approved type backflow prevention device immediately downstream of each metered connection as specified in Appendix E.

3. Size

The size (diameter in inches) of a Service Connection shall be based upon required flow and intended use for the Property. Service Connections to a Dwelling Unit shall be a minimum of 1 inch in diameter unless otherwise approved by the Agency. The Agency reserves the right to determine the type of any backflow preventer or other appurtenances required for the installation.



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4. Appurtenances

Meter Stop, Check Valve, Backflow Prevention Device and Shut-off Valve:

All Service Connections will have a meter stop on the inlet side of the meter, for exclusive use by the Agency, and a shut-off valve downstream of the meter, check valve or backflow prevention device. If the meter stop, check valve, backflow prevention device or shut-off valve is damaged, the Property Owner will be responsible for the costs to replace the damaged component(s).

5. Meter

Each Service Connection shall be metered. Customarily, the meter will be installed in public Property adjacent to the curb or Property line, but, at the option of the Agency, it may be installed on the Property in an appropriate meter box. No rent or other charge will be paid by the Agency for a meter located on the Property.

If a meter is damaged or tampered with, the Agency will charge the Property Owner for the replacement or repair of the meter.

The Agency’s operating convenience or necessity may require the use of more than one meter to serve a premise.

6. Meter Box

If the meter box is damaged by the Customer, the Agency may charge the Property Owner for the replacement or repair of the meter box.

The meter box shall be accessible to the Agency at all times. The Agency will not be responsible for damage to improvements (i.e. landscaping, decorative paving) installed by the Property Owner or Customer within public Property or an easement around the meter box.

7. Additional Appurtenances

In some locations within the Service Area, additional appurtenances, including but not limited to pressure reducing valves, may be required. The additional appurtenances are always installed on the Customer Service Line; therefore, the Property Owner is responsible for operation and maintenance of the appurtenance once installed.



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8. Charge

The charge for installation of a Permanent Service Connection is the responsibility of the Customer.

9. Relocation or Extension

The charge for relocation or extension of a Permanent Service Connection will be the responsibility of the Customer.

3.2.3 Request for Changes in Meter Size, Removal, Land Use or Inclusion of Additional Land Area

A request for changes in meter size, removal, land use or inclusion of additional land must be made in writing by the Customer of record in such format as defined by the Agency. The Customer shall be solely responsible for all costs associated with changes in meter size, removal, land use or inclusion of additional land area. The Agency may approve requests to remove, increase or reduce meter sizes, in its reasonable discretion, and may impose conditions including, but not limited to, the following: 1) submission of minimum fire flow requirements for the subject Property and compliance with said requirements; and 2) submission of landscape plans in accordance with the Agency’s landscape and irrigation practices.

Additional requirements for changes in land use or inclusion of additional land area for recycled water services apply. See Part 18 for drawing submittals and approvals needed.

1. Meter Size Increase or Reduction

There is a fee to install a new meter to achieve the requested meter size change. Customer shall pay for the actual costs incurred by the Agency.

2. Meter Location Change

If the Customer desires a change in location of the meter, such change may be affected with the mutual agreement of the Agency and the property owner, and the owner/Customer shall pay for the actual costs incurred by the Agency.

3. Meter Removal

Customer must sever their connection from the water meter and appurtenances prior to the Agency removing the meter. The Agency will not



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perform any plumbing work on the Customer Service Line. The Customer will be required to perform any and all plumbing work necessary to prepare for the meter and appurtenance removal, including securing/capping off the Customer Service Line. Customer shall pay for the actual costs incurred by the Agency.

4. Change in Land Use

The Customer/property owner shall notify the Agency of any change in the character or use of the property or buildings from that for which the service connection was originally obtained. If a residential property is to be reclassified or used as commercial or industrial or vice versa, the property owner shall pay any additional charges that may be applicable by reason of the reclassification. In all cases the Agency’s determination of the property’s zoning classification or use will be final, subject to an appeal to the Board.

5. Inclusion of Additional Land Area

The Customer/property owner shall notify the Agency of any additional land area or adjacent lots not served at the time of original commencement of service that are to be served from the existing service connection. The Agency reserves the right to designate the type of meter, limit the number of buildings, separate houses, living or business quarters, and the area of land under one ownership to be supplied by one service connection.

3.3 Temporary Service Connection

3.3.1 General Provisions

1. Purpose

Provided no undue hardship is caused to customers, the Agency will furnish temporary service for construction purposes when the applicant has requested service on this basis, or the Agency reasonably expects the service to be temporary and the applicant has paid advances and established credit. The Agency contemplates temporary service will be provided for a term of six (6) months or less or as established by the Agency, and requires the applicant to comply with the following:

2. Advances

The applicant must advance to the Agency the estimated net cost of installing and removing the facilities necessary to furnish the service.



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3. Deposits/Establishment of Credit

The applicant must deposit a sum of money equal to the cost of the meter and the estimated bill as established by the Board. If the duration of service is to exceed one month, then the applicant must establish credit in the same manner as is prescribed for permanent service.

4. Rates, Charges and Conditions of Service (Construction Meter)

The rates, charges and conditions for temporary service will be the same as those prescribed for permanent service, plus additional costs as set forth in Appendix A-7. The monthly service charge will be prorated and charged on a daily basis.

5. Connections to Fire Hydrants

Fire hydrants connected to Agency mains are for use by the Agency and by organized fire protection agencies. Other parties desiring to use water from fire hydrants for any purpose must obtain written permission from the Agency and from the appropriate fire protection agency prior to use and shall operate the hydrant according to the instructions issued by the Agency. Unauthorized Water Use will be subject to penalty as prescribed in Section 6.2.10 and will be prosecuted according to law. Notwithstanding all other penalties, charges for unauthorized use of water through fire hydrants will be subject to the appropriate penalty specified in Appendix A-10 along with any applicable charges.

6. Water for Construction Needs

All requests for construction water shall be made on an approved application form available in the Agency office and accompanied by the appropriate deposit amounts as stated in that form. Any costs involved in supplying such connections will be prepaid by the applicant. Use of recycled water for construction is subject to additional requirements, see Part 18.

7. Tank Trucks – Back Flow Devices

Service to tank trucks will be provided only where an approved backflow prevention device is used, in accordance with the Agency’s Cross-Connection Control Program (see Appendix E). For tank truck requirements for recycled water, see Part 18.



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8. Duration

A Temporary Service Connection will be disconnected and terminated within six (6) months after installation unless the Customer applies for and receives a written extension of time from the Agency. The Agency has the right to terminate a Temporary Service Connection at any time without notice to the Customer.

9. Responsibility

The Customer is responsible for loss or damage to a meter and any Agency owned Service Connection associated with the Temporary Service Connection from the time it is installed until it is removed, or until 48 hours after notice in writing has been received by the Agency that the Customer wants the Temporary Service Connection disconnected.

10. Temporary Recycled Water Service or Temporary Use of Potable Water before Recycled Water Approval

Upon Agency approval, recycled water may be provided on a temporary basis for construction uses. See Part 18 for additional requirements.

Upon Agency approval, Potable water may be used in place of recycled water on a temporary basis. Before the Applicant will receive temporary Potable water, in lieu of recycled water, a Recycled Water User Agreement must be obtained. See Part 18 for additional requirements.



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PART 4 – APPLICATION FOR SERVICE

4.1 General Provisions

A person who takes possession of premises and uses water without applying for water service is liable for all water delivered from the date of the last recorded meter reading; if the meter is found inoperative, the quantity of water delivered will be estimated. If proper application for service is not made within 48 hours after initial notification that failure to do so will result in termination of water service to said location, or if accumulated bills are not paid upon presentation, water service shall be discontinued as provided in the notice.

4.2 Application for Service:

A request for service must be made by each Applicant for Potable or Recycled Water Service in such format as defined by the Agency. The Agency may establish reasonable means to verify Applicant's identity. Upon verification of Applicant's identity, the Agency may provide for written applications to be completed and accepted electronically, by mail, in person or other appropriate means of delivery. An Applicant may be required to establish credit worthiness as provided in Section 4.2.2. There is a fee to establish or transfer an account if the Agency approves the application for service. The fee is listed in Appendix A-11. Upon Agency's acceptance of application, Potable or Recycled Water Service will be established within two business days. The Agency may discontinue service if an application is erroneous, not complete, and the errors are not cured by the Property Owner after notice deemed adequate by the Agency. All Applicants will be advised of this provision when the Agency is contacted for service.

Each time there is a change of Customer (either Property Owner or Tenant) on any commercial or industrial Property, the new or previous Property Owner or Customer shall notify the Agency immediately.

Applications for use of recycled water are subject to additional requirements. See Part 18 for additional information.

4.2.1 Property Damage Waiver Agreement

Applicants will be required to execute the Application Agreement, by which the customer acknowledges receipt of certain information regarding the chemical analysis of Agency water and waives any claim for damages to their pipes and plumbing fixtures as a result of their use of Agency water.



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4.2.2 Establishment of Credit

The Agency requires Applicants to provide the Agency with information sufficient to determine the credit worthiness of the Applicant. Upon determining the Applicant's credit worthiness, the Agency may require the Applicant to deposit with the Agency such sums of money as determined by the Board from time to time.

1. Upon receipt of completed Application for Service form and connection for water service has been established, said Applicant is considered a Customer.
2. Deposits will be refunded to a Customer at the termination of water service, provided all water charges have been paid. No interest will be paid on Customer deposits.
3. A new Application for Service for any Customer will be granted only if all assessments, fees, charges, past due water bills, and penalties due and charged to or against said Customer, have been fully paid.

4.2.3 Deposit Based Upon Poor Payment History

The Customer shall be required to deposit with the Agency such sums as specified in Appendix A-11 in the event: (i) the Customer's service is disconnected for non-payment, as provided in Section 9; or (ii) upon the Customer having been assessed a Late Fee for an Overdue Notice, as provided in Section 6.2.3, twice in a 12-month period.

4.2.4 Waiver of Deposit

Public Agencies will not be subject to the deposit requirements stated above.

4.2.5 Return of Deposit

Where the Customer has maintained their payment history in good standing for one year, the deposit will be credited against their bill.

4.2.6 Bankruptcy

The following rules apply upon receipt of a Customer's bankruptcy notice identifying the Agency as a creditor:

1. The Agency will notify the Customer that their existing account will be closed effective the first available date after receipt of the bankruptcy notice.



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2. A new account will be opened for this Customer and is subject to the rules applied to all new individual Applicants for service as stated in Section 7.6 herein.
3. Any existing Customer's deposit on file with the Agency will be applied to any outstanding balance on the original account.

4.2.7 Refusal to Serve

The Agency may refuse to serve an applicant for service under the following conditions:

1. If the applicant fails to comply with any of the rules and regulations contained herein.
2. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing Customers.
3. If, in the judgment of the Agency, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered or exceeds the normal capacity of the meter service.
4. Where service has been discontinued for fraudulent use, the Agency will not serve an applicant until it has determined that all conditions of fraudulent use or practice have been corrected.
5. The Agency may also refuse Recycled Water Service if the proposed used of recycled water is not allowed under State or County regulations.

4.2.8 Notification to Applicant

When an applicant is refused service under the provisions of this rule, the Agency will notify the applicant promptly of the reason for the refusal to serve and of the right of applicant to appeal that decision to the Board.

4.2.9 Property Owner Responsibility

Potable or Recycled Water Service, and the payment thereof, in all cases, shall be the responsibility of the Property Owner. The Property Owner may authorize, in writing, that a second party, such as a Tenant may establish service in their name and a Tenant or Tenants may establish service as provided in the Residential Discontinuation Policy. The Property Owner shall be held responsible for payment of all amounts due for Potable or Recycled Water Service, including all bills, costs, loss, damage, penalties, charges, or fees regardless of user or



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use. If the Property Owner has authorized a second party, such as a tenant to establish service and receive billing for service, a completed application form shall be required from the second party.

The Agency, as a courtesy, may allow the Property Owner to authorize a Tenant to be billed for service. This courtesy is at the discretion of the Agency and as such, the Agency may transfer service from a Tenant back to the Property Owner and refuse to allow future service to be billed to a Tenant. In such circumstances the Property Owner will receive all billing statements.

For property owner responsibilities for use of recycled water, see Part 18.

4.2.10 Description of Property

The Applicant shall describe the Property to be served and only the Property described will receive potable or recycled water through such Service Connection. The description shall include street address, city, Assessor’s Parcel Number and other information, including plumbing and building plans, to enable the Agency to determine the level of Cross Connection protection required. The Agency may refuse Potable or Recycled Water Service to any Property where apparatus, appliances or equipment using water are dangerous, unsafe or not in conformity with pertinent laws, ordinances, or regulations. The Agency will not assume responsibility for inspecting the Property.

Any alterations to existing Potable facilities on the Property that may affect the level of Cross Connection protection required must be reported immediately to the Agency.

Any alterations to existing recycled facilities or Potable facilities on a Property where recycled water is in use require submittal of plans to the Agency and pre-approval prior to altering the existing approved use. See Part 18 for additional information.

4.2.11 Description of Water Usage

The Applicant shall describe the potable or recycled water demand for the Property to be served, including the required maximum flow (in gallons per minute) and minimum pressure (in pounds per square inch) required at the meter. For Dwelling Units required to install a Residential Fire Sprinkler System, the Applicant shall also provide the type of Residential Fire Sprinkler System (multipurpose or stand-alone), the maximum flow (in gallons per minute) and minimum pressure (in pounds per square inch) required for the Residential Fire Sprinkler System.



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Additional terms for Application for service that apply exclusively to the use of recycled water can be found in Part 18.

4.3 Special Provision

Properties, other than residential, with landscaped areas will be served with a separate service for irrigation purposes.

4.4 Prior Service

An Applicant for service may be subject to the provisions of Section 7.7 if a delinquency has occurred at the Property or another Property owned by the Property Owner. This provision shall apply to all Potable or Recycled Water Services including business and landscape.

The Applicant will not be held liable for any unpaid charges from a prior Customer or Property Owner except those unpaid charges which have been filed as a lien against the Property by the Agency under the provisions of California Water Code Section 31701.5. A new Property Owner assuming existing liens on Property shall be required to pay all unpaid charges that remain as liens against the Property purchased, prior to new Potable or Recycled Water Service being established.



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PART 5 - RULES APPLICABLE TO EXISTING CUSTOMERS

5.1 Quantities

The Agency will endeavor to supply water dependably and safely in adequate quantities and pressures to meet the reasonable needs and requirements of Customers.

5.2 Quality

The Agency will endeavor to supply water for potable use or human consumption that is potable, not harmful to human health, free from objectionable taste, odor or color, and within health standards. For recycled water quality, see Part 18.6.

5.3 Responsibility for Loss or Damage

Customers shall accept such conditions of pressure and service as are provided by the Agency system and hold the Agency harmless for any loss or damage to Customers resulting from the Agency's failure to meet the service goals stated within this section, or due to any interruptions in service. Customers shall at all times be in compliance with current California Plumbing Code.

Customers using recycled water shall at all times be in compliance with current state and county regulations for the use of recycled water.

5.4 Conditions of Service

5.4.1 Notices

1. Notice to Customers

Notice to a Customer will normally be by telephone or in writing and may be delivered electronically or mailed to the customer's last known address. In emergencies or when circumstances warrant, the Agency, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone, or by leaving a written notice on the door.

2. Notice from Customers

Customer may make notification in person, by telephone or by letter to the Agency at its office.

Change in Customer's Equipment, Operations or Land Use



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- a. A Customer making any material change in the size, character, or extent of the equipment, operations, or nature of land use shall immediately give the Agency written notice of the nature and extent of the change, and if necessary, amend their application for water service. Any and all modifications to the service must be approved by the Agency.

For modifications of the Customer’s on-site recycled water facilities, the modifications must be approved in advance prior to implementing the changes. Depending on the type of modification, issuance of a new User Agreement or an amendment to the existing User Agreement may be required.

3. Continuity of Service

The Agency expressly reserves the right to restrict, curtail, allocate or apportion Agency water supplies as necessary, in the sole discretion of the Agency.

- a. Emergency Interruptions

The Agency will make all reasonable efforts to prevent interruptions to service and, when such interruptions occur, will endeavor to re-establish service with minimal delay consistent with the safety of the Agency's customers and the general public.

Where an emergency interruption of service affects the service to any public fire protection device, the Agency will promptly endeavor to notify the Fire Chief, or other public official responsible for fire protection, of such interruption and of subsequent restoration of normal service.

- b. Scheduled Interruptions

Whenever the Agency finds it necessary to schedule an interruption to its service, it will, where feasible, notify all Customers to be affected by the interruption, stating the approximate time and anticipated duration of the interruption. Scheduled interruptions will be made at such hours as will be least inconvenient to the Customers consistent with reasonable utility operations.

Where public fire protection is provided by the mains affected by the interruptions, the Agency will promptly endeavor to notify the Fire



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Chief, or other officials responsible for fire protection, of the interruption. In addition, the Fire Chief or other official responsible for fire protection will be notified upon restoration of service.

c. Apportionment of Supply during Water Shortages

To determine apportionment of supply during water shortages, see the Agency’s Water Shortage Contingency Plan and Water Conservation and Water Shortage Ordinance.

5.4.2 Ownership of Facilities on Customer's Premises

The service lateral, meter, and meter box or other facilities furnished at the Customer's expense, whether located wholly or partially upon a Customer's premises, are the property of the Agency. No rent or other charge will be paid by the Agency where the Agency-owned service facilities are located on a Customer's premises.

5.4.3 Agency Access to Customer's Premises

The Agency shall at all reasonable hours have access to meters, service connections and other equipment or facilities owned by the Agency which may be located on Customer's premises for purposes of installation, maintenance, operation or removal of the equipment at the time service is to be terminated. The property owner or customer shall maintain the meter box area free and clear of any obstruction preventing clear access to Agency facilities.

The Customer's potable and recycled water (Agency owned) on-site facilities shall be open for inspection at all reasonable times to authorized representatives of the Agency. The Customer's failure to do so within a reasonable period of time may result in disconnection. Any inspection work or recommendations made by the Agency or its agents in connection with plumbing or appliances, cross-connections or any use of water on the Customer's premises, either as a result of a complaint or otherwise, may result in a charge to the Customer.

5.4.4 Service Calls

Where the Agency requires access to the Customer's premises for maintenance, service, or otherwise, and the Customer's presence is required for such service call, the Agency shall give the Customer a four-(4) hour period during which the service call shall be made.



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5.4.5 Agency's Responsibilities for Damage or Loss to Customer

The Agency will not be responsible for any loss or damage caused by any negligence or wrongful act of a Customer or of a Customer's authorized representatives in installing, maintaining, operating or using any or all appliances, facilities or equipment that is supplied.

5.4.6 Customer's Responsibility for Agency Property

The Customer may be charged for damage to Agency's meters and other property resulting from the use or operation of appliances and facilities on Customer's premises, including but not limited to damage caused by electricity, vegetation, steam, hot water or chemicals, or the breaking or destruction of locks on or near a meter. The Agency at the customer's expense shall repair all such damage. Costs for repairs may be added to the customer's water bill.

5.4.7 Control Valve on the Customer Property

The Customer shall provide a valve on their side of the service installation, as close to the meter location as practicable to control the flow of water to the piping on their premises. The Customer shall not use the service curb stop to turn water on and off for their convenience.

5.4.8 Resale of Water

Except by special agreement with the Agency, no Customer shall resell water received from the Agency, nor shall such water be delivered to a property other than that specified in the application for service



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PART 6 – RATES AND CHARGES

6.1 General Provisions

For all metered Service Connections located within or outside the boundaries of the Agency, the monthly charge for service will consist of a Monthly Service Charge based on the size of the meter and a Variable Water Charge (quantitative charge). Property owners with an installed meter, whether the water service is on or off, are held responsible for and required to pay the Monthly Service Charge. In addition to these charges a Cross Connection protection charge will be applicable to all meters with such devices installed.

6.2 Monthly Service Charge

6.2.1 General Provisions

Rates and charges for water service and other miscellaneous charges are set by the Board of Directors. When Service is started or terminated during the month, the Monthly Service Charge will be prorated by day based on a 30-day billing period. Current rates and charges are set forth in Appendix A-2.

1. Fixed Charge

The Fixed Charge (Service and Legacy Debt) is a "base" monthly charge, and depends on the size of a Customer's meter, and is fixed regardless of the quantity of water consumed. Current rates are set forth in Appendix A-2.

2. Variable Water Rate

The Variable Water Rate (quantity rate) is applied to the Customer's water consumption. Current applicable rates are set forth in Appendix A-5.

3. Out of Agency Service

Customers located outside of the Agency may be charged rates for water service that are different than those charged to customers within the Agency, based upon the reasonable cost to the Agency of providing service to property outside its service area, as determined by the Board from time to time. Rates are set forth in Appendix A-12.



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4. Tank Truck Service Rates

Any person desiring service for tank trucks may, upon application and payment of a deposit equal to the cost of the meter plus a non-reimbursable charge for meter installation and removal may obtain water from such places as the Agency shall from time to time designate and shall pay monthly in accordance with the rates set forth in Section 6.2.13 and Appendix A-7.

In the event said construction meter is damaged, lost or stolen, or not returned, the deposit shall be forfeited.

6.2.2 Miscellaneous Fees and Charges

In order to recover the cost associated with late payments, disconnections and other damages sustained by the Agency, the specified items listed below are charged to Customers; the dollar amounts associated with each item are determined by the Board and set forth in Appendix A-12.

6.2.3 Late Fee

A Late Fee shall be assessed and applied to the Customer's bill at the time the Overdue Notice is generated as set forth in Section 8.11.

6.2.4 Restoration Fee

If a Customer requests resumption or continuance of service after such service has been disconnected, then the Customer shall pay a restoration fee in addition to any past due user charges, advance payments, or meeting any other conditions set forth by the Agency.

6.2.5 Returned Payment Charge

When a Customer's payment of water service and other charges is returned as non-negotiable for any reason, the Agency shall proceed as set forth in Section II(B)(5) of the Residential Discontinuation Policy.

6.2.6 Overdue Notice

Where the Agency has been compelled to provide notification of an impending disconnection of water service provided in Section II(B) of the Residential Discontinuation Policy, the Customer shall pay a Late Fee when an Overdue Notice has been generated, in addition to any other applicable charges provided hereunder.



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6.2.7 Meter Test Charge/Deposit

The Agency shall endeavor to keep the meters in good condition and registering accurately. Any Customer may request that his/her meter be examined and tested to see if it is correctly recording water delivered through it. Said request shall be made in writing and shall be accompanied by a deposit, set forth in Appendix A-12.

Upon receipt of such demand and deposit, it shall be the duty of the Manager to cause the meter to be examined and tested. If upon such examination and test the meter shall be found to register over two percent more water than actually passes through it, the meter shall be properly adjusted or another meter substituted therefore, and the deposit shall be returned to the person making the demand and the water bill shall be adjusted proportionately.

If the meter is found to register not more than two percent more water or less water than actually passes through it, said deposit shall be retained by the Agency to partially defray the expense of making the test. All other tests and examinations of meters shall be at the Agency's expense.

6.2.8 Pulled Meter Charge

If a Customer's service has been disconnected and the meter has been "pulled" or removed from the premises, then the Customer shall pay at the Agency office a pulled meter charge equal to the actual expense to the Agency of pulling the meter, and any other applicable charges, before the service and meter can be reconnected.

6.2.9 Unauthorized Connection and/or Water Use

Any person or entity found connecting and/or taking water from or through any of the Agency's facilities without Agency authorization will be assessed a fine payable to the Agency, as set forth in Appendix A-12, in addition to applicable Agency charges for the quantity of water taken. Written notice of the assessment of such fine shall be given by personal service or by registered or certified mail.

6.2.10 Charge for Turn off at Main

If the water to a property is turned on more than once without Agency authorization, the service may be shut off at the main, and the Customer shall be required to pay, in addition to any other applicable charges, a charge equal to the actual expense to the Agency of restoration prior to the re-establishment of service.



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6.2.11 Property Damage

If a Customer, new applicant or developer is found to be responsible for any damage done to Agency property; such damages shall be reimbursed to the Agency at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current Customer or property owner.

6.2.12 Temporary Construction Meter Water Service

A Customer, new applicant or developer shall supply a photograph of the construction meter number, numerical read and register to the Agency each month and comply with all terms and conditions as stated on the service application.

Failure to comply with this requirement will result in a monthly Unread Meter Charge as set forth in Appendix A-12.

6.3 Pass-through of Increased/Decreased Cost of Wholesale Purchased Water

Any increase/decrease in the cost of purchased water shall be passed through directly to Agency customers as a rate adjustment per Government Code Section 53756. Such pass through shall be automatically passed through to customers pro rata on the basis of volume of water consumed in accordance with the adopted rates of each division.



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PART 7 – CREDIT

7.1 Establishing

As provided in Section 4.2, the payment of Potable or Recycled Water Service, including all bills, costs, loss, damage, penalties, charges, or fees regardless of user or use, in all cases shall be the responsibility of the Property Owner. Each Applicant for Potable or Recycled Water Service may be required to establish credit worthiness to the satisfaction of the Agency before service will be rendered. Applicant may establish credit worthiness with no deposit required if the Applicant can show that most recent prior service was not terminated for nonpayment for twelve (12) consecutive months from his/her previous Potable or Recycled Water Service provider, even if that provider was not the Agency. Prior service must have been in the Applicant’s name in order to be used for the credit worthiness test.

7.2 Amount of Deposit

Where credit worthiness cannot be established to the satisfaction of the Agency pursuant to Section 4.2, a deposit may be required as provided in Appendix A-11 or an amount equal to, or projected to be, three (3) times the average monthly bill for the preceding twelve-month (12-month) period.

7.3 Refund of Deposit

Deposits for Potable or Recycled Water Service will be held by the Agency for a period of one (1) year from the date Potable or Recycled Water Service is provided to the subject Property. All other deposits will be held until the completion of the project or service is terminated. If Potable or Recycled Water Service is terminated during that one-year (1-year) period for nonpayment, the Agency shall retain the deposit until Potable or Recycled Water Service is ordered terminated by the Customer. If Potable or Recycled Water Service is not terminated during the first year, the Agency shall apply the deposit to the water billing or billings until the amount of the deposit is used in full. In the event the Customer requests termination, the Agency shall refund the remaining balance of any deposit, without interest, and less any accrued but unpaid water billing, within a reasonable time after termination of service. The remaining balance in excess of \$5.00 will be mailed in the form of a check to the customer’s last known address. In the event the Agency discovers damage, theft and/or unauthorized use of Agency facilities, services will be immediately discontinued, and billing of services terminated. All applicable charges and penalties will be deducted from the Customer’s deposit as provided under Conditions of Potable or Recycled Water Service, Part 13. Applicable charges and penalties are provided in Appendix’s A-10 and A-12. Any unclaimed deposit shall be held or retained by Agency pursuant to Section 50650, et seq., of the California Government Code or any successor statutes thereto.



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7.4 Joint Service

No joint service is allowed. An individual party will be solely liable for payment of bills. In those instances where more than one party applies for service, each party shall be severally liable for payment of bills.

7.5 Re-establishment of Credit

Subject to the provisions of the Residential Discontinuation Policy, a Customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the Agency for the premises for which service is to be restored and may be required to pay a restoration fee as prescribed in Sections 6.2.4 and 6.2.5 under "Late or Restoration Fee" before service is restored by Agency personnel. In addition, the Customer will be required to deposit with the Agency such sums of money as determined by the Board from time to time, as specified in Appendix's A-11 and A-12. Deposits collected by the Agency are deposited into an account which does not accrue interest.

7.6 Bankruptcy of Customer

Pursuant to the Bankruptcy Code (Title 11, U.S.C., as amended from time to time), the Agency shall not alter, refuse or discontinue service to, or discriminate against, a Customer, or a trustee of a Customer, solely on the basis that a debt owed by the Customer to the Agency for service rendered before the order for relief was not paid when due. It shall be the responsibility of the Customer to supply the Agency with a copy of any applicable order for relief.

The Agency shall discontinue service if neither the Customer or the trustee, within 20 days after the date of the order for relief, furnishes adequate assurance of payment in the form of an advance payment for service after such date. As used herein, "adequate assurance of payment" shall mean an advance payment in an amount equal to the highest of the last 6 billings rendered to the Customer, or for the Customer's property if Customer has not occupied the property for that period of time, prior to the order for relief.

As used herein, "order for relief" shall have the same meaning as given to it in the Bankruptcy Code. The commencement of a voluntary case under the Bankruptcy Code shall constitute an order for relief. Service may be discontinued in accordance with the rules of the Agency upon non-payment for service rendered after the order for relief.

7.7 Past Due Account

The bill for Potable or Recycled Water Service is due on the Due Date (ten (10) days from the date the bill was generated, as signified by the date of the bill) and Potable or



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Recycled Water Service is subject to termination if the bill is not paid within sixty (60) days from the Due Date.

Services terminated for delinquency shall not be restored until all outstanding charges are paid in full, including a fee for restoration of service as provided for in Section 6.2.4 and a late fee as provided for in Section 6.2.3. An updated application may be required.

If the manner of payment of the past due amount is not accepted by the paying bank for any reason, and the Agency had properly notified the customer of a pending termination of service per these Rules and Regulations prior to receipt of the rejected payment, Potable or Recycled Water Service may be terminated immediately without further notice. Potable or Recycled Water Service will not be restored until all outstanding charges are paid in full, including a returned payment charge, as applicable and provided in Section 6.2.5.

A Customer having a past due account on one Property may not receive Potable or Recycled Water Service on another Property until the past due account has been paid, including penalties, if any. A Customer whose Potable or Recycled Water Service has been terminated for nonpayment of a past due account or whose deposit has been applied in whole or in part to the payment of any past due account, will be required to make a cash deposit in accordance with Section 8.21. Additionally, when Potable or Recycled Water Service has been terminated for nonpayment, all charges may be transferred to another account held in the sole name of the same Owner and the Owner shall be given written notice of that transfer. This account shall become past due if payment is not made within sixty (60) days from the date of past due transfer and will be subject to Part 9, Termination of Potable or Recycled Water Service. The Agency may file liens against the Property, or any properties owned by the past due Customer within the state of California to enforce collection of past due accounts as provided in Water Code Section 31701.5.



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PART 8 – BILLING

8.1 General Provisions

The Property Owner is liable for payment of bills, costs, loss, damage, penalties, charges, or fees regardless of user or use for water or other services provided to the Property for all Potable or Recycled Water Service from the acquisition date of the property until such time as the property is transferred to new ownership. The Property Owner is responsible to provide the Agency with a notice to stop Potable or Recycled Water Service in a form and manner determined by the Agency in accordance with Section 4.2.9.

8.2 Rendering and Payment of Bills

Bills for service will be rendered on a monthly basis, at the option of the Agency. Bills for service are due on the tenth (10th) day after generation, as signified by the date of the bill, and Potable or Recycled Water Service is subject to termination if the bill is not paid within sixty (60) days from the Due Date. In the event the payment is not received by the forty-fifth (45th) from the date of generation, the Customer will be assessed a late charge as specified in Appendix A-12.

Payment may be made at the office of the Agency or to any representative of the Agency authorized to make collections. However, it is the Customer's responsibility to assure that payments are received at the Agency's office in a timely manner.

8.3 Potable or Recycled Water Service Information on Bill

The bill may show one or more of the following charges: Variable Water Charge, Service Charge, or Special Charge and Total Amount Due. In addition, the bill will show the Customer's account number, the date of billing, the service location, and the address to which the bill was mailed.

The following information may also be included on the bill: Customer's water target for the period, Customer's actual water usage for the period, Customer's water efficiency rating and the Customer's water usage history.

Information shown on the Customer's bill may change at the General Manager's discretion.

8.4 Person to be Billed

Charges will be the responsibility of the Property Owner. The Property Owner may authorize, in writing, that a second party, such as a Tenant may establish service in their



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name as provided for in Section 4.2.9, or a Tenant or Tenants may establish service as provided in the Residential Discontinuation Policy. To the extent permitted by law, the Property Owner shall be held responsible for payment of all amounts due for Potable or Recycled Water Service, including all bills, costs, loss, damage, penalties, charges, or fees regardless of user or use. The Property Owner may request for a copy of the bill to be sent to the Owner's mailing address as well. The Property Owner shall notify the Agency of any change in the ownership or occupancy of the Property at least two days prior to such change in a manner deemed acceptable by the Agency.

8.5 Payment

The bill for Potable or Recycled Water Service is due and payable on the tenth (10th) calendar day after the bill is generated. A bill will become subject to a late charge if it is not paid within forty-five (45) days from the date the bill is generated. Potable or Recycled Water Service is subject to termination if a bill is not paid within sixty (60) days from the Due Date.

8.6 Adjustment of Bill

The Customer may request, in a manner deemed acceptable by the Agency and as specified in Section IV of the Residential Discontinuation Policy, an adjustment to the Potable or Recycled Water Service charges billed for one of the following reasons:

8.6.1 Estimated meter reading

8.6.2 Water meter accuracy

8.6.3 Adjustment of bills for excessive consumption

8.7 Estimated Meter Reading

A bill based upon an estimated meter reading, as provided in Section 8.6, may be adjusted at the Customer's request and as approved by the Agency. Billing adjustments related to an estimated meter reading will be limited to the period for which the meter reading was estimated.

8.8 Opening Bills

Opening Bills for less than the normal billing period shall be prorated both as to minimum charges and water consumption.

8.9 Closing Bills

Closing bills for less than the normal billing period shall be prorated both, as to minimum charges and water consumption.



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8.10 Separate Billings for Each Meter

Each meter on a Customer's premises will be considered separately and the readings of two or more meters will not be combined except where the Agency's operating convenience or necessity may require the use of more than one meter or a battery of meters. In the latter case, the meter readings will be combined for billing purposes.

8.11 Late Fee

A late fee of ten (\$10) dollars will be charged when an account has not been paid before the Overdue Notice is generated.

A Late Fee will be charged as a potable or recycled water account becomes past due provided that: (a) the account has a past due balance exceeding twenty dollars (\$20); and (b) are not paid within forty-five (45) days from the date the bill is generated. Customers with timely payment histories during the previous 12-month period prior to being charged a Late Fee may have the Late Fee waived upon request. The amount of the Late Fee is set forth in Appendix A-12, as said amount may be revised from time to time.

8.12 Alternative Payment Plans

As set forth in Section III of the Residential Discontinuation Policy, any Customer, who is unable to pay for water service within the normal payment period, may request amortization of the unpaid balance over a period not to exceed twelve months in order to avoid disconnection of potable service for nonpayment, or may request another type of alternative payment arrangement described in that section. The Agency will consider all circumstances surrounding the request and make a determination as to whether amortization or any other specified alternative payment arrangement is warranted.

8.12.1 Amortization Payment Plan

Upon request from the Customer, an amortization plan or other alternative payment arrangement will be entered into between the Agency and the Customer. The amortization plan will amortize the unpaid balance over a period determined by the Agency, not to exceed twelve (12) months, with payments added to the Customer's regular bill. Any other alternative payment arrangement selected by the Agency shall ensure repayment of unpaid amounts within twelve (12) months, subject to further extension at the Agency's discretion.

The Customer will be charged an administrative fee representing the cost to the Agency of initiating and administering the plan. The plan shall include a charge for interest of ten percent (10%) per annum or the maximum legal rate, whichever is lower, on the unpaid balance, subject to waiver as specified in the Residential Discontinuation Policy.



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8.12.2 Certification by Physician

See Section II(C) of the Residential Discontinuation Policy with respect to the potential to defer termination of Potable or Recycled Water Service.

8.12.3 Compliance with Plan

The Customer must comply with the amortization plan, or other alternative payment arrangement, and remain current as charges accrue in each subsequent billing period. The Customer may not request further amortization of any subsequent unpaid charges while paying past due charges pursuant to an amortization plan. Failure to comply with the terms of an amortization plan for at least sixty (60) days will result in termination of Potable or Recycled Water Service as specified in Section III of the Residential Discontinuation Policy and further requests for amortization will not be granted for a period of at least twelve (12) months.

8.13 Disputed Bills

See Section IV of the Residential Discontinuation Policy for the required appeals procedures.

8.14 Adjustment of Bills for Excessive Consumption

It is the Customer’s responsibility to properly maintain the property’s private plumbing water system, including irrigation systems and water features. A leak in the Customer’s water system is the sole responsibility of the Customer and the Agency charges for all water that records and passes through the water meter. In addition to the appeals process set forth in Section IV of the Residential Discontinuation Policy, if a Customer requests the Agency to review a bill for water service due to excessive consumption, the Agency may grant an adjustment subject to the conditions below.

8.14.1 Verified Adjustments

Verified adjustments for high consumption may be granted to Customers when there is explained high consumption such as a water leak on the Customer’s property. The Agency, after investigation, shall find all of the following:

1. The meter must be re-read, may be field tested, and verified as accurate.
2. The Customer made the request for billing review within 60 days of the first bill date reflecting excessive consumption.
3. Upon notification of excessive water consumption, the Customer took prompt



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action to locate the leak and complete repairs within 30 days. Notification to the Customer may take the form of a billing statement, written communication to the Customer, a courtesy phone call or a notice left at the property.

4. Proof of repair, including copies of repair bills or photographs, is required.
5. The Customer did not have a verified adjustment in the previous 12-month period prior to the bill with excessive consumption.
6. No adjustment shall be made for any period longer than two consecutive billing periods or for water delivered 30 days after the Agency notifies the Customer of the excessive use.
7. Consumption must have returned to historical use.
8. No more than one verified adjustment shall be made for excessive consumption within a rolling 60-month period.

8.15 Agency Initiated Billing Adjustment

If the Agency discovers that a billing error has been made related to meter reading against a Customer’s account, the Agency will immediately take all reasonable steps to correct the billing. If the Customer has been under-billed, the Agency reserves the right to go back six (6) months to recalculate the amount due and payable and the General Manager, or designee may provide for reasonable payment arrangements for the balance due to be paid. If the Agency has over-billed the Customer, the Agency shall go back no longer than six (6) months to recalculate the amount of over-billing refund due to the Customer.

8.16 Adjustment of Bills for Meter Error

In addition to the appeals process set forth in Section IV of the Residential Discontinuation Policy, the Customer may request an adjustment of the bill because of meter error. Such a request must be made in writing and the rules set forth in Section 6.2.6, Meter Test Charge, will apply. The Agency will proceed, within one week, to test the Customer's meter; the meter will be tested in an "as found" condition, in order to determine the average meter error. If the average meter error is found to exceed 2 percent, that is if quantities of water recorded by the meter are outside of a range between 98 percent and 102 percent of the actual quantities of water passed through the meter during the test, the following billing adjustments will be made.

8.16.1 Fast Meters

The Agency will refund to the Customer the amount of the overcharge based on



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corrected meter readings of the period the meter was in use and determined to be incorrect, but not to exceed a period of six months.

8.16.2 Slow Meters

The Agency may bill the Customer, at its option, for the amount of the undercharge based upon corrected meter readings for the period the meter was in service and determined to be incorrect, but not to exceed a period of six months.

8.16.3 Non-Registering Meters

The Agency may bill the Customer according to an estimate of water consumed while the meter was not registering, but not exceeding a period of six months. This estimate will be based on the Customer's prior use during the same season of the previous year if conditions were unchanged during the year, or on a reasonable comparison of consumption of other similar Customers during the same period.

8.16.4 General

If the meter error is caused by some event, the date of which can be determined, then the billing adjustment will be made for the period of time since the date of such event; such a period may exceed the six-month limitation for fast meters and the six-month limitation for slow or non-registering meters, as stated in 1 through 3 above.

8.17 Past Due Bills

The following rules apply to Customers whose bills remain not paid forty-five (45) days from the date the bill is generated.

8.17.1 Small Balance Accounts

In any billing, if less than a minimum bill remains unpaid, it may be carried over, and added to, the next billing period.

8.17.2 Overdue Notice

If payment for a billing period is not received by the forty-fifth (45th) day from the date the bill is generated, an Overdue Notice will be mailed to the water service Customer at least seven (7) business days prior to actual disconnection. The Notice will include a late fee. Upon receipt of an Overdue Notice and up to the date set for disconnection, the Customer may request an amortization payment



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plan or other alternative payment arrangement, as the Agency may select, pursuant to Section 8.13.

8.17.3 Notice to Residential Tenants/Occupants in an Individually Metered Residence

See Section II(F) of the Residential Discontinuation Policy.

8.17.4 Notice to Tenants/Occupants in a Multiunit Residential Structure with Service through a Master Meter

See Section II(F) of the Residential Discontinuation Policy.

8.17.5 Disconnection Deadline

Water service charges and late fees must be paid on or prior to 4:30 p.m. on the day specified in the Overdue Notice.

8.17.6 Waiver of Overdue Notices to Public Agencies

Public agencies, because of usual sound financial base and variations in warrant payment procedures, will not be sent past due notices for past due payment of current accounts.

8.18 Notification of Returned Payment Disposition

Upon receipt of a returned payment taken as remittance of water service or other charges, the Agency will consider the account not paid and may terminate Potable or Recycled Water Service. Potable Water Service termination as specified in Section II(B)(6) of the Residential Discontinuation Policy. If an Overdue Notice has already been provided to the customer, the Agency may proceed with termination of Potable or Recycled Water Service in accordance with that notice if payment is not subsequently made. If an Overdue Notice has not already been provided to the customer and the bill is not yet past due, the Agency will promptly notify the customer of the returned payment and all applicable charges. If the bill remains unpaid as of the forty-fifth (45th) day from the date the bill is generated, then the Agency will issue an Overdue Notice to the customer.

Water service will be disconnected if the amount of the returned payment and returned payment charge are not paid on or before the date specified in the Notice of Termination. All amounts paid to redeem a returned payment and to pay the returned payment charge must be cash or certified funds.



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8.19 Returned Checks for Previously Disconnected Service

In the event the Customer tenders a non-negotiable check as payment to restore water service previously disconnected for non-payment, and as a result, the Agency restores service, the Agency may disconnect service notice upon at least ten (10) days' written notice.

8.20 Returned Checks Requiring Cash or Certified Funds

Any Customer issuing a non-negotiable check for payment to restore service turned off for non-payment, may be required to pay, for one year, cash or certified funds to have service restored if turned off again within this time period for non-payment.

8.21 Pre-Payment upon Receipt of a Non-Negotiable Check

Any customer issuing a non-negotiable check as payment for water charges may be required to deposit with the Agency such sums as the Agency may establish for re-establishment of credit, as provided in Sections 7.5.

8.22 Create a Lien

If the Customer's bill remains unpaid for sixty (60) days after the Due Date, after notice to the Customer or the property owner, the Agency may file a Certificate in the Office of the County Recorder specifying the amount of the charges and the name and address of the person liable therefore, which Certificate shall create a lien.

A lien created pursuant to this procedure shall, in the sole discretion of the Agency, attach either to the property to which service was provided, or to any property in the County owned by the individual responsible for payment.



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PART 9 – TERMINATION OF POTABLE OR RECYCLED WATER SERVICE

9.1 Agency Initiated

The Agency has the right to terminate Potable or Recycled Water Service if the Customer fails to comply with these Regulations, including the Residential Discontinuation Policy. In addition, if the Customer receives and fails to pay for Agency services or fees, the Agency has the right to terminate Potable or Recycled Water Service.

9.2 Termination Procedures

When delinquency occurs, the Agency will provide to the Customer notice of the delinquency and impending termination of Potable or Recycled Water Service in accordance with the Residential Discontinuation Policy at least seven (7) business days prior to the proposed termination by telephone, or a notice mailed, postage prepaid, to the Customer’s service and billing address. The Agency shall notify the Property Owner or authorized agent of impending termination if Property Owner has authorized a second party to receive billing statements.

If the Agency is unable to make contact with the customer by telephone, and written notice is returned through the mail as undeliverable, the Agency shall make a reasonably good faith effort to visit the residence and leave or make other arrangements for placement in a conspicuous place, a notice of imminent termination of Potable or Recycled service for nonpayment.

9.2.1 As set forth in Section II(B)(1) of the Residential Discontinuation Policy, the Overdue Notice shall constitute notice of the impending termination of Potable Water Service and shall include:

1. The Customer’s name and address.
2. The amount of the delinquency.
3. The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service.
4. A description of the process to apply for an extension of time to pay the past due charges.
5. A description of the procedure to petition for bill review and appeal.
6. A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization



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of the past due residential service charges, consistent with the Agency’s policy to avoid discontinuation of Potable service for nonpayment.

9.2.2 Customer Appeal

If the Customer appeals their bill and submits a request for account review in accordance with Section IV of the Residential Discontinuation Policy, Potable Water Service shall not be discontinued while an appeal is pending. The Agency will thereafter determine if Potable Water Service shall be continued or terminated.

9.2.3 Potable Water Service through a Residential Master Meter

Before terminating Potable Water Service to residential Customers served through a master meter or individually metered Potable Water Service connection in a multiunit residential structure, mobile home park or farm labor camp where the owner, manager or farm labor employer is listed by the Agency as the Customer of record for the Potable Water Service, the Agency shall provide notice as specified in Section II(F) of the Residential Discontinuation Policy.

9.2.4 No Notice Required

Prior to termination of Potable or Recycled Water Service, notice is not required when the illegal noncompliance (i.e., tampering), violation or infraction of these Regulations by the Customer results, or is likely to result, in dangerous or unsanitary conditions on the Property or in the water system or elsewhere. In such cases, the Agency may order immediate termination of Potable or Recycled Water Service. For terms specific to recycled water, see Part 18.

9.3 Termination of Potable or Recycled Water Service initiated by the Agency

9.3.1 Termination of Potable or Recycled Water Service may also be initiated by the Agency under the following circumstances:

1. Where conditions of use have changed materially to the point where new or additional fees or charges are due or other charges in the Potable or Recycled Water Service are required or appropriate but the Customer refuses to agree to the additional fees or charges in the Potable or Recycled Water Service, the Agency may terminate the Potable or Recycled Water Service; provided, however, that if the reason for the termination is the non-payment of such fees or charges after imposition by the Agency, then the Agency shall comply with the procedures set forth in the Residential Discontinuation Policy.



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2. Where excessive demands by one Customer may result in inadequate Potable or Recycled Water Service to others or;
3. To protect itself against fraud or abusive conduct on the part of the Customer and,
4. As provided in this Section and in Parts 4, 13 and 18 of these Regulations.

The Agency shall not terminate Potable Water Service by reason of delinquency in payment or otherwise cause cessation of Potable Water Services on any Saturday, Sunday, legal holiday, or at any time when Agency business offices are not open to the public.

9.4 Medical Provision

9.4.1 As provided in Section II(C) of the Residential Discontinuation Policy, Residential Service will not be terminated for nonpayment if all of the following conditions are met:

1. Customer submits certification of a primary care provider 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 service is provided;
2. Customer demonstrates he or she is financially unable to pay for water service within the Agency’s normal billing cycle, including if the customer or any member of the customer’s household is (a) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (b) the customer declares the household’s annual income is less than 200% of the federal poverty level; and
3. Customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for a deferred or reduced payment with respect to all past due charges consistent with the Rules and Regulations. The repayment option provided should result in repayment of any remaining outstanding balance within twelve (12) months.

9.4.2 Residential service may be discontinued if:

1. Final notice of intent to disconnect service is posted at the property at least five (5) business days prior to the termination date where either of the following has occurred:



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- a. Customer fails to comply and is at least sixty (60) days past due on the amortization agreement, alternative payment schedule or deferred or reduced payment plan; or
- b. Customer fails to pay current residential service charges for sixty (60) days or more while participating in an amortization agreement, alternative payment schedule, or a deferral or a reduction in payment plan for past due charges.

9.5 At Customer’s Request

A Customer may have Potable or Recycled Water Service terminated by notifying the Agency at least two (2) business days in advance of the desired date of termination and by paying the charge as provided in Section 11.3. The Agency may require the notice to be in the form of writing, either electronic or paper. The Monthly Service Charge will continue to be assessed in accordance with Section 6.2. Potable or Recycled Water Service will only be terminated during the Agency’s normal working hours and working days unless approved by the Agency in advance.

9.6 Permanent Termination of Service

A Customer may have Potable Water Service permanently terminated as provided for in Sections 11.1.



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PART 10 – RESTORATION OF POTABLE OR RECYCLED WATER SERVICE

10.1 General Provisions

A Customer whose Potable or Recycled Water Service has been terminated may have it Restored and must pay a restoration fee as set forth in Section 6.2.4. The Agency will endeavor to make reconnections as soon as practicable, to suit the Customer’s convenience; however, the Agency shall make the reconnection before the end of the next regular working day following the Customer’s request and payment of any applicable reconnection charges pursuant to Appendix A-8.

If Recycled Water Service has been terminated due to a cross connection incident or other safety issue, additional restoration requirements apply. See Part 18.

10.2 Unauthorized Restoration

No Person shall turn on water at the meter, once it has been shut off by the Agency, or interfere with or remove a meter from any Service Connection.

If the Customer turns on the meter stop or permits or causes it to be turned on after it has been turned off by the Agency, the Agency will again turn off the Potable or Recycled Water Service Connection and remove the meter or seal the meter. An additional charge, as provided in Appendix A-8, shall be collected before Potable or Recycled Water Service is Restored.



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PART 11 – TURN ON AND TURN OFF PROCEDURES AND CHARGES

11.1 Permanently Discontinue Water Service

A Customer must request that water service be discontinued permanently. Such a request must be made by giving at least two working day’s advance notice to the Agency. If such notice is not given, all charges applied to the Customer’s account will be the sole responsibility of the current Customer until the Agency is notified, the account is closed and the water service is either turned off or at which time a new Customer has accepted responsibility by completing the necessary application forms as set forth in Section 4.2. The Agency does not backdate any disconnection of water service.

11.2 Temporary Turn-off of Water Service “Emergency”

A Customer must request that the water service be turned off for any emergency that causes water to flow from the meter or Customer’s property due to a water leak. Water service that is turned off by any person other than Agency personnel or without Agency authorization is prohibited and may be subject to fines or additional charges or fees.

11.3 Turn-off by the Agency

The Agency may disconnect a Customer's service for various reasons that are listed below. Such involuntary disconnections are affected by turning off and locking the meter, thereby stopping the water service; the Agency will make a reasonable attempt to notify the Customer of disconnection in person or will place a disconnection notice on the premises served by the disconnected meter prior to termination. Any disconnection by the Agency shall result in a charge to the Customer, as provided in Section 6.2.3.

Reasons for involuntary disconnection include, but are not limited to, the following:

11.3.1 Non-Payment of Bills

A service may be disconnected for non-payment of periodic bills as specified in the Residential Discontinuation Policy. Before a service is disconnected, the Customer will be notified by an Overdue Notice as set forth in Sections 8.18.2. A service may be disconnected for non-payment of bills of a Customer whether or not the payment delinquency is associated with water service at that service connection or at any other water service connection of that same Customer.

11.3.2 Non-Compliance with Rules

The Agency may discontinue service to any Customer for violation of the Agency's rules and regulations after it has given the Customer at least five (5) days' written notice of such intention and the violation remains uncured. Where



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safety of water supply is endangered, service may be discontinued immediately without notice.

11.3.3 Water Waste

In order to protect against serious and or negligent water waste, the Agency may at its discretion, temporarily turn off the water service to the property at which said water waste is taking place as provided in Section 12.1. The Agency may require any leaks or water waste practices to be remedied or the flow of water mitigated prior to the reconnection of water service to the property as to not promote or prolong any water waste event to the detriment of the Agency and its Customers.

Upon reconnection of water service by any non-Agency personnel and the failure of the Customer to correct any water waste event, the Customer's water service shall be terminated. Service will be restored only after the water waste has been remedied, and Customer has paid the reconnection charge as set forth in Appendix A-8. Any damage caused by the temporary or permanent disconnection of water service due to any serious and or negligent water waste shall be the sole responsibility of the Customer.

11.3.4 Unsafe or Hazardous Conditions

The Agency may disconnect a service without notice if unsafe or hazardous conditions are found to exist on the Customer's premises. The Agency will immediately notify the Customer of the reasons and the necessary corrections required before reconnection. Such unsafe or hazardous conditions may exist due to defective appliances or equipment that may be detrimental to the Customer, the Agency or to the Agency's other customers.

11.3.5 Fraudulent Use of Service

When the Agency has discovered that a Customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that Customer may be discontinued without notice. The Agency will not restore service to such Customer until that Customer has complied with all applicable rules and reasonable requirements of the Agency and the Agency has been reimbursed for the full amount of the service rendered and the actual cost to the Agency incurred by reason of the fraudulent use.



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11.3.6 Emergency

The Agency has personnel on call twenty-four (24) hours a day, seven (7) days a week to assist Customer's whose water service has previously been turned off for an emergency. The Customer must contact the Agency to request that the water service be turned back on to ensure that no damage occurs when turning the water back on. Water service that is turned on by any person other than Agency personnel or without Agency authorization is in violation of Section 10.2 and may be subject to fines or additional charges or fees.



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PART 12 – WATER EFFICIENCY AND CONSERVATION

12.1 General Provisions

Water efficiency and conservation are critical components in the Agency’s comprehensive strategy for meeting current and future water needs to its Customers. Water use regulations effectively reduce waste and fulfill regulatory requirements of the Agency’s applicable ordinances and the State of California as stated in EO-B-37.16, Making Water Conservation a California Way of Life. As a condition of service, Customers of the Agency must use water delivered through the Agency’s system in a manner that promotes efficiency and avoids waste. See the Agency’s Water Shortage Contingency Plan and Water Conservation and Water Shortage Ordinance for additional information.

12.2 Use of Water Saving Devices and Practices

Each Customer of the Agency is urged to install devices to reduce the quantity of water to flush toilets and to reduce the flow rate of showers. Each Customer is further urged to adopt such other water usage and re-usage practices and procedures as are feasible and reasonable.

12.3 Use of Recycled Water

Where recycled water is available and, where consistent with applicable law, the Customer shall use such recycled water for landscape irrigation and other non-potable applications. Separate facilities shall be utilized for the transportation and delivery of recycled water. See Part 18 for additional recycled water requirements.

12.4 Rules and Regulations

The Agency may adopt such rules and regulations imposing restrictions on the use and consumption of water as it may deem appropriate. Violation of Agency regulations governing water conservation may result in termination of service, as provided in Section 9.1. See the Agency’s Water Shortage Contingency Plan and Water Conservation and Water Shortage Ordinance

12.5 Cross Connections

The Agency has a Cross-Connection Control Program (CCCP). The CCCP incorporates such a plan (see Appendix E) and can be requested from the Agency.

12.6 Unlawful Acts

In order to protect public water supplies, certain acts are, by state law, misdemeanors



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and in some instances, penalties are punishable by imprisonment in the county jail for not more than one year or in the state prison. Among the more significant statutes involving criminal acts with respect to water systems are:

12.6.1 CA Penal Code Section 498

It is a misdemeanor to tamper, divert, and make connection or reconnection to any Agency meters, hydrants or facilities with intent to obtain for himself or herself utility services without paying the full lawful charge and without the authorization or consent of the utility.

12.6.2 CA Penal Code Section 624

Every person who willfully breaks, digs up, obstructs, or injures any pipe or main for conducting water, or any works erected for supplying buildings with water, or any appurtenances or appendages connected thereto, is guilty of a misdemeanor.

12.6.3 CA Penal Code Section 625

Every person who, with intent to defraud or injure, opens or causes to be opened, or draws water from any stopcock or faucet by which the flow of water is controlled, after having been notified that the same has been closed or shut for specific cause, by order of competent authority, is guilty of a misdemeanor.

12.6.4 CA Health and Safety Code Sections 4450 to 4457

Any act that leads to the pollution of any conduit or reservoir.

12.7 Damage to Fire Hydrants or other Above Ground Service Connection

When any person, company, or agency is determined to be the responsible party that has caused damage of a fire hydrant or blow off valve, the Agency may charge that party with all costs necessary to repair the damages and the cost of water loss computed on basis of duration of flow and flow rate.

12.8 Private Fire Protection Service

All facilities utilized by the Customer in providing private fire protection to the premises are the property of the Customer, who shall be responsible for the costs of installation, repair and maintenance of the private fire protection system.



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12.9 Use and Testing

Upon prior written request and approval of the Agency, the Customer may test the system at no cost. Testing a private fire protection system without prior Agency approval constitutes Unauthorized Water Use and shall result in a fine as provided in Section 6.2.10.

There shall be no water used through the private fire protection system, except to extinguish fires and for testing.

12.9.1 No Connection to Other System

There shall be no connection between the private fire protection system and any other water distribution system on the premises.

12.9.2 Rates

The monthly charge depends on the size of the detector check, as set forth in Appendix A-2. Allowable uses are for testing with prior Agency approval, or to fight a fire, which has been reported to the fire department.

For testing, variable water charges are waived. No charge will be made for water used to fight a fire.

12.9.3 Water for Fire Storage Tanks

Occasionally, water may be obtained from a private fire protection system to fill a storage tank that is part of the fire protection system, but only with prior written authorization from the Agency and only where an approved means of measuring the flow quantities is available. Water so used will be billed at regular service rates.

12.10 Water Leak Adjustment Policy

Occasionally, the Agency is asked to adjust a customer's bill because of high water consumption on the customer's side of the meter due to unanticipated water leakage. The primary responsibility to maintain and monitor water use, plumbing, and security from vandalism belongs to the customer or property owner with respect to water on the customer's side of the meter.

As set forth in Section 8.15, excessive water use due to leaks may qualify for a leak adjustment. This is an effort to relieve the customer from the rare occurrence of those leaks uncommon or catastrophic in nature and beyond the control of the customer. Definitions of a verified adjustment and reporting process are presented in Section 8.15.1.



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This policy may be amended from time to time by action of the Board of Directors.

12.11 Identity Theft Prevention Policy

The Federal Trade Commission (“FTC”), as part of the implementation of the Fair and Accurate Credit Transaction (FACT) Act of 2003, requires financial institutions and creditors holding consumer or other covered accounts to develop and implement a written Identity Theft Prevention Program which provide for detection of and response to specific activities (“Red Flags”) which could be related to identity theft.

The Agency staff will review the effectiveness of this policy annually, document any significant incidents involving identity theft and actions taken and include recommendations for material changes to the program.



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PART 13 – CONDITIONS OF POTABLE OR RECYCLED WATER SERVICE

13.1 General Provisions

13.1.1 Maintenance of Potable or Recycled Water Service

The Agency will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of water to the Customer and to avoid any shortage or interruption of delivery of same. The Agency is not liable for interruption, shortage, insufficiency of supply or any loss or damage occasioned thereby, if same is caused by accident, act of God, fire, strike, riot, war or any other cause not within its control.

13.1.2 Suspension of Potable or Recycled Water Service

The Agency, whenever it finds it necessary for the purpose of making repairs or improvements to the Water System, may suspend Potable or Recycled Water Service temporarily. This temporary suspension of service will inactivate a fire suppression system that is provided water through the Customer's service connection. In all such cases, a reasonable notice thereof, as circumstances will permit, will be given to the Customer. The making of such repairs or improvements will be done as rapidly as practicable and, if practicable, at such times as will cause the least inconvenience to the Customers.

13.1.3 Pressure

The Agency attempts to operate the Potable Water System within a static pressure range between forty (40) to one hundred fifty (150) pounds per square inch (psi) and the Recycled Water System within a static pressure range between sixty (60) to one hundred fifty (150) psi. However, there are times and areas where static water pressure is outside this range. Applicants connecting to the Potable or Recycled Water System in an area with a static water pressure below sixty (60) psi may be required to execute a Low-Pressure Agreement. If the static water pressure exceeds eighty (80) psi, an individual pressure regulating valve is required on the Customer Service Line as required by the Uniform Plumbing Code for Potable water and recommended for recycled water.

The Agency assumes no obligation to deliver water to elevations higher than its existing facilities serve. Where Properties are situated at such an elevation that the Applicant cannot be assured of a dependable supply from the Potable or Recycled Water System and/or the desired rates of flow and/or pressure required by the particular operation to be conducted on the Property cannot be assured by the Agency, the Applicant, in consideration of Agency approval of a Service Connection, accepts such Potable or Recycled Water Service as the Agency is



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able to render from its Water System. The Applicant agrees to construct, if necessary, and maintain at its sole expense on its Property a tank and/or a booster pump of sufficient capacity to furnish an auxiliary supply of water at such times as pressure in the Potable or Recycled Water System may be insufficient to supply the Property with water. In addition, a backflow prevention device will be required in accordance with the Agency’s Cross Connection Control Plan. The Applicant will be required to execute a written release to the Agency for all claims for failure to furnish an adequate water supply.

Due to topography, and other causes, the water pressure is not uniform over the Agency’s Service Area. The installation of new Potable or Recycled Water Infrastructure and/or modifications to the Water System operation, may result in water pressure changes to various areas within the Service Area. The Agency will attempt to maintain adequate pressure and/or flow at all existing Service Connections; however, Customers dependent upon a continuous water supply shall provide adequate storage for emergencies and to prevent damage, at their sole expense, if required by the Agency.

13.1.4 Responsibility

The Agency owns, operates and maintains the Service Connection, up to and including the meter. The Property Owner is responsible for the Customer Service Line after the meter.

The Agency is not responsible for the delivery of water through private pipelines or any damage resulting from the operation of same.

13.1.5 Liability

The Customer waives any and all claims of any nature against the Agency, except those related to gross negligence on the part of the Agency and releases the Agency from any liability for damage to the Customer’s system, Property and appliances from any cause whatsoever not resulting from gross negligence on the part of the Agency. The Customer further waives any and all claims of any nature against the Agency and releases the Agency from any liability for losses or damage to the Property receiving Potable or Recycled Water Service, which may involve quantity, quality, foreign material, time or occasion of the delivery of Potable or recycled water by the Agency.

13.1.6 Damage to Meter by Hot Water

The Customer shall be liable for damage to the meter caused by hot water from the Property. The deformation or warp of a disc or a registered figured disc of any meter shall be held to be prima facie evidence of such damage having been



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caused by the action of heat. Should such damage occur, the Customer will be notified to correct the plumbing conditions causing such damage and will be charged for the cost of repairs to the meter. Should the condition not be corrected, and the meter repair bill not paid within ten (10) days after notice, Potable or Recycled Water Service to the Property may be terminated and Potable or Recycled Water Service will not be Restored until the bill is paid, together with a charge for restoration of service, as provided for in Section 10.1.

13.1.7 Transfer of Meters

No Person shall transfer or move a meter to a new location without Agency authorization once it has been installed by the Agency at any Service Connection. Such transfer or removal will constitute an unauthorized connection or installation. The Customer is responsible for loss or damage to a meter from the time it is installed until it is removed by the Agency. Any Person who is determined by Agency staff to have violated the provisions of this section shall be subject to a penalty as provided in Appendix A-10; Potable or Recycled Water Service may be terminated, Agency facilities removed or locked off and the Agency may also file a civil action to recover damages as authorized by Water Code Sections 31080 and 31102.

13.2 Change in Water Usage

A Customer making any change to a Property that may result in a material increase of water demand originally described on the Potable or Recycled Water Service application shall immediately give the Agency a written notice of the nature of the change. Any such changes must then be approved by the Agency and/or modifications must be made at the Owner's expense and in conformance with Agency requirements. Failure to notify the Agency of such change or failure to comply with these regulations is considered an unauthorized use of potable or recycled water and shall result in costs and penalties as provided for in Appendix A-10.

13.3 Communication

13.3.1 To Customer

Nonemergency notifications from the Agency to a Customer will normally be given by telephone or in writing and either mailed or delivered to the street address described in the application for service. In cases where the Property Owner has authorized another party, such as a Tenant, to be billed, the Agency will also provide a copy of the notice to the Property Owner, at its request, as provided in Section 8.4.

Emergency notifications for small service areas including schools, hospitals,



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health care centers, day care centers, convalescent homes and other critical facilities will be accomplished by door-to-door contact, email, phone calls and door hangers using available potable or recycled water, water service and water quality personnel, such as the use site supervisor, and the billing information available to the Agency from the Customer's application form. Notification in the affected service area(s) will be completed within twenty-four (24) hours of being directed by DDW or the County.

Emergency notifications for large service areas including schools, hospitals, health care centers, day care centers, convalescent homes and other critical facilities will be performed through electronic communication. Agency Resources personnel will conduct a press conference where a notice by DDW or the County will be furnished to the news media. This includes all radio and television stations broadcasting in the area and all local and general area newspapers. Notification in the affected service area(s) will be completed within twenty-four (24) hours of being directed by the DDW or the County.

A map of the affected service area will be on display at the press conference and distributed to the media and to special telephone answering personnel who accept calls and answer questions from consumers twenty-four (24) hours a day. In addition, the map of the affected service area will be posted on the Agency's website.

13.3.2 To Agency

Nonemergency notifications from the Customer to the Agency may be given and accepted by any appropriate means of delivery, including but not limited to, electronically, by phone call, by mail or in person.

Customers shall contact the Agency's twenty-four-hour (24-hour) emergency operators at (661) 294-0828 to request immediate assistance.

13.4 Conflict with Agency Potable or Recycled Water Infrastructure

Any Person making improvements or changes to its Property which may interfere with Agency easement rights, endanger Potable or Recycled Water Infrastructure or cause additional funds to be expended on operation and maintenance, shall be approved by the Agency.

13.5 Resale of Water

No Person shall enter into any contract or agreement to resell potable or recycled water it receives from the Agency. No Person shall deliver or cause to be delivered Potable or recycled water acquired from the Agency, to any Property other than that described in



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the application for Potable or Recycled Water Service. Discovery of such action by the Agency may be cause for immediate termination of service without additional notification.

13.6 Unauthorized Use of Potable or Recycled Water or the Water System

The actions listed below are prohibited by these Regulations; penalties are provided for in Appendix A-10. Unpaid penalties shall be included on the Customer’s bill and will be due and payable before Potable or Recycled Water Service will be restored. The Property Owner is liable for payment of all unpaid bills, costs, loss, damage, penalties, charges, or fees regardless of user or use associated with the Unauthorized Use of Potable or Recycled Water or the Water System.

- 13.6.1 To operate or attempt to operate a public or private fire hydrant or detector check, except for the suppression of fire or except when a permit for a Temporary Service Connection is issued, as provided for in Section 14.3.
- 13.6.2 To cause or permit the waste of water from the Water System or to maintain or cause or permit to be maintained any leaky outlets, apparatus or plumbing fixtures through which water is permitted to waste including, but not limited to, detector checks.
- 13.6.3 To use water for washing sidewalks and driveways in a manner that prevents the usual and customary use of public streets and sidewalks by others.
- 13.6.4 To permit water sprinklers to spray onto sidewalks and streets or to permit water to run from the Customer’s Property onto public sidewalks and streets in such a manner as to cause risk and/or damage to the public or to public and private Property.
- 13.6.5 To cause or permit the waste of water by operating any equipment that uses water in a “single pass” operation. Examples of this use include, but are not limited to, water cooled equipment (i.e. refrigerators, freezers, ice machines, chillers, cooling towers, air conditioners, heat exchangers, ice cream dispensers, yogurt dispensers and precoolers) and commercial vehicle washes (i.e. car and/or truck washes).
- 13.6.6 To change or alter the original intended use of the meter and what it serves.

In addition to assessing penalties provided for in Appendix A-10, the Agency may seek criminal prosecution, as authorized by Section 498 of the California Penal Code for which any Person who, with intent to obtain for himself or herself Potable or Recycled Water Service without paying the full lawful charge therefor, or with intent to enable another Person to do so, or with intent to deprive the



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Agency of any part of the full lawful charge for Potable or Recycled Water Service it provides, commits, authorizes, solicits, aids or abets any of the following:

1. Divert or causes to be diverted Potable or Recycled Water Service, by any means.
2. Prevents any Potable or Recycled Water Service meter, or other device used in determining the charge for Potable Water Services, from accurately performing its measuring function by tampering or by any other means.
3. Tampers with any Property owned by or used by the Agency to provide Potable or Recycled Water Service.
4. Makes or causes to be made any connection with or reconnection with Property owned or used by the Agency to provide Potable or Recycled Water Service without the authorization or consent of the Agency.
5. Uses or owns the property that receives the direct benefit of all or a portion of Potable or Recycled Water Service and/or has knowledge or reason to believe that the diversion, tampering, or unauthorized connection existed at the time of that use, or that the use or receipt was otherwise without the authorization or consent of the Agency.

Furthermore, the Agency may seek criminal prosecution for the presence of any of the following objects, circumstances or conditions on Property controlled by the Customer or by the Person using or receiving the direct benefit of all or a portion of Potable or Recycled Water Service obtained in violation of Section 498 of the California Penal Code shall permit an inference that the Customer or Person intended to and did violate Section 498 of the California Penal Code:

- a. Any instrument, apparatus or device primarily designed to be used to obtain Potable or Recycled Water Service without paying the full lawful charge therefor.
- b. Any meter that has been altered, tampered with or bypassed so as to cause no measurement or inaccurate measurement of Potable or Recycled Water Service.

13.7 Ground Wire Attachment

Any Person is liable for any damage to the Water System or Agency personnel which may be occasioned by the attachment of any ground wire or wires to any plumbing



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which is or may be connected to the Water System.

13.8 Unused Service Connection

A Permanent Service Connection which has been inactive for a period of one hundred eighty (180) consecutive days may be considered unused and the meter may be removed by the Agency. Thereafter, any Person desiring service for the Property, or any portion thereof, formerly supplied by such inactive Service Connection shall make application for Potable or Recycled Water Service. In cases where the Agency has removed the meter from the Property, the Applicant will be required to pay the applicable charge for a permanent Service Connection installation. In cases where the meter has not been removed from the Property, the Applicant will be required to pay the current charge for Restoration of service as provided for in Section 10.1.

13.9 Quick Closing Valve

13.9.1 Operating Conditions

No Person shall install or use a quick closing valve or other device when such valve or device during its operation causes a water hammer or an abrupt change of pressure in the Water System. When such a condition exists, the Customer will be required to discontinue use of such valve or device immediately upon notification by the Agency and may be liable for costs to repair any damage caused to the Agency’s Potable or Recycled Water Service Infrastructure.

13.9.2 Notice of Correction

If the notice of correction of such condition is not complied with, service will be discontinued until the correction is made by a proper installation to eliminate all such water hammer or abrupt change of pressure.

13.10 Responsibility for Equipment

The Customer shall, at its own risk and expense, furnish, install and keep in good and safe condition all of the equipment on the Customer’s side of the meter that may be required for receiving, controlling, applying and utilizing water. The Agency is not responsible for any loss or damage caused by improper installation of such equipment, negligence, want of proper care or wrongful act of the Customer or of any of its Tenants, agents, employees, contractors, licensees or permittee in installing or maintaining, using, operating or interfering with such equipment. The Agency is not responsible for damage to Property caused by spigots, faucets, valves and other equipment that are open when water is turned on at the meter.



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13.11 Damage

Any Person who is determined by Agency staff to have violated the provisions of this section shall be subject to a penalty as provided in Appendix A-12, Potable or Recycled Water Service may be terminated, Agency facilities removed or locked off and the Agency may also file a civil action to recover damages as authorized by Water Code Sections 31080 and 31102.



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PART 14 – PRIVATE FIRE SERVICE CONNECTION AND RESIDENTIAL FIRE SPRINKLER SYSTEM

14.1 General Provisions

When a Fire Protection Service Connection (PFPS) is installed, the control valve will be left closed and sealed until a written order to turn on the water is received from the Property Owner. The Agency is not liable for damage of any kind or for any reason that may occur on or to the Property served.

14.2 Special Provisions

14.2.1 PFPS

For all PFPS sizes, a double check detector assembly, or required pressure detector assembly must be installed in accordance with the Agency's Cross Connection Control Plan.

14.2.2 PFPS Charges

The Agency's charges for a PFPS, as noted in this Section, are set out in Appendix A-2.

14.3 Authorized Purpose

A PFPS shall be used for no other purpose than for the discharge of water in case of fire. Except for PFPS installed in accordance with Section 14.2, water for firefighting purposes will be provided without charge in amounts as required.

14.4 Inspection and Tests

Agency employees have the right to enter the Property to make investigations and tests of the PFPS. The Customer, or its designated representative, shall accompany the Agency employee(s) during such inspections and tests.

The Customer shall be responsible to conduct inspections and tests of its private fire protection system.

14.5 Option to Bill

If the Agency determines that a PFPS is being used for purposes other than fire extinguishing or the testing of the fire line, the Agency will send a warning letter to the Owner of the PFPS. If, after thirty (30) days from the date the notice is sent, the unauthorized use continues, the Owner of the PFPS shall be subject to a penalty as



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provided in Appendix A-10 and service may be terminated, and Agency facilities removed or locked off. The Agency may also file a civil action to recover damages as authorized by Water Code Sections 31080 and 31102. The General Manager may waive this penalty based upon good cause arising from the circumstances involved.

14.6 Termination of Service

14.6.1 PFPSC -Larger Than Two-inch (2-inch)

If water is used for purposes other than permitted herein, the Agency may terminate the PFPSC or may install a potable or fire flow meter at the Customer's expense, and thereafter, the service shall be classified as a Permanent Service Connection and will be billed at the prevailing charge as provided in Section 6.2. The Agency is not liable for damage which may result from said termination of service.

14.6.2 PFPSC -Two-inch (2-inch) or Less

1. Installed in Accordance with Section 14.2.1

The Agency may terminate service in accordance with Section 11.3, Termination of Service. The Agency is not liable for damage which may result from said termination of service.

If water is used for purposes other than permitted herein, the Agency may terminate the PFPSC, or the service shall be classified as a Permanent Service Connection and will be billed at the prevailing charge as provided in Section 6.2.

The Agency is not liable for damage which may result from said termination of service.

14.7 Residential Fire Sprinkler System

Effective January 1, 2011, Residential Fire Sprinklers are required by California Residential Code, Title 24, Part 2.5 for new construction.

14.7.1 General Provisions

A single Permanent Service Connection shall provide water service for both the potable water and residential fire sprinkler portions of the Customer Service Line. It is the customer's or developer's responsibility to provide the Agency with the required potable water and residential fire sprinkler water demands. The customer or developer must provide a written request to the Agency that states



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that the meter size requested will meet potable and fire service requirements and will comply with all applicable codes and regulations.

14.7.2 Special Provisions

A reduced pressure backflow device will be required when the premise is also served by a non-potable water source. Additional requirements for when the non-potable source is recycled water are included in Part 18.

14.7.3 Termination of Service

The Agency may terminate service in accordance with Section 11.3, Termination of Service. The Agency is not liable for damage which may result from said termination of service.



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PART 15 – CROSS-CONNECTION CONTROL PLAN

15.1 General Provisions

The Agency has developed a Cross-Connection Control Plan (CCCP) to protect the potable water supply against actual or potential Cross Connections by isolating, within the Property, contamination or pollution that may occur because of undiscovered or unauthorized Cross Connection on the Property. The provisions set forth in the CCCP are in accordance with Titles 17 and 22 of the California Code of Regulations.

The provisions set forth the CCCP shall be in addition to and not in lieu of the controls and requirements of other provisions of these Regulations or of other regulatory agencies, such as local governmental agencies and local and State Health Departments but may report same to other appropriated agencies if discovered: The Agency is not responsible for abatement of Cross Connections which may exist within the Customer's Property.

The Agency has developed an active Cross-Connection Control Plan (see Appendix E) with a certified Cross Connection Control program coordinator to administer the program. Any questions or notifications regarding Cross Connections shall be directed to the Agency's CCCP and its Cross-Connection Control coordinator.



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PART 16 – ENFORCEMENT AND APPEALS

16.1 General Provisions

Any Person found to be violating any provision of these Rules and Regulations or the terms and conditions of the Applicant’s service agreement, permit or any and all applicable federal, state, or local statutes, regulations, ordinances or other requirement shall be served by the Agency with written notice that 1) states the nature of the violation, 2) provides a time limit to correct and 3) refers to Sections 8.14 and 9.2 of these Regulations, and to the Residential Discontinuation Policy, where applicable, as describing the hearing and appeals procedures for customers wishing to contest a notice of violation.

16.2 Corrective Action

The Customer shall, within the time limit stated in such notice, permanently correct the violation. Failure to do so within the time stated may result in termination of Potable or Recycled Water Service by the Agency as provided for in Section 11.3.

The Agency has the right to terminate Potable or Recycled Water Service immediately if the violation impacts the Agency’s obligation to protect public health.

Potable or Recycled Water Service will not be Restored until such conditions or defects are corrected. A charge will be made for the restoration of service as provided for in Section 10.1.

16.3 Appeals (other than appeals relating to the discontinuation of Potable Water Service for non-payment, which shall be governed by the provisions of Section IV of the Residential Discontinuation Policy)

16.3.1 Hearing and Administrative Procedures

A customer may appeal a decision, enforcement of a policy or procedure, rate, fee, charge, or penalty by submitting a written appeal to the General Manager of the Agency. However, the appeal rights set forth in this Section shall not apply to termination of service for non- payment of a potable or recycled water bill. An appeal must be made in writing and submitted to the General Manager within five (5) business days of the effective date of service termination, or within thirty (30) days of the effective date of any other enforcement action or decision. Any such appeal shall include the specific decision, policy, procedure, rate, charge, or penalty being challenged, a detailed description regarding the nature of the challenge, evidence supporting the challenge, and the remedy requested.



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The hearing on the Customer's appeal will be conducted by the Agency's General Manager, or his or her designated representative. The hearing shall be held as soon as reasonably possible. If service has been terminated, reasonable efforts should be made to hold the hearing within five (5) business days of receipt of the written appeal and the Customer shall be promptly notified of the date, time and place of the hearing. At the hearing, the Customer shall be given a reasonable opportunity to present information in support of the Customer's appeal. Agency staff will be given the opportunity to reply.

Absent extenuating circumstances, written notice of the decision by the General Manager, or his or her designated representative, should be given to the Customer within five (5) business days of the close of the hearing. The decision by the General Manager, or his or her designated representative, will be final.

A failure to file a timely appeal in accordance with this Section shall be deemed a waiver of the right to appeal and will be considered a failure to exhaust administrative remedies which may impact any attempt by the Customer for any judicial review.

16.4 Enforcement

In the event a Customer submits an appeal under the procedures set forth in Section 16.3 above, enforcement of the violation shall be suspended until written notice of the decision by the General Manager or his or her designated representative has been submitted to the Customer. The notice of the decision shall be deemed to be submitted to the Customer upon the Agency depositing it in the U.S. mail. Termination for nonpayment of a water bill is not subject to appeal under these provisions and as a result, such enforcement will not be suspended.



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PART 17 – VALIDITY

17.1 Validity

If any portion of these Regulations or the application thereof to any Person or circumstance is for any reason held to be unconstitutional or invalid, such decision shall not affect the validity of the remaining portions of these Regulations or the application of such provision to other Persons or circumstances.

The Board hereby declares that in the event that a court of competent jurisdiction determines that any provision of these Regulations to be unconstitutional or otherwise invalid, it would nevertheless have adopted the remaining provisions.



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PART 18 – REQUIREMENTS SPECIFIC TO USE OF RECYCLED WATER

18.1 Use of Recycled Water

To conserve and best use the limited water resources of the Santa Clarita Valley, where possible recycled water shall be made available for beneficial use. The following uses are allowed in the Agency’s existing permits: landscape irrigation, decorative ponds, landscape impoundments, and construction use for dust control and compaction. Future uses may include agricultural irrigation, building evaporative cooling, and HVAC and industrial process water but will need additional state and County approvals. The use of recycled water will help the Agency meet its water conservation and sustainability goals.

18.2 Definitions Applicable to the Use of Recycled Water

In addition to the definition, included in Section 1.1 – Agency Definitions, the following definitions apply to this Section:

AIR GAP SEPARATION – See Appendix E – Cross Connection Control Policy. The design and construction of the air gap have to comply with the latest Division of Drinking Water (DDW) requirements and be to the satisfaction of the Agency.

APPLICATION - Request to the Agency via mail, telephone, fax, internet, in person and/or written form(s) provided by the Agency for recycled water service.

APPLICATION RATE - The rate at which recycled water is applied to an irrigation or construction area, expressed in inches per hour.

APPROVED BACKFLOW PREVENTION ASSEMBLY - A device to prevent a backflow of water from a private system into the public drinking water system. The device shall be recognized as such by DDW, the County and the Agency. Also see definition in Appendix E – Cross Connection Control Plan.

APPROVED USE - An application of recycled water in a manner and for a purpose, designated in a user agreement issued by the Agency and in compliance with these Regulations.

APPROVED USE AREA or DESIGNATED USE AREA - A site, with well-defined boundaries, designated in a user agreement issued by the Agency to receive recycled water for an approved use.

AUTOMATIC SYSTEM – An electronic, electrical, or mechanical system which includes automatic controllers, valves, and associated equipment for the programming of effective water application time and rates when using recycled water.



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CONSTRUCTION USE - An approved use of recycled water to support construction activities such as soil compaction and dust control during grading.

DOUBLE CHECK VALVE – See definition in Appendix E – Cross Connection Control Plan.

GREENBELT – Recreational or unoccupied lands that include but are not limited to road medians, cemeteries, parks and landscaping.

LANDSCAPE IMPOUNDMENT– A body of recycled water which is stored, or used for aesthetic enjoyment or irrigation, or which otherwise serves a similar function that is not intended to include public contact.

OPERATION AND MAINTENANCE MANUAL – A document describing the application rates, time of use, sequencing of irrigation or other relevant operational features of a recycled water use system.

POINT OF CONNECTION - The point of delineation between the Agency’s installed pipeline, valves, meter, fittings and property and Customer’s installed pipeline, valves, meter, fittings and appurtenances.

PREMISES - All of the real property and apparatus employed in a single enterprise on a contiguous parcel of land undivided by a dedicated street, highway, or other public thoroughfare, or a railway. Automobile parking lots separated by an alley are considered part of the Customer’s premises.

PONDING – A collection of recycled water that does not drain and creates an artificial pond, such that a hazard or potential hazard to public health may occur.

REDUCED PRESSURE PRINCIPLE BACKFLOW PREVENTION DEVICE or “RP” – See definition in Appendix E – Cross Connection Control Plan.

REGIONAL WATER QUALITY CONTROL BOARD – Los Angeles Regional Water Quality Control Board

RETROFIT – The conversion of existing irrigation or other water use facilities for the use of recycled water.

RUNOFF – Any surface movement of recycled water beyond the boundaries of the approved or designated use area.

SEPARATION – The horizontal and vertical distance between a recycled or potable water pipeline and a parallel or crossing recycled water pipeline, potable water pipeline, sewer pipeline, or a sludge force main. The separation shall be a minimum specified distance between the pipelines in question and may be dictated by the County or DDW.



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SITE SUPERVISOR OR ON-SITE SUPERVISOR – An individual in the employ of the User, specifically trained and certified in the use of recycled water, and who is knowledgeable of the on-site system.

SITE SUPERVISOR CERTIFICATION TRAINING COURSE – A course designed to provide recycled water users in the Agency’s service area with the necessary information required to become knowledgeable in the operational practices of recycled water. The course to satisfy this requirement must be approved by the Agency.

USER - Any person, persons or firm issued a recycled water use agreement by the Agency. The User and the Owner may be one and the same.

USER AGREEMENT- An agreement issued by the Agency to a recycled water service Applicant after the satisfactory completion of the service application procedures set forth in these Regulations. This service agreement legally binds the User to all conditions in these Regulations and to any and all applicable regulatory requirements.

WATER TARGET – Amount of water designated to a specific property based on water use efficiency and/or tied to the recycled water user’s allowable irrigation application rate for the use site conditions. Excess application of recycled water could lead to ponding, runoff or excessive nutrient loading to the underlying groundwater basin.

WINDBLOWN SPRAY – Dispersed airborne particles of recycled water resulting from the discharge of recycled water and capable of being transmitted through the air to locations other than those for which the direct application of recycled water was intended.

18.3 Local, State and Federal Regulations

Recycled water service is subject to regulatory control by other government agencies, including those of the County of Los Angeles, the State of California and the United States of America. Such agencies may mandate immediate changes to recycled water operations and practices. The Agency reserves the right to implement such changes on an interim basis until such time as the Board of Directors acts by passing ordinances or resolutions which would change these Regulations, or on a permanent basis if it is determined that Board of Directors action is not required.

Use sites that receive recycled water from the Valencia Water Reclamation Plant are also subject to the Santa Clarita Valley Sanitation District’s (SCVSD) Recycled Water Users Handbook and any additional requirements in the recycled water agreements between SCVSD and the Agency.



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18.4 Documents Incorporated by Reference

The following documents are incorporate by reference into these Regulations:

- i. California Code of Regulations, Title 22, Division 4, Chapter 3, Recycled Water Criteria
- ii. California Code of Regulations, Title 17, Division 1, Chapter 5, Subchapter 1, Group 4, Article 1 and 2
- iii. California Water Code, Section 13050
- iv. State Water Resources Control Board, Water Quality Control Policy for Recycled Water
- v. Guidelines for Pipeline Construction and Installation – for the Safe Use of Recycled / Reclaimed Wastewater, by Los Angeles County Department of Public Health
- vi. Guidelines for Alternate Water Sources – Indoor and Outdoor Non-Potable Uses, by Los Angeles County Department of Public Health
- vii. Joint Outfall System and Santa Clarita Valley Sanitation District – Recycled Water Users Handbook - Los Angeles County Sanitation District, July 2017 (Requirements apply only to recycled water produced at Valencia Water Reclamation Plant)
- viii. Recycled Water Urban Irrigation User Manual, Los Angeles Chapter of California Water Reuse Association, 2014
- ix. Guidelines for Distribution of Non-potable Water, California Nevada Section of American Water Works Association, 1992
- x. Guidelines for the On-Site Retrofit of Facilities Using Disinfected Tertiary Recycled Water, California Nevada Section of American Water Works Association, 1997.

18.5 Recycled Water Quality

The Agency will endeavor to supply water for recycled water use that meets the definition of tertiary disinfected recycled water in Title 22 of the California Code of Regulations.

18.6 User Agreement Applications:

18.6.1 Application Submittals

In addition to the requirements in Part 4, the following requirements apply to obtaining a Recycled Water User Agreement from the Agency. Anyone who obtains recycled water from the Agency must enter into a Recycled Water User Agreement. Prior to obtaining permission to use recycled water, a User Application Form must be completed and submitted to the Agency for review and approval.

In addition to the requirements of Section 4.2.10, the following must be submitted to the Agency for review with a User Application Form for Recycled Water Use:



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1. The proposed uses of recycled water at the site;
2. A map showing the specific boundaries of the proposed Site and the boundaries of the proposed use of recycled water at the site;
3. Designation of a Site Supervisor and evidence that the Site Supervisor has received appropriate and sufficient training or a date when the training will occur prior to delivery of recycled water;
4. Detailed design plans and specifications showing the type and location of the outlets and plumbing fixtures for both recycled water and potable water;
5. The methods and devices used to prevent backflow of recycled water into the potable water system;
6. A copy of the Emergency Cross Connection Response Plan or the date by which it will be submitted; and
7. If required, a copy of the Recycled Water System Operation and Maintenance Manual or the date it will be submitted.

18.6.2 User Agreement Conditions

Each time there is a change of Customer (either Property Owner or Tenant) on any commercial or industrial Property, the new or previous Property Owner or Customer shall notify the Agency immediately. The Agency will issue a revised User Agreement to the new Customer.

The Agency shall furnish service only to the premises specified in the approved User Agreement. A service connection shall not be used to supply recycled water services to any parcel of land other than the parcel for which the service connection is assigned.

18.6.3 Notice of Determination

User applications and the required submittals may be subject to additional review by the recycled water purveyor (Los Angeles County Sanitation District or City of Santa Clarita), Los Angeles County Department of Public Health, DDW and/or the Regional Water Quality Control Board.

The Agency shall review the application and make a determination if the property shall be served by recycled water. The Agency will require access to the property to make a preliminary inspection of the property.

Upon determination of the Agency’s ability to serve the property, the Agency shall notify the applicant whether plans for the proposed use may be submitted.



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18.6.4 Project Drawings or Plans

Upon determination by the Agency that the property will be served by recycled water, the Applicant is responsible for preparation of improvement drawings showing proposed on-site facilities. These drawings must be approved by the Agency and signed by the appropriate regulatory agencies (County and/or DDW, as applicable), prior to commencing construction of facilities.

18.6.5 Construction and Inspection of Facilities

The installation or retrofit of all on-site facilities shall be by the Applicant's forces. Agency recycled water facilities required for service shall be installed by the Applicant's contractor, in accordance with the Agency and County approved designed standards and Agency-approved improvement plans except for recycled water services installed on existing recycled water mains. All plan checking and inspection costs shall be subject to the Agency's project deposit requirements. Installation or retrofit of all on-site and Agency recycled water facilities shall be inspected by the Agency, and appropriate regulatory authorities (County and/or DDW, as applicable).

18.6.6 Issuance of Recycled Water User Agreement and Service Start

Upon Agency approval of onsite improvement drawings, preliminary approval of facility installation, preliminary approval of the on-site operation and maintenance manual for the property and payment of all applicable fees, the Agency shall issue a Recycled Water User Agreement. After the agreement has been issued, the customer may request start of service. When a property served with recycled water changes ownership, or tenant, the existing recycled water user agreement will be terminated.

User Agreement is non-transferable. Any change in the party in the User Agreement will require a new use review and a new User Agreement.

18.7 Recycled Water User Agreement Revocation

In addition to the termination requirements in Section 9.3.1, termination of recycled water service may also be initiated under the following circumstances:

1. Violation of the Recycled Water User Agreement issued to the property, which could cause or create a public nuisance;
2. A change in property ownership or tenant; and/or
3. Failure to obtain a certified Recycled Water On-Site Supervisor for the site.



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In addition to any other statute or rule authorizing termination of water service, the Agency or the Regional Water Quality Control Board may revoke a Recycled Water User Agreement issued, if a violation of any provision of these Regulations is found to exist, or if any person uses, transports, or stores such water in violation of the discharger/producer’s regulations in a manner which creates or threatens to create conditions of pollution, contamination or nuisance as defined in the California Water Code.

During operation of facilities designed to use recycled water, if real or potential hazards are evidenced, the Agency has the authority to immediately discontinue recycled water service. In the event that recycled water is so discontinued, the Agency will notify the customer within 24 hours of discontinuance either by door hanger, phone, or in writing, and may supply water to the affected facilities either temporarily or permanently from the potable water system.

The Agency is not obligated to provide an alternative water source should discontinuance of recycled water service be due to failure to comply with these Regulations.

18.8 Fraudulent Use of Recycled Water Service

In addition to the requirements in Section 11.3.5, the following requirement applies:

Any unauthorized person found taking recycled water service from or through any of the Agency’s facilities will be assessed charges and/or prosecuted under the full extent of the law. Any unauthorized equipment or apparatus found connected to Agency’s facilities will be removed by Agency personnel and stored at the Agency. The equipment or apparatus may be redeemed upon full payment of all penalties, fees or charges due. After 30 days, unclaimed equipment or apparatus will be disposed of at the Agency’s discretion.

18.9 Backflow Protection

A physical interconnection between the potable and the recycled water systems is prohibited. Separation of the potable and recycled water systems is essential to the protection of water quality in the potable system. The Agency will perform regular testing to confirm this separation.

If a premise is supplied with both potable water and recycled water, then backflow protection with an approved air gap must be provided at each potable water service connection. A reduced pressure principle (RP) backflow prevented may be used in-lieu only with the approval of DDW, the County and the Agency.



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Backflow preventers are not normally used on recycled water systems. However, the Agency is required to maintain water quality in the recycled water distribution system. A backflow preventer may therefore be needed at a specific meter where on-site exposures could impact the quality of the recycled water supply (i.e. fertilizer injection, addition of corrosion inhibitors, etc.)

If potable water is temporarily used to supply the on-site recycled water system, the connection shall be protected with a reduced pressure principle (RP) device. The temporary connection will not be allowed unless the normal recycled water supply is physically disconnected.

18.10 On-Site Recycled Water Facilities (Customer-Owned)

Any on-site recycled water facility shall be provided by the Applicant, Owner, or Customer, at the Applicant's expense. The Applicant, Owner, or Customer shall retain title to all such on-site facilities.

On-site facilities shall conform to the requirements of Federal, State, and local agencies, in addition to these Regulations.

A current set of record drawings of the on-site recycled water facilities shall be submitted to the Agency. The drawings shall show both the recycled and the potable water systems. Copies of these drawings must be retained on-site for inspection at any time.

On-site facilities shall be inspected by the Agency prior to the initiation of recycled water service and at regular intervals thereafter for compliance with these Regulations

Hose bibs shall not be installed on the recycled water system. Quick-couplers fitted with hose bibbs shall not be left unattended.

Drinking fountains shall be placed beyond the range of or protected from the spray of recycled water.

Parallel recycled and potable pipelines shall not be laid in a common trench and shall have no less than ten feet of horizontal separation. However, a reduction in horizontal separation to four feet may be allowed if approved by the Agency.

The recycled water system shall be operated to prevent or minimize runoff or discharge outside the Customer's area. Should the application rate exceed the soil infiltration rate, an automatic system shall be used to program several shorter duration watering cycles to control runoff.

Any changes to the on-site recycled water system or operating procedures shall be reported to the Agency in writing.



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18.11 New Recycled Water Facilities

An application for recycled water service shall be submitted to the Agency prior to commencing construction.

A Customer may also be required to submit an application for recycled water use to the County Public Health, and if required, the Division of Drinking Water (DDW), and their approval must be obtained prior to commencing construction. These agencies may require inspection of recycled facilities during construction.

Prior to commencement of service to any on-site system using recycled water, the installed system shall be tested under active conditions for compliance with these Regulations.

18.12 Conversion of Existing Facilities to Recycled Water

Where it is planned that an existing water system be converted to a recycled water facility, the facilities to be converted to recycled water shall be investigated in detail, including a review of any record drawings, preparation of required reports, and determinations by the Agency of measures necessary to bring the system into full compliance with these Regulations.

An application for recycled water service shall be submitted to the Agency prior to commencing construction of the proposed conversion.

A Customer may also be required to submit an application for recycled water use to the County Public Health, and if required, the Division of Drinking Water (DDW), and their approval must be obtained prior to commencing construction. These agencies may require inspection of recycled facilities during construction.

No existing potable water facilities shall be connected to or incorporated into the recycled water system without Agency approval.

The converted recycled water facility shall be tested under active conditions for compliance with these Regulations.

18.13 Marking of Customer-Owned On-Site Pipes and Appurtenances

All recycled water and potable water piping and appurtenances on a recycled water use site must be identified in accordance with the Recycled Water User Manual developed by the Los Angeles County Recycled Water Advisory Committee. This manual is available from the Agency or on the internet at https://watereuse.org/wp-content/uploads/2015/01/LA_Chapter_WR_Recycled_Water_Urban_Irrigation_Users_Manual_2014.pdf



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18.14 On-Site Supervisor

The customer must have a designated recycled water on-site supervisor at all times. If the position becomes vacant, the customer shall have 30 days to fill the vacancy with a qualified on-site supervisor and to notify the Agency of the name of the new on-site supervisor. Not having a properly certified on-site supervisor shall be sufficient reason for the Agency to terminate service until such a person has been designated.

Operation and Surveillance. The operation and surveillance of on-site recycled water systems, whether they are public or private, shall be under the management of an on-site supervisor designated by the user and approved by the Agency

Identification of Supervisor. The identity of the current on-site supervisor will be kept by County Public Health as well as the Agency. It is the responsibility of the user to give notice of any changes in this position. The supervisor shall be available by telephone at a number listed with the Agency for emergency contact.

Training of Supervisor. The on-site supervisor must complete an on-site supervisor training course that is approved by the Agency.

Responsibility of Supervisor. The on-site supervisor shall be responsible for the installation and use of pipelines and equipment in accordance with these Regulations set forth by the Agency, as well as applicable Federal, State and local statutes. Although the on-site supervisor shall oversee the day-to-day operations of on-site facilities, the Agency reserves the right to enter the user's premises for the purpose of inspecting on-site recycled water facilities and areas of recycled water use to ensure compliance with these Regulations. The supervisor shall be responsible for furnishing the on-site operations personnel system operating instructions, maintenance instructions, controller charts and record drawings to ensure proper operation in accordance with irrigation system design and these Regulations. At least one complete set of this information shall be kept on site or in the nearest field office or maintenance building established by the on-site supervisor, who retains the responsibility of properly distributing this information to all appropriate operations personnel.

Personnel Training. It shall be the responsibility of the on-site supervisor to ensure that all on-site operations personnel, responsible for daily operation and maintenance, are trained in and familiar with the use of recycled water, and are familiar with the pertinent information contained in these Regulations and the applicable portions of Title 22 of the California Code of Regulations.

18.15 Inspection of Facilities

The Agency reserves the right to inspect the premises to assure compliance with these requirements. Inspection may include the potable water system if the likelihood of cross-



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connection hazard exists. At a minimum, the following inspections will be performed:

- Annual visual inspection to ensure compliance with these Regulations, system maintenance records and with Los Angeles County Public Health recycled water identification guidelines including, but not limited to, signage and irrigation system components.
- Shutdown testing, at a frequency to be determined by the Agency, to detect the presence of physical cross connections between on-site potable and recycled water piping.
- Backflow Prevention Devices shall be tested periodically as called for in the Cross-Connection Control Plan (see Appendix E).

Customer shall have the on-site supervisor accompany the Agency’s inspector during the inspection. Customer shall have available at time of inspection, current plans of both the potable and recycled piping system. The on-site supervisor shall provide the Agency with access, including appropriate keys to all irrigation controllers.

The Agency shall complete the visual inspection and shut down testing using an American Water Works Association, or equivalent, certified cross connection control specialist.

The site may be inspected by authorized representatives of the California Regional Water Quality Control Board, the Los Angeles County Department of Public Health and/or DDW, upon presentation of proper credentials, to verify whether the user is complying with the Agency’s Regulations and applicable County and state regulations.

Failure to comply with these inspection requirements may result in a suspension of recycled and/or potable water service to the property.

18.16 Operation and Maintenance Manual

The on-site supervisor may be required to prepare an Operation and Maintenance Manual specifying times and areas of use for on-site recycled water use, if required as a condition of service. The Manual, if required, must be approved by the Agency prior to issuance of the Recycled Water User Agreement.

18.17 Construction Water Usage

In addition to the requirements for temporary service in Section 3.3, the following conditions apply.

Recycled water for construction will be permitted only at those property sites that the



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Agency determines the use can be monitored and controlled. Recycled water for the purpose of soil compaction and dust control shall not be stored or applied in a manner which causes runoff, ponding or windblown spray conditions. If such conditions occur, the method of application shall be altered to correct them and prevent any and all further violations of use. Control valves on the water distribution vehicles and other controlling devices shall be properly employed to prevent the application of recycled water outside the approved use area onto surfaces including but not limited to street pavements, sidewalks and drainage courses.

18.18 Tank Trucks User Agreements

Service to tank trucks will be provided only where an approved backflow prevention device is used, in accordance with the Agency’s Cross-Connection Control Program.

Recycled water shall be made available to water trucks for use in dust control or construction activities. The water truck shall contain an approved air gap between the filler tube and the tank to prevent back-siphonage. The vehicle shall be clearly labelled RECYCLED WATER – DO NOT DRINK. Applicant shall first comply with and execute a temporary Recycled Water User Agreement. User Agreement requires the following:

- a) Applicant shall be a contractor licensed by the State of California.
- b) Applicant shall maintain a log of all transfers of recycled water. Any transfers outside of the Agency service area must be authorized by the Agency.
- c) Applicant shall attend training session on the use of recycled water.
- d) All vehicles to be used for the transfer of recycled water shall be inspected by the Agency before use is authorized.
- e) All required fees and deposits shall be paid before use is authorized.

18.19 Requirements for Truck Hauling

The requirements for truck hauling listed below are the minimum requirements that must be met:

1. The Agency is required to keep daily records for each truck load dispensed, including: a) volume of recycled water delivered to each individual reuse site, b) location of reuse site, and c) type of reuse (e.g., irrigation, dust control, street sweeping, etc.).
2. All truck haulers adhere to all of the requirements listed below. Agency staff may, from time to time, conduct inspection visits of the use sites to verify that these requirements are being met.
3. Before trucks can be filled with recycled water for the first time, all truck owners and/or drivers are required to attend a brief on-site (“tail-gate”) orientation/training in order to learn about using the filling station and the proper handling and use of recycled water. This training is the responsibility of the agency supplying the recycled water directly to the truck haulers.



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4. Each truck that hauls recycled water must have either purple stickers or magnetic placards on the sides and back of the vehicle that identify it as carrying recycled water, containing the words and symbol for “Do Not Drink”.
5. Truck drivers or others in contact with the vehicles may not drink recycled water or use it for food preparation. Truck drivers must notify workers and/or the public when recycled water is used at a site and tell them that they are not to drink recycled water or use it for food preparation.
6. Recycled water users should apply hand sanitizer or wash their hands with soap and potable water after working with recycled water and especially before eating or smoking.
7. Precautions should be taken to avoid food coming into contact with recycled water while the reuse site is still wet.
8. Truck drivers should be equipped with an adequate first aid kit. Cuts or abrasions should be promptly washed with potable water, disinfected, and bandaged.
9. Recycled water shall not be allowed to spray onto potable water drinking water fountains or faucets.
10. Recycled water shall not be applied where it could contact or enter passing vehicles, buildings, areas where food is handled or eaten, storm drains, or surface water.
11. Adequate measures must be taken to prevent recycled water overspray, ponding, or run off from the authorized reuse area unless it is specifically allowed by the Regional Board or by an attachment to the Recycled Water User Agreement.
12. It is strongly recommended that all water trucks carry a push broom on the vehicle to spread out ponded or puddled recycled water to facilitate evaporation.
13. There shall be no irrigation or impoundment of recycled water within a minimum of 50 feet of any potable (drinking water) well.
14. Recycled water users must comply with all requirements and restrictions specified by the Regional Board and the Water Recycling Criteria in Title 22 of the California Code of Regulations.
15. Vehicles used for transportation and distribution of recycled water must have water-tight valves and fittings and must not leak.
16. Spills of recycled water must be immediately reported to the Agency along with the circumstances involved with the incident.
17. Vehicle storage tanks must be cleaned of contaminants prior to filling with recycled water to prevent contamination of the recycled water. A truck or tank that has contained material from a septic tank, cesspool, or hazardous waste (within the meaning of federal or State of California definitions of hazardous or toxic materials, wastes or substances or poison) cannot be used to convey recycled water. The use of vehicle storage tanks for the storage and transport of recycled water must comply with all applicable federal, State of California, and local requirements.
18. Recycled water must not be introduced into any permanent piping system and no connection shall be made between the filled tank truck and any part of a potable water system.
19. Tank trucks used to transport recycled water should not be used to carry potable water for potable water purposes (i.e., drinking or washing) unless a thorough



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cleaning and disinfection process has been completed.

- 20. If these tank trucks are to be filled with potable water for irrigation, they must either be filled through an air-gap at the top of the tank or, if through a hose connection, then the tank must be completely empty before connection to the potable water source and be done so through a backflow prevention device. Use a separate fill hose for recycled water that is clearly marked with either purple paint or labeling. Do not switch back and forth between potable water and recycled water using the same hose.

18.20 Irrigation Application Rates

Recycled water shall be applied at a rate that does not exceed the infiltration rate of the soil. When the application rate exceeds the infiltration rate of the soil, automatic system control devices shall be utilized and programmed to prevent the ponding and/or runoff of irrigation water. If runoff or ponding occurs before the landscape’s water requirements are met, the automatic controls shall be reprogrammed with additional watering cycles to meet the requirements and prevent runoff.

18.21 Confinement of Irrigation

The on-site irrigation system shall be operated to prevent discharge onto areas which are not approved for use. Over-spray resulting from attempts to reach remote portions of the approved use area shall not be allowed. This situation shall be rectified by appropriate corrections to the system layout.

18.22 Period of Operation

To the extent practicable, the operation of the irrigation system shall be during periods of minimal use by humans of the approved use area. Such periods of operation shall remain within any general period of recycled water irrigation operation specified by the Agency.

18.23 Maintenance

It is the responsibility of the on-site supervisor to provide surveillance of the on-site facilities in a manner that assures compliance with these Regulations and the Recycled Water User Agreement. A preventative maintenance program designed to ensure the continued operation of all system elements within the requirements of these Regulations shall be signed by the current on-site supervisor and open to inspection by the Agency.

The customer is responsible for all costs associated with proper operation and maintenance of the on-site facilities.



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18.24 Prohibited Conditions and Requirements for Use of Recycled Water

Prohibited conditions and requirements for use of Recycled Water include, but are not limited to, the following:

- a. Runoff and Erosion – Recycled water draining off or away from the designated use area is prohibited.
- b. Ponding – Recycled water shall not be allowed to gather or pond. The water application rate shall be adjusted to prevent ponding.
- c. Windblow Spray – Watering shall be adjusted, by the spray and timing, so that any spray mist or run off onto an un-designated use area will be kept to a minimum.
- d. Cross Connections – Cross Connections shall not be allowed. All potable water service on recycled water sites shall have an approved Reduced Pressure Principled Backflow Prevention Device. See Appendix E – Cross Connection Control Policy for additional requirements.
- e. Unprotected Drinking Fountains – All drinking fountains shall be protected from any type of contamination from recycled water.
- f. Unprotected Public Facilities – All contact with eating surfaces or playground recreational equipment for the general public, by recycled water even if located within the designated use area, shall be kept to a minimum.
- g. Hose Bibs – Hose bibs shall not be connected to the recycled water system.
- h. Fire Hydrants – Fire hydrants shall not be connected to the recycled water system unless specifically approved by the Agency and proper signage provided.
- i. Period of Operation – Time periods for watering shall be within the hours mutually agreed to between the customer and the Agency, and consistent with distribution system supply and demand. The Agency reserves the right to schedule water use periods. The operation of the irrigation system shall be during periods of minimal public exposure.
- j. Reuse of Equipment – Any equipment, such as tanks, temporary piping or valves, and portable pumps that have been used with recycled water, shall be cleaned and disinfected before removal from the approved use area. The disinfection process shall be done in the presence of, and approved by, an Agency inspector.
- k. Disposal in Unapproved Areas – Disposal of recycled water for any purposes, including uses in areas other than those explicitly approved in the current effective User Agreement issued by the Agency and without the prior knowledge and approval of the appropriate regulatory agencies is strictly prohibited.
- l. No irrigation with recycled water shall take place within 50 feet of any potable water supply well.
- m. No impoundment of recycled water shall occur within 100 feet of any potable water supply well.
- n. Storage facilities owned/and or operated by recycled water users shall be protected against erosion, overland runoff, and other impacts resulting from 100-year frequency, 24-hour storm durations.
- o. Storage facilities owned/and or operated by recycled water users shall be protected



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against 100-year frequency peak stream flows, as defined by the Los Angeles Flood Control agency.

- p. Construction Water Use – Recycled water used for soil compaction or dust control must comply with the use requirements set forth in Section 18.17.

18.25 Warning Signs and Labels

Warning signs shall be posted to notify the public where the recycled water is being used and that it is unsafe to drink.

The size and placement of the signs will be dependent on the nature of the facility. A detailed plan showing placement of signs and their size shall be submitted for approval prior to establishing recycled water service.

At a minimum, signs shall be no smaller than 8” x 10” with ½” letters reading “Recycled Water – Do Not Drink” and be provided in English and Spanish.

The customer shall maintain necessary signs in legible condition at locations designed in the Agency approved improvement plans.

All above ground recycled water facilities shall be the color purple, or painted purple, marked or tagged appropriately and maintained in good condition.



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APPENDIX A-1 – CHARGES

A-1 General Provisions

The charges applicable to Potable or Recycled Water Service are listed in the following appendices. Reference to the applicable part, section, or subsection of these Regulations is included.

The charges set forth in this part are hereby established and fixed. In accordance with Section 53750(h)(2)(b) of the California Government Code and subject to approval of the Board of Directors, the Agency may institute an increase or decrease of any charges listed in the following appendices.



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APPENDIX A-2 – PERMANENT SERVICE CONNECTION MONTHLY FIXED CHARGE

The Monthly Fixed Charge for a Permanent Service Connection is assessed on a monthly basis. See adopted rate reports for additional information.

Table A-2 Effective July 1 of each fiscal year

MONTHLY FIXED CHARGES (Potable and Recycled)					
Meter Size	Effective 7/1/2021	Effective 7/1/2022	Effective 7/1/2023	Effective 7/1/2024	Effective 7/1/2025
5/8-in	\$13.64	\$14.52	\$15.47	\$16.47	\$17.54
3/4-in	\$18.38	\$19.58	\$20.85	\$22.21	\$23.65
1-in	\$27.87	\$29.69	\$31.62	\$33.67	\$35.86
1 1/2-in	\$51.60	\$54.96	\$58.53	\$62.33	\$66.39
2-in	\$80.08	\$85.28	\$90.83	\$96.73	\$103.02
2 1/2-in	\$94.32	\$100.45	\$106.97	\$113.93	\$121.33
3-in	\$146.52	\$156.04	\$166.18	\$176.99	\$188.49
4-in	\$241.43	\$257.13	\$273.84	\$291.64	\$310.60
6-in	\$478.72	\$509.84	\$542.98	\$578.27	\$615.86
8-in	\$763.47	\$813.09	\$865.94	\$922.23	\$982.17
10-in	\$1,095.67	\$1,166.89	\$1,242.74	\$1,323.51	\$1,409.54
12-in	\$2,044.82	\$2,177.74	\$2,319.29	\$2,470.04	\$2,630.59

MONTHLY LEGACY DEBT FIXED CHARGE		
Meter Size	Santa Clarita Division Effective 7/1/21	Valencia Division Effective 7/1/21
5/8-in	\$6.80	\$4.34
3/4-in	\$10.20	\$6.50
1-in	\$17.01	\$10.84
1 1/2-in	\$34.02	\$21.68
2-in	\$54.42	\$34.69
2 1/2-in	\$64.63	\$41.20
3-in	\$102.05	\$65.05
4-in	\$170.08	\$108.41
6-in	\$340.15	\$216.83
8-in	\$544.24	\$346.92
10-in	\$782.35	\$498.70
12-in	\$1,462.65	\$932.36



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APPENDIX A-3 – DEDICATED FIRE MONTHLY FIXED CHARGE

The Monthly Fixed Charge for a Dedicated Fire Service is assessed on a monthly basis. See adopted rate reports for additional information.

Table A-3 Effective July 1 of each fiscal year

MONTHLY FIXED CHARGES					
Meter Size	Effective 7/1/2021	Effective 7/1/2022	Effective 7/1/2023	Effective 7/1/2024	Effective 7/1/2025
3/4-in	\$5.71	\$6.08	\$6.47	\$6.90	\$7.34
1-in	\$6.29	\$6.70	\$7.14	\$7.60	\$8.10
1 1/2-in	\$7.76	\$8.26	\$8.80	\$9.37	\$9.98
2-in	\$9.51	\$10.13	\$10.79	\$11.49	\$12.24
2 1/2-in	\$10.39	\$11.07	\$11.79	\$12.55	\$13.37
3-in	\$13.61	\$14.50	\$15.44	\$16.44	\$17.51
4-in	\$19.47	\$20.73	\$22.08	\$23.52	\$25.04
6-in	\$34.10	\$36.32	\$38.68	\$41.20	\$43.87
8-in	\$51.67	\$55.03	\$58.60	\$62.41	\$66.47
10-in	\$72.16	\$76.85	\$81.85	\$87.17	\$92.83
12-in	\$130.71	\$139.21	\$148.25	\$157.89	\$168.15
14-in	\$192.19	\$204.68	\$217.98	\$232.15	\$247.24
16-in	\$272.98	\$290.73	\$309.63	\$329.75	\$351.18
18-in	\$433.70	\$461.89	\$491.91	\$523.89	\$557.94
20-in	\$546.41	\$581.92	\$619.75	\$660.03	\$702.93



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APPENDIX A-4 - TEMPORARY SERVICE CONNECTION MONTHLY FIXED CHARGE

The Monthly Fixed Charge for a Temporary Service Connection is assessed on a monthly basis.

Table A-4

MONTHLY FIXED CHARGES					
Size	Effective 7/1/2021	Effective 7/1/2022	Effective 7/1/2023	Effective 7/1/2024	Effective 7/1/2025
Fire Hydrant					
2 1/2-in	\$94.32	\$100.45	\$106.97	\$113.93	\$121.33
6-in	\$478.72	\$509.84	\$542.98	\$578.27	\$615.86
Jumper*					
3/4-in	\$28.83	\$30.68	\$32.70	\$34.81	\$37.05
1-in	\$38.32	\$40.79	\$43.47	\$46.27	\$49.26

*Includes 5 billing units



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APPENDIX A-5 – PERMANENT SERVICE CONNECTION VARIABLE WATER CHARGE

The Variable Water Charge is quantitative and assessed on a monthly basis per unit of water (748 gallons). See adopted rate reports for additional information.

Table A-5 Effective July 1 of each fiscal year

WATER USE CHARGE Note: Water Use Charge is per unit of water used (ccf) (1 ccf = 748 gallons)					
Class	Effective 7/1/2021	Effective 7/1/2022	Effective 7/1/2023	Effective 7/1/2024	Effective 7/1/2025
Potable	\$2.09	\$2.22	\$2.37	\$2.52	\$2.68
Recycled	\$1.67	\$1.78	\$1.90	\$2.02	\$2.14



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APPENDIX A-6 – TEMPORARY SERVICE CONNECTION VARIABLE WATER CHARGE

The Temporary Variable Water Charge is quantitative and assessed on a monthly basis.

Table A-6 Effective July 1 of each fiscal year

WATER USE CHARGE Note: Water Use Charge is per unit of water used (ccf) (1 ccf = 748 gallons)					
Class	Effective 7/1/2021	Effective 7/1/2022	Effective 7/1/2023	Effective 7/1/2024	Effective 7/1/2025
Potable	\$2.09	\$2.22	\$2.37	\$2.52	\$2.68
Recycled	\$1.67	\$1.78	\$1.90	\$2.02	\$2.14



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APPENDIX A-7 – TEMPORARY SERVICE CONNECTION INSTALLATION CHARGE

The Temporary Service Connection charge is assessed on a one-time basis and payment is required prior to the Agency providing Potable or Recycled Water Service.

The cost to relocate an existing Temporary Service Connection is listed below.

Table A-7

Installation Type	Deposit by Meter Size	
	2 ½-3 inch	6 inch
From a Fire Hydrant (Meter Only)	\$ 1,200.00	\$ 1,500.00
Fire Hydrant (Billing Deposit)	\$ 500.00	\$ 500.00



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APPENDIX A-8 – RESTORATION OR RECONNECTION OF SERVICE FEE

The Restoration or Reconnection of Service fee is assessed on a one-time basis and payment is required prior to the Agency reactivating Potable or Recycled Water Service. In addition, all other outstanding charges must be paid in full prior to reactivation. Charges described below are only applicable to existing Customers.

If Recycled Water Service has been terminated due to a safety hazard, such as a cross connection, additional charges may apply.

Table A-8

Restoration Time Description	Amount
Standard Next Day Restoration (during normal Agency business hours)	\$ 30.00
Express Restoration (after normal Agency business hours)	\$ 70.00
Agency observed holidays	\$ 90.00



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APPENDIX A-9 – FIRE FLOW TEST CHARGE

The Fire Flow Test charge may be assessed at the time of request by any person and payment is required prior to the Agency performing the test.

Table A-9

Fire Flow Test – All Locations	Amount
Hydraulic Model	\$ 150.00
Field Test	\$ 500.00



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APPENDIX A-10 – PENALTIES FOR UNAUTHORIZED USE OF THE AGENCY’S POTABLE OR RECYCLED WATER SYSTEM

Table A-10

Description of Unauthorized Use	Penalty Charge
Unauthorized Installation/Connection/Use Penalty	\$ 1,000 each offense
Unauthorized use of a Private Fire Protection Service Connection	\$ 1,000 each offense
Cutting Agency lock or bypassing meter	\$ 50.00
Damage to meter, pipeline, tank, well site or other component of the Potable or Recycled Water Service Infrastructure	\$525.00 or actual cost of repair, whichever is greater
Broken meter stop/shut off valve	\$ 300.00



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APPENDIX A-11 – POTABLE OR RECYCLED WATER SERVICE APPLICATION FEE AND DEPOSIT

Potable Water or Recycled Service Application Fee and Deposit (when required*).

Table A-11

Account Description	Deposit Amount
Fee	\$ 20.00
Deposit*	3-months average usage



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APPENDIX A-12 -POTABLE OR RECYCLED WATER SERVICE MISCELLANEOUS FEES

Table A-12

Fee Description	Amount
Returned Payment Fee	\$ 35.00
Late Fee – Overdue Notice generated	\$ 10.00
Disconnection Fee	\$ 30.00
Out of Agency Fee	To Be Determined
Meter Test Fee*	\$ 112.00
Pulled Meter Fee	Actual cost to Agency
Turn off at Main	Actual cost to Agency
Property Damage	Actual cost to Agency plus 10% overhead
Unread Meter Fee	\$ 200.00
Water Waste Penalty Fee	\$50.00/day – Additional \$50.00/day for each subsequent violation up to a max of \$500.00

*No charge if meter is inaccurate



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APPENDIX A-13 – POLICY ON DISCONTINUATION OF RESIDENTIAL WATER SERVICE FOR NON-PAYMENT

Notwithstanding any other policy or rule, this Policy on Discontinuation of Residential Water Service for Non-Payment shall apply to the discontinuation of residential water service for non-payment under the provisions set forth herein. In the event of any conflict between this Policy and any other policy or rule, this Policy shall prevail.

- I. **Application of Policy; Contact Telephone Number:** This policy shall apply only to residential water service for non-payment and all existing policies and procedures shall continue to apply to commercial and industrial water service accounts. Further assistance concerning the payment of water bills and the potential establishment of the alternatives set forth in this policy to avoid discontinuation of service can be obtained by calling (661) 294-0828.

- II. **Discontinuation of Residential Water Service for Non-Payment:**
 - A. **Rendering and Payment of Bills:** Bills for water service will be rendered to each consumer on a monthly basis unless otherwise provided for in the rate schedules. Bills for service are due and payable on the tenth (10th) day from the date of generation, as signified by the date on the bill (the “Due Date”) and become overdue and subject to discontinuation of service if not paid within sixty (60) days after the Due Date. Payment may be made at the office or to any representative authorized to make collections. However, it is the consumer’s responsibility to assure that payments are received at the specified location in a timely manner. Partial payments are not authorized unless prior approval has been received. Bills will be computed as follows:
 - 1. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills, and special bills.
 - 2. Bills for metered service will show the meter reading for the current and previous meter reading period for which the bill is rendered, the number of units, date, and days of service for the current meter reading.
 - 3. Billings shall be paid in legal tender of the United States of America. Notwithstanding the foregoing, the Supplier shall have the right to refuse any payment of such billings in coin.

 - B. **Overdue Bills:** The following rules apply to consumers whose bills remain unpaid for more than sixty (60) days after the Due Date:



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1. Overdue Notice: If payment for a bill rendered is not made on or before the forty-fifth (45th) day from the bill generation date, a notice of overdue payment (the “Overdue Notice”) will be mailed to the water service consumer at least seven (7) business days prior to the possible discontinuation of service date identified in the Overdue Notice. For purposes of this policy, the term “business days” shall refer to any days on which the Supplier’s office is open for business. If the consumer’s address is not the address of the property to which the service is provided, the Overdue Notice must also be sent to the address of the property served, addressed to “Occupant.” The Overdue Notice must contain the following:
 - a. Consumer’s name and address;
 - b. Amount of delinquency;
 - c. Date by which payment or arrangement for payment must be made in order to avoid discontinuation of service;
 - d. Description of the process to apply for an extension of time to pay the amount owing (see Section III(D), below);
 - e. Description of the procedure to petition for review and appeal of the bill giving rise to the delinquency (see Section IV, below); and
 - f. Description of the procedure by which the consumer can request a deferred, amortized, reduced or alternative payment schedule (see Section III, below).

The Supplier may alternatively provide notice to the consumer of the impending discontinuation of service by telephone. If that notice is provided by telephone, the Supplier shall offer to provide the consumer with a copy of this policy and also offer to discuss with the consumer the options for alternative payments, as described in Section III, below, and the procedures for review and appeal of the consumer’s bill, as described in Section IV, below.

2. Unable to Contact Consumer: If the Supplier is not able to contact the consumer by written notice (e.g., a mailed notice is returned as undeliverable) or by telephone, the Supplier will make a good faith effort to visit the residence and leave, or make other arrangements to place in a conspicuous location, a notice of imminent discontinuation of service for non-payment, and a copy of this Policy.
3. Late Charge: A Late Charge, as specified in the Supplier’s schedule of fees and charges, shall be assessed and added to the outstanding balance on the consumer’s account if the amount owing on that account is not paid before the Overdue Notice is generated.



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4. Turn-Off Deadline: Payment for water service charges must be received in the Supplier’s offices no later than 4:30 p.m. on the date specified in the Overdue Notice. Postmarks are not acceptable.

5. Notification of Returned Check: Upon receipt of a returned check rendered as remittance for water service or other charges, the Supplier will consider the account not paid. The Supplier will attempt to notify the consumer in person or by mail and provide a notice of termination of water service to the premises. Water service will be disconnected if the amount of the returned check and returned check charge are not paid by the due date specified on the notice, which due date shall not be sooner than the date specified in the Overdue Notice; or if an Overdue Notice had not been previously provided, no sooner than the sixtieth (60th) day after the Due Date of the bill for which payment by the returned check had been made. To redeem a returned check and to pay a returned check charge, all amounts owing must be paid by cash or certified funds.

6. Returned Check Tendered as Payment for Water Service Disconnected for Nonpayment:
 - a. If the check tendered and accepted as payment which resulted in restoring service to an account that had been disconnected for nonpayment is returned as non-negotiable, the Supplier may disconnect said water service upon at least three (3) calendar days’ written notice. The consumer’s account may only be reinstated by receipt of outstanding charges in the form of cash or certified funds. Once the consumer’s account has been reinstated, the account will be flagged for a one-year period indicating the fact that a non-negotiable check was issued by the consumer.

 - b. If at any time during the one-year period described above, the consumer’s account is again disconnected for nonpayment, the Supplier may require the consumer to pay cash or certified funds to have that water service restored.

- C. Conditions Prohibiting Discontinuation: The Supplier shall not discontinue residential water service if all of the following conditions are met:
 1. Health Conditions – The consumer or tenant of the consumer submits certification of a primary care provider that discontinuation of water



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service would (i) be life threatening, or (ii) pose a serious threat to the health and safety of a person residing at the property;

2. Financial Inability – The consumer demonstrates he or she is financially unable to pay for water service within the water system’s normal billing cycle. The consumer is deemed “financially unable to pay” if any member of the consumer’s household is: (i) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (ii) the consumer declares the household’s annual income is less than 200% of the federal poverty level (see this link for the federal poverty levels applicable in California: <https://www.healthforcalifornia.com/covered-california/income-limits>); and
 3. Alternative Payment Arrangements – The consumer is willing to enter into an amortization agreement, alternative payment schedule or a plan for deferred or reduced payment, consistent with the provisions of Section III, below.
- D. Process for Determination of Conditions Prohibiting Discontinuation of Service: The burden of proving compliance with the conditions described in Subdivision (C), above, is on the consumer. In order to allow the Supplier sufficient time to process any request for assistance by a consumer, the consumer is encouraged to provide the Supplier with the necessary documentation demonstrating the medical issues under Subdivision (C)(1), financial inability under Subdivision (C)(2) and willingness to enter into any alternative payment arrangement under Subdivision (C)(3) as far in advance of any proposed date for discontinuation of service as possible. Upon receipt of such documentation, the Supplier’s General Manager, or his or her designee, shall review that documentation and respond to the consumer within seven (7) calendar days to either request additional information, including information relating to the feasibility of the available alternative arrangements, or to notify the consumer of the alternative payment arrangement, and terms thereof, under Section III, below, in which the Supplier will allow the consumer to participate. If the Supplier has requested additional information, the consumer shall provide that requested information within five (5) calendar days of receipt of the Supplier’s request. Within five (5) calendar days of its receipt of that additional information, the Supplier shall either notify the consumer in writing that the consumer does not meet the conditions under Subdivision (C), above, or notify the consumer in writing of the alternative payment



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arrangement, and terms thereof, under Section III, below, in which the Supplier will allow the consumer to participate. Consumers who fail to meet the conditions described in Subdivision (C), above, must pay the past due amount, including any penalties and other charges, owing to the Supplier within the latter to occur of: (i) two (2) business days after the date of notification from the Supplier of the Supplier’s determination the consumer failed to meet those conditions; or (ii) the date of the impending service discontinuation, as specified in the Overdue Notice.

- E. Special Rules for Low Income Consumers: Consumers are deemed to have a household income below 200% of the federal poverty line if: (i) any member of the customer’s household is a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (ii) the consumer declares the household’s annual income is less than 200% of the federal poverty level (see this link for the federal poverty levels applicable in California: <https://www.healthforcalifornia.com/covered-california/income-limits>). If a consumer demonstrates either of those circumstances, then the following apply:
1. Reconnection Fees: If service has been discontinued and is to be reconnected, then any reconnection fees during the Supplier’s normal operating hours cannot exceed \$50, and reconnection fees during non-operational hours cannot exceed \$150. Those fees cannot exceed the actual cost of reconnection if that cost is less than the statutory caps. Those caps may be adjusted annually for changes in the Consumer Price Index for the Los Angeles-Long Beach-Anaheim metropolitan area beginning January 1, 2021.
 2. Interest Waiver: The Supplier shall not impose any interest charges on past due bills.
- F. Landlord-Tenant Scenario: The below procedures apply to individually metered detached single-family dwellings, multi-unit residential structures and mobile home parks where the property owner or manager is the customer of record and is responsible for payment of the water bill.



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1. Required Notice:

- a. At least ten (10) calendar days prior if the property is a multi-unit residential structure or mobile home park, or seven (7) calendar days prior if the property is a detached single-family dwelling, to the possible discontinuation of water service, the Supplier must make a good faith effort to inform the tenants/occupants at the property by written notice that the water service will be discontinued.
- b. The written notice must also inform the tenants/occupants that they have the right to become customers to whom the service will be billed (see Subdivision 2, below), without having to pay any of the then past due amounts.

2. Tenants/Occupants Becoming Customers:

- a. The Supplier is not required to make service available to the tenants/occupants unless each tenant/occupant agrees to the terms and conditions for service and meets the Supplier's requirements and rules.
- b. However, if (i) one or more of the tenants/occupants assumes responsibility for subsequent charges to the account to the Supplier's satisfaction, or (ii) there is a physical means to selectively discontinue service to those tenants/occupants who have not met the Supplier's requirements, then the Supplier may make service available only to those tenants/occupants who have met the requirements.
- c. If prior service for a particular length of time is a condition to establish credit with the Supplier, then residence at the property and proof of prompt payment of rent for that length of time, to the Supplier's satisfaction, is a satisfactory equivalent.
- d. If a tenant/occupant becomes a customer of the Supplier and the tenant's/occupant's rent payments include charges for residential water service where those charges are not separately stated, the tenant/occupant may deduct from future rent payments all reasonable charges paid to the Supplier during the prior payment period.

III. Alternative Payment Arrangements: For any consumer who meets the three conditions under Section II(C), above, in accordance with the process set forth in



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Section II(D), above, the Supplier shall offer the consumer one or more of the following alternative payment arrangements, to be selected by the Supplier in its discretion: (i) amortization of the unpaid balance under Subdivision (A), below; (ii) alternative payment schedule under Subdivision (B), below; (iii) partial or full reduction of unpaid balance under Subdivision (C), below; or (iv) temporary deferral of payment under Subdivision (D), below. The General Manager, or his or her designee, shall, in the exercise of reasonable discretion, select the most appropriate alternative payment arrangement after reviewing the information and documentation provided by the consumer and taking into consideration the consumer’s financial situation and Supplier’s payment needs.

A. Amortization: Any consumer who is unable to pay for water service within the normal payment period and meets the three conditions under Section II(C), above, as the Supplier shall confirm, may, if the Supplier has selected this alternative, enter into an amortization plan on the following terms:

1. Term: The consumer shall pay the unpaid balance, with the administrative fee and interest as specified in Subdivision (2), below, over a period not to exceed twelve (12) months, as determined by the General Manager or his or her designee; provided, however, that the General Manager or his or her designee, in their reasonable discretion, may apply an amortization term of longer than twelve (12) months to avoid undue hardship on the consumer. The unpaid balance, together with the applicable administrative fee and any interest to be applied, shall be divided by the number of months in the amortization period and that amount shall be added each month to the consumer’s ongoing monthly bills for water service.
2. Administrative Fee; Interest: For any approved amortization plan, the consumer will be charged an administrative fee, in the amount established by the Supplier from time to time, representing the cost of initiating and administering the plan. At the discretion of the General Manager or his or her designee, interest at an annual rate not to exceed eight percent (8%) shall be applied to any amounts to be amortized under this Subsection A.
3. Compliance with Plan: The consumer must comply with the amortization plan and remain current as charges accrue in each subsequent billing period. The consumer may not request further amortization of any subsequent unpaid charges while paying past due charges pursuant to an amortization plan. Where the consumer fails to comply with the terms of the amortization plan for sixty (60) calendar days or more, or fails to pay the consumer’s current service



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charges for sixty (60) calendar days or more after the Due Date of such current charges, the Supplier may discontinue water service to the consumer’s property at least five (5) business days after posting at the consumer’s residence a final notice of its intent to discontinue service.

B. Alternative Payment Schedule: Any consumer who is unable to pay for water service within the normal payment period and meets the three conditions under Section II(C), above, as the Supplier shall confirm, may, if the Supplier has selected this alternative, enter into an alternative payment schedule for the unpaid balance in accordance with the following:

1. Repayment Period: The consumer shall pay the unpaid balance, with the administrative fee and interest as specified in Subdivision (2), below, over a period not to exceed twelve (12) months, as determined by the General Manager or his or her designee; provided, however, that the General Manager or his or her designee, in their reasonable discretion, may extend the repayment period for longer than twelve (12) months to avoid undue hardship on the consumer.
2. Administrative Fee; Interest: For any approved alternative payment schedule, the consumer will be charged an administrative fee, in the amount established by the Supplier from time to time, representing the cost of initiating and administering the schedule. At the discretion of the General Manager or his or her designee, interest at an annual rate not to exceed eight percent (8%) shall be applied to any amounts to be paid under this Subsection B.
3. Schedule: After consulting with the consumer and considering the consumer’s financial limitations, the General Manager or his or her designee shall develop an alternative payment schedule to be agreed upon with the consumer. That alternative schedule may provide for periodic lump sum payments that do not coincide with the established payment date, may provide for payments to be made more frequently than monthly, or may provide that payments be made less frequently than monthly, provided that in all cases, subject to Subdivision (1), above, the unpaid balance and administrative fee shall be paid in full within twelve (12) months of establishment of the payment schedule. The agreed upon schedule shall be set forth in writing and be provided to the consumer.
4. Compliance with Plan: The consumer must comply with the agreed upon payment schedule and remain current as charges accrue in



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each subsequent billing period. The consumer may not request a longer payment schedule for any subsequent unpaid charges while paying past due charges pursuant to a previously agreed upon schedule. Where the consumer fails to comply with the terms of the agreed upon schedule for sixty (60) calendar days or more, or fails to pay the consumer's current service charges for sixty (60) calendar days or more after the Due Date of such current charges, the Supplier may discontinue water service to the consumer's property at least five (5) business days after posting at the consumer's residence a final notice of its intent to discontinue service.

- C. Reduction of Unpaid Balance: Any consumer who is unable to pay for water service within the normal payment period and meets the three conditions under Section II(C), above, as the Supplier shall confirm, may, if the Supplier has selected this alternative, receive a reduction of the unpaid balance owed by the consumer, not to exceed thirty percent (30%) of that balance without approval of and action by the Board of Directors; provided that any such reduction shall be funded from a source that does not result in additional charges being imposed on other customers. The proportion of any reduction shall be determined by the consumer's financial need, the Supplier's financial condition and needs and the availability of funds to offset the reduction of the consumer's unpaid balance.
 - 1. Repayment Period: The consumer shall pay the reduced balance by the due date determined by the General Manager or his or her designee, which date (the "Reduced Payment Date") shall be at least fifteen (15) calendar days after the effective date of the reduction of the unpaid balance.
 - 2. Compliance with Reduced Payment Date: The consumer must pay the reduced balance on or before the Reduced Payment Date, and must remain current in paying in full any charges that accrue in each subsequent billing period. If the consumer fails to pay the reduced payment amount within sixty (60) calendar days after the Reduced Payment Date, or fails to pay the consumer's current service charges for sixty (60) calendar days or more after the Due Date of such current charges, the Supplier may discontinue water service to the consumer's property at least five (5) business days after posting at the consumer's residence a final notice of its intent to discontinue service.

- D. Temporary Deferral of Payment: Any consumer who is unable to pay for water service within the normal payment period and meets the three conditions under Section II(C), above, as the Supplier shall confirm, may,



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if the Supplier has selected this alternative, have payment of the unpaid balance temporarily deferred for a period of up to six (6) months after the payment is due. The Supplier shall determine, in its discretion, how long of a deferral shall be provided to the consumer.

1. Repayment Period: The consumer shall pay the unpaid balance by the deferral date (the “Deferred Payment Date”) determined by the General Manager or his or her designee. The Deferral Payment Date shall be within twelve (12) months from the date the unpaid balance became past due; provided, however, that the General Manager or his or her designee, in their reasonable discretion, may establish a Deferred Payment Date beyond that twelve (12) month period to avoid undue hardship on the consumer.
2. Compliance with Reduced Payment Date: The consumer must pay the reduced balance on or before the Deferred Payment Date, and must remain current in paying in full any charges that accrue in each subsequent billing period. If the consumer fails to pay the unpaid payment amount within sixty (60) calendar days after the Deferred Payment Date, or fails to pay the consumer’s current service charges for sixty (60) calendar days or more after the Due Date of such current charges, the Supplier may discontinue water service to the consumer’s property at least five (5) business days after posting at the consumer’s residence a final notice of its intent to discontinue service.

IV. Appeals: The procedure to be used to appeal the amount set forth in any bill for residential water service is set forth below. A consumer shall be limited to three (3) unsuccessful appeals in any twelve (12) month period and if that limit has been reached, the Supplier is not required to consider any subsequent appeals commenced by or on behalf of that consumer.

- A. Initial Appeal: Within ten (10) days of receipt of the bill for water service, the consumer has a right to initiate an appeal or review of any bill or charge. Such request must be made in writing and be delivered to the Supplier’s office. For so long as the consumer’s appeal and any resulting investigation is pending, the Supplier cannot discontinue water service to the consumer.
- B. Overdue Notice Appeal: In addition to the appeal rights provided under Subsection A, above, any consumer who receives an Overdue Notice may request an appeal or review of the bill to which the Overdue Notice relates at least five business (5) days after the date of the Overdue Notice if the consumer alleges the bill is in error with respect to the quantity of water consumption set forth on that bill; provided, however, that no such appeal or review rights shall apply to any bill for which an appeal or



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request for review under Subsection A, above, has been made. Any appeal or request for review under this Subsection B must be in writing and must include documentation supporting the appeal or the reason for the review. The request for an appeal or review must be delivered to the Supplier’s office within that five (5) business day period. For so long as the consumer’s appeal and any resulting investigation is pending, the Supplier cannot discontinue water service to the consumer.

C. Appeal Hearing: Following receipt of a request for an appeal or review under Subsections A or B, above, a hearing date shall be promptly set before the General Manager, or his or her designee (the “Hearing Officer”). After evaluation of the evidence provided by the consumer and the information on file with the Supplier concerning the water charges in question, the Hearing Officer shall render a decision as to the accuracy of the water charges set forth on the bill and shall provide the appealing consumer with a brief written summary of the decision.

1. If water charges are determined to be incorrect, the Supplier will provide a corrected bill and payment of the revised charges will be due within ten (10) calendar days of the bill date for revised charges. If the revised charges remain unpaid for more than sixty (60) calendar days after the corrected bill is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) calendar day period; provided that the Supplier shall provide the consumer with the Overdue Notice in accordance with Section II(B)(1), above. Water service will only be restored upon full payment of all outstanding water charges, fees, and any and all applicable reconnection charges.

a. If the water charges in question are determined to be correct, the water charges are due and payable within two (2) business days after the Hearing Officer’s decision is rendered. At the time the Hearing Officer’s decision is rendered, the consumer will be advised of the right to further appeal before the Board of Directors. Any such appeal must be filed in writing within seven (7) calendar days after the Hearing Officer’s decision is rendered if the appeal or review is an initial appeal under Subdivision A above, or within three (3) calendar days if the appeal or review is an Overdue Notice appeal under Subdivision B, above. The appeal hearing will occur within the next regular two meetings of the Board of Directors, unless the consumer and Supplier agree to a later date.

b. For an initial appeal under Subdivision A, above, if the consumer does not timely appeal to the Board of Directors, the water



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charges in question shall be immediately due and payable. In the event the charges are not paid in full within sixty (60) calendar days from the bill's Due Date, then the Supplier shall provide with the Overdue Notice in accordance with Section II(B)(1), above, and may proceed in potentially discontinuing service to the consumer's property.

- c. For an Overdue Notice appeal under Subdivision B, above, if the consumer does not timely appeal to the Board of Directors, then water service to the subject property may be discontinued on written or telephonic notice to the consumer to be given at least twenty-four (24) hours after the latter to occur of: (i) expiration of the original notice period set forth in the Overdue Notice; or (ii) the expiration of the appeal period.
2. When a hearing before the Board of Directors is requested, such request shall be made in writing and delivered to the Supplier at its office. The consumer or consumer's counsel will be required to personally appear before the Board and present evidence and reasons as to why the water charges on the bill in question are not accurate. The Board shall evaluate the evidence presented by the consumer, as well as the information on file with the Supplier concerning the water charges in question, and render a decision as to the accuracy of said charges.
- a. If the Board finds the water charges in question are incorrect, the consumer will be billed for the revised charges and payment shall be due within ten (10) days of the date of the revised bill. If the revised charges remain unpaid for more than sixty (60) calendar days after the due date for that corrected bill, water service will be disconnected, on the next regular working day after expiration of that sixty (60) calendar day period; provided that the Supplier shall provide the consumer with the Overdue Notice in accordance with Section II(B)(1), above. Water service will be restored only after outstanding water charges and any and all applicable reconnection charges are paid in full.
 - b. If the water charges in question are determined to be correct, the water charges are due and payable within two (2) business days after the decision of the Board is rendered. In the event the charges are not paid in full within sixty (60) calendar days after the original bill's Due Date, then the Supplier shall provide the Overdue Notice in accordance with Section II(B)(1), above, and



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may proceed in potentially discontinuing service to the consumer's property.

- c. Any overcharges will be reflected as a credit on the next regular bill to the consumer, or refunded directly to the consumer, at the sole discretion of the Board.
- d. Water service to any consumer shall not be discontinued at any time during which the consumer's appeal to the Supplier or its Board of Directors is pending.
- e. The Board's decision is final and binding.

V. **Restoration of Service:** In order to resume or continue service that has been discontinued due to non-payment, the consumer must pay a security deposit and a Reconnection Fee established by the Supplier, subject to the limitation set forth in Section II(E)(1), above. The Supplier will endeavor to make such reconnection as soon as practicable as a convenience to the consumer. The Supplier shall make the reconnection no later than the end of the next regular working day following the consumer's request and payment of any applicable Reconnection Fee.

(Originally Adopted February 2020; revised July 2021)

ATTACHMENT 4 – PROCESS TO OBTAIN PERMISSION TO USE RECYCLED WATER

How to Obtain Recycled Water Produced at Vista Canyon Water Factory and Distributed by SCV Water – Vista Canyon Area (Steps for Users and SCV Water)

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
<i>Step 1</i> – Consult with SCV Water and review SCV Water's Recycled Water Users Handbook	SCV Water's Recycled Water Users Handbook	User and SCV Water
<i>Step 2</i> – Contact the Los Angeles County Department of Public Health (County Health)		User and SCV Water
<i>Step 3</i> – Prepare draft plans and specifications	DDW requirements in California Code of Regulations (CCR) Title 17 and 22 ¹ , County Guidelines or local health department requirements.	User
<i>Step 4</i> – Submit Application for recycled water use to SCV Water	SCV Water's User Application Form	User
<i>Step 5</i> – If the site is not covered under an existing User Agreement with SCV Water, the user must enter into one	SCV Water's User Agreement or Amendment	SCV Water
<i>Step 6</i> – Approve User Agreement and submit application for recycled water use.	Present Agreement or Amendment to SCV Water's Board for approval.	SCV Water
<i>Step 7</i> – Identify distribution issues, verify allowed uses, estimate quantity of water and delivery schedule	Verification of information provided in the SCV Water's User Application Form. Send conditional approval in writing with caveat that project commencement is contingent upon SCV Water receiving all regulatory approvals, Site Supervisor Training and final SCV approval.	SCV Water

¹ Links to adopted regulations can be found at:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/RecycledWater.html

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
<i>Step 8</i> – Draft contract or amendment or other legal control mechanism (if site is not covered under existing contract or control mechanism)	Contract, contract amendment, or control mechanism between SCV Water and User.	SCV Water and User
<i>Step 9</i> – Approve contract or amendment or other legal control mechanism (if site is not covered under existing contract or control mechanism)	SCV Water and User authorize contract, contract amendment, or control mechanism.	SCV Water and User
<i>Step 10</i> – Complete California Environmental Quality Act (CEQA) process (if required)	Make sure you have proper CEQA documentation for the site. Typically, not required for most sites along an existing alignment.	SCV Water
<i>Step 11</i> – Consult with health agencies (<i>recommended</i>)	Describe project and show draft plans to County Health.	SCV Water
<i>Step 12</i> – Finalize and submit plans and specifications	Plans and specifications submitted to County Health; County Health Cross-Connection Plan Approval Application and fee required.	SCV Water on behalf of user
<i>Step 13</i> – Provide materials and/or training to User on proper operation of a recycled water system	SCV Water’s Recycled Water Users Handbook. Training to be provided by LACSD (can be substituted by an equivalent program).	SCV Water and LACSD
<i>Step 14</i> – Final plans and specifications	Obtain approval of final plans and specifications from County Health.	SCV Water
<i>Step 15</i> – Prepare/Amend Engineering Report (<i>if necessary</i>)	DDW <i>Guidelines for Preparation of an Engineering Report for the Production, Distribution and Use of Recycled Water</i> ² ; SCV Water completes the Engineering Report if necessary; City of Santa Clarita provides information related to treatment facilities as needed; the report must be prepared and stamped by a professional engineer registered in California.	SCV Water and City of Santa Clarita

² https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/documents/recharge/ERGUIDE2001.pdf

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
<i>Step 16</i> – Submit Engineering Report (including as-built drawings of the recycled water distribution system) to DDW and Los Angeles Regional Water Quality Control Board (Regional Water Board)	Completed Engineering Report and copies of as-built drawings of recycled water distribution system.	SCV Water
<i>Step 17</i> – If applicable, submit revised Engineering Report	Revisions/additional information may be requested by DDW and/or Regional Water Board	SCV Water
<i>Step 18</i> – Authorization of project under existing or new Regional Water Board reuse permit	Letter or permit	DDW, Regional Water Board, and/or County
<i>Step 19</i> – Notify City of Santa Clarita of Final Regulatory Approvals	SCV Water sends copy of letter or permit and any other applicable County documents to City of Santa Clarita.	SCV Water
<i>Step 20</i> – Pre- and post-construction inspections	Contact County Health prior to construction to arrange for site inspections, initial cross-connection and backflow prevention device testing; County Health Guidelines and Recycled Water System Inspection Report.	SCV Water
<i>Step 21</i> – Approval of final construction	By County Health	SCV Water
<i>Step 22</i> – Begin project implementation		SCV Water and User
<i>Step 23</i> – Submit revised as-built drawings of recycled water distribution system if necessary	Must be provided to County Health if any modifications have been made to original drawings.	SCV Water on behalf of user

How to Obtain Recycled Water Produced by LACSD's Valencia WRP Distributed by SCV Water – Areas Outside Vista Canyon (Steps for Users, LACSD, and SCV Water)

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
<i>Step 1</i> – Consult with SCV Water and LACSD and review SCV Water's and LACSD's Recycled Water Users Handbooks	SCV Water's and LACSD's Recycled Water Users Handbooks	User and SCV Water
<i>Step 2</i> – Contact Los Angeles County Department of Public Health (County Health)		User and SCV Water
<i>Step 3</i> – Prepare draft plans and specifications	DDW requirements in California Code of Regulations (CCR) Title 17 and 22 ³ , County Guidelines or local health department requirements.	User
<i>Step 4</i> – Submit Application for recycled water use to SCV Water & LACSD. If site is not covered under an existing User Agreement with LACSD or SCV Water, the User must enter into one.	SCV Water's User Application Form	User. SCV Water will submit to LACSD on behalf of user.
<i>Step 5</i> – Draft User Agreement (if site is not covered under existing agreement)	LACSD's or SCV Water's User Agreement or Amendment	SCV Water and LACSD
<i>Step 6</i> – Approve User Agreement	Present Agreement or Amendment to LACSD's and SCV Water's boards for approval.	SCV Water and LACSD
<i>Step 7</i> – Identify distribution issues, verify allowed uses, estimate quantity of water and delivery schedule	Verification of information provided in the SCV Water's User Application Form. Send conditional approval in writing with caveat that project commencement is contingent upon SCV Water and LACSD receiving all	SCV Water and LACSD

³ Links to adopted regulations can be found at:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/RecycledWater.html

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
	regulatory approvals, Site Supervisor Training, and final LACSD and SCV Water approval.	
<i>Step 8</i> – Draft contract or amendment or other legal control mechanism (if site is not covered under existing contract or control mechanism)	Contract, contract amendment, or control mechanism between SCV Water and User.	SCV Water and User
<i>Step 9</i> – Approve contract or amendment or other legal control mechanism (if site is not covered under existing contract or control mechanism)	SCV Water and User authorize contract, contract amendment, or control mechanism.	SCV Water and User
<i>Step 10</i> – Complete California Environmental Quality Act (CEQA) process	Make sure you have proper CEQA documentation for the site. Typically, not required for most sites along an existing alignment.	SCV Water and/or LACSD, as applicable
<i>Step 11</i> – Consult with health agencies (<i>recommended</i>)	Describe project and show draft plans to County Health.	SCV Water
<i>Step 12</i> – Finalize and submit plans and specifications	Plans and specifications submitted to County Health; County Health Cross-Connection Plan Approval Application and fee required.	SCV Water on behalf of user
<i>Step 13</i> - Provide materials and/or training to User on proper operation of a recycled water system	SCV Water 's and LACSD's Recycled Water Users Handbooks. Training to be provided by LACSD	SCV Water and LACSD
<i>Step 14</i> – Final plans and specifications	Obtain approval of final plans and specifications from County Health.	SCV Water and LACSD

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
<i>Step 15</i> – Prepare/Amend Engineering Report (if necessary)	CDPH (now DDW) <i>Guidelines for Preparation of an Engineering Report for the Production, Distribution and Use of Recycled Water</i> ⁴ ; SCV Water completes the Engineering Report if necessary; LACSD provide information related to treatment facilities as needed; the report must be prepared and stamped by a professional engineer registered in California.	SCV Water and LACSD
<i>Step 16</i> – Submit Engineering Report (including as-built drawings of the recycled water distribution system) to DDW and Los Angeles Regional Water Quality Control Board (Regional Water Board), with a copy to LACSD	Completed Engineering Report and copies of as-built drawings of recycled water distribution system.	SCV Water
<i>Step 17</i> – If applicable, submit revised Engineering Report, with copy to LACSD	Revisions/additional information may be requested by DDW and/or Regional Water Board.	SCV Water
<i>Step 18</i> – Authorization of project under existing or new Regional Water Board permit	Letter or permit	DDW, Regional Water Board, and/or County Health
<i>Step 19</i> – Notify LACSD of Final Regulatory Approvals	SCV Water sends copy of letter or permit and any other applicable County Health documents to LACSD.	SCV Water
<i>Step 20</i> – Pre- and post-construction inspections	Contact County Health prior to construction to arrange for site inspections, initial cross-connection and backflow prevention device testing; County Health Guidelines and Recycled Water System Inspection Report.	SCV Water
<i>Step 21</i> – Approval of final construction	By County Health	SCV Water
<i>Step 22</i> – Begin project implementation		SCV Water and User

⁴ https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/documents/recharge/ERGUIDE2001.pdf

Process	Applicable Recycled Water Program Document or Actions Required	Responsible Entity
<i>Step 23</i> – Submit revised as-built drawings of recycled water distribution system if necessary	Must be provided to County Health if any modifications have been made to original drawings.	SCV Water
<i>Step 24</i> – Commence use	Ensure final approval has been received by SCV Water and LACSD. Inform SCV Water and LACSD of anticipated and actual commencement date.	User and SCV Water

ATTACHMENT 5 – RECYCLED WATER USER APPLICATION FORM



Santa Clarita Valley Water Agency
Application for Recycled Water Use

Date:	Site/Project Name:
Site Location (address, city):	
Type of site or development:	
Proposed use of recycled water (e.g., irrigation, dust control, street sweeping, etc.):	
Area of recycled water use (in acres or square feet):	
Requested recycled water service start date:	
Estimated water requirements (in acre-feet per year, gallons per day, etc.):	
Average peak demand (in gallons per minute):	
Recycled Water User: Contact: Title: Phone: Email:	
Site Supervisor: Title: Phone: Date of training: Mobile phone: Address: Email:	
Back-up contact: Title: Phone: Address: Mobile phone: Email:	

Please include the following items with this application:		
1	A map showing the specific boundaries of the proposed Site(s). For irrigation sites, include the total area (in acres or square feet) to be irrigated with recycled water.	<input type="checkbox"/> included <input type="checkbox"/> n/a
2	Evidence that the Site Supervisor has received the appropriate and sufficient training (or the date when training will occur prior to delivery of recycled water).	<input type="checkbox"/> included <input type="checkbox"/> n/a Date:
3	Design plans and specifications that include the type and location of the outlets and plumbing fixtures that will be accessible to the public.	<input type="checkbox"/> included <input type="checkbox"/> n/a
4	The methods and devices to be used to prevent backflow of recycled water into the potable water system.	<input type="checkbox"/> included <input type="checkbox"/> n/a
5	A copy of the Emergency Cross-Connection Response Plan or the date by which it will be submitted (prior to delivery of recycled water).	<input type="checkbox"/> included <input type="checkbox"/> n/a Date:
6	A copy of the Recycled Water System Operations and Maintenance Manual or the date by which it will be submitted.	<input type="checkbox"/> included <input type="checkbox"/> n/a Date:

ATTACHMENT 6 – EMERGENCY CROSS-CONNECTION RESPONSE PLAN



**SANTA CLARITA VALLEY WATER AGENCY
EMERGENCY CROSS-CONNECTION RESPONSE PLAN**

In the event that a cross-connection is discovered, immediately notify SCV Water by telephone, and the Los Angeles Regional Water Quality Control Board, the State Water Resource Control Board Division of Drinking Water, and the Los Angeles County Department of Public Health. If your reuse site is located outside of Vista Canyon, you must also notify Los Angeles County Sanitation Districts. The following procedures will be implemented immediately:

Site Name:

Site Address:

Date of Procedure:

Names of People Present During Procedure:

<u>Name</u>	<u>Affiliation /Title</u>
1.	
2.	
3.	
4.	

PROCEDURE	Check When Completed	✓
Step 1. Keep potable water system pressurized and post "Do Not Drink" signs at all potable water fixtures and outlets.		
Step 2. Immediately shut down the recycled water system to the facility at the meter.		
Step 3. Contact SCV Water and LACSD for collection of water samples and perform a 24-hour bacteriological analysis. Water samples should be collected from the closest acceptable point to the cross-connection.		
Step 4. Identify the cause and location of backflow and eliminate the cross-connection.		
Step 5. Conduct a cross-connection pressure test to verify that all cross-connections were eliminated.		
Step 6. If the bacteriological analysis conducted in Step 3 is positive, chlorinate the potable water system maintaining a chlorine residual of at least 50 mg/L for 24 hours. Otherwise proceed to Step 9.		
Step 7. Flush the potable water system after 24 hours and perform standard bacteriological analysis.		
Step 8. If the results from Step 7 are acceptable, proceed to Step 9. Otherwise repeat Steps 6-7.		
Step 9. Remove warning signs and reactivate system.		

Step 10. Revise the drawings of the recycled water and potable water systems to reflect any changes made in eliminating the cross-connection.	
Step 11. Submit revisions to appropriate agencies.	
DESCRIBE NATURE AND LOCATION OF CROSS-CONNECTION AND MEANS OF CORRECTION	

ATTACHMENT 7 – REUSE SITE INSPECTION REPORT FORM



Reuse Site Inspection Report

Date & Time of Inspection:
Recycled Water User/Site Name:
Location of Site:
Purveyor (if known):
Type of Use: Irrigation Industrial Cooling other:
Site Supervisor:
Site Supervisor Contact Info:
Name of User Representative/Title:
Name of Inspector:
GPS Coordinates of Meter:

Verification of Compliance Inspection and Enforcement Program		
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1	Is recycled water used for any purposes not listed in the Regional Water Quality Control Board permit(s)? If yes, explain.	Yes Explain	No
2	Have there been any changes or modifications to the recycled water system? If yes, explain.	Yes Explain	No
3	Has there been a change in the Site Supervisor? If yes, provide updated information.	Yes Explain	No
4	Has on-site staff received appropriate training? If no, explain when training will be provided.	Yes	No Explain
5	Are copies of the site operation & maintenance manual, Emergency Cross-Connection Response Plan, SCV Water's <i>Recycled Water Users Handbook</i> (all sites), and LACSD's <i>Requirements for Recycled Water Users</i> (sites outside of Vista Canyon) available to employees at all times? If no, explain how and when this will be corrected.	Yes	No Explain
6	Are there complete and up-to-date O&M records for the recycled water system? If no, explain how and when this will be corrected.	Yes	No Explain

Inspection of User Operations		
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7	Is recycled water use limited to the authorized use(s) and area(s)? If no, explain how and when this will be corrected.	Yes	No Explain
8	Is recycled water running off from the authorized use area through surface runoff or windblown spray? If yes, explain how and when this will be corrected, and indicate the source, volume, and destination of the runoff.	Yes Explain	No
9	Are any unusual odors associated with the recycled water use, supply, or storage? If yes, explain how and when this will be corrected.	Yes Explain	No
10	Is there any evidence of ponding of recycled water? If yes, explain how and when this will be corrected.	Yes Explain	No
11	Is there any evidence of mosquito breeding? If yes, explain how and when this will be corrected.	Yes Explain	No
12	Are signs legible, properly placed, and labeled with regard to not drinking recycled water? If no, explain how and when this will be corrected.	Yes	No Explain
13	Are all of the following properly maintained and marked with tags that are visible and legible: pipes, valves, controllers, and points of connection? If no, explain how and when this will be corrected.	Yes	No Explain
14	Are other recycled water facilities and control systems (e.g., pump stations, storage facilities, and pressure reducers) properly maintained? If no, explain how and when this will be corrected.	Yes N/A	No Explain
15	Are there any leaks or breaks in the system piping or evidence of plugged, broken, or otherwise faulty components? If yes, explain how and when this will be corrected.	Yes Explain	No

16	Is recycled water being sprayed directly on people, dwellings, food-handling facilities, or drinking fountains? If yes, explain how and when this will be corrected.	Yes Explain	No
17	Are there any hose bibs in the recycled water system? If yes, explain how and when this will be corrected.	Yes Explain	No
18	Is backflow prevention in place, a schedule for testing backflow prevention, and is testing up to date? If no, explain how and when this will be corrected. Date of Last Test: _____	Yes	No Explain
19	Is there a need for cross-connection testing due to major modifications to the system? If yes, explain when the testing will be conducted.	Yes Explain	No
20	Is the irrigation system being operated during periods of minimal human use with adequate time to dry-out before public use? If no, explain how and when this will be corrected.	Yes N/A	No Explain
21	Does irrigation take place within 50 feet of any domestic water supply well or any uncovered reservoir or stream currently used as a source of domestic water? If yes, explain how and when this will be corrected.	Yes Explain	No N/A
22	Are best management practices being used to irrigate at agronomic rates? If no, explain how and when this will be corrected.	Yes N/A	No Explain
23	Is fertilizer being used at the site?	Yes	No
24	Is there any evidence of overflows, erosion, or improper management of impoundments? If yes, explain how and when this will be corrected.	Yes Explain	No
25	Are all impoundments properly maintained and adequately protected from erosion, washout, and flooding from a 24-hour rainfall event having a predicted frequency of once in 100 years? If no, explain how and when this will be corrected.	Yes N/A	No Explain
26	Does impoundment of disinfected tertiary recycled water occur within 100 feet of any domestic water supply well? If yes, explain how and when this will be corrected.	Yes Explain	No

In the space below, provide the Question # and any comments/explanations required.

Required action or follow-up action? No Yes – list below: 1) Action, 2) Responsibility (User, Purveyor and/or Sanitation Districts), and 3) Compliance Date and/or Date Achieved

Inspector's signature _____ Date _____

Site Supervisor's signature _____ Date _____

ATTACHMENT 8 – RECYCLED WATER SPILL REPORT FORM

Recycled Water Spill Notification

SCV Water's *Recycled Water Users Handbook* and LACSD's *Requirements for Recycled Water Users* contain specific provisions for reporting spills or unauthorized discharges.

Timely notifications must be made even if all the information is not available!

Spills >50,000 gallons: For any unauthorized discharge of more than 50,000 gallons of tertiary recycled water, the Site Supervisor must:

- Immediately (but not later than two (2) hours after becoming aware of the discharge) notify SCV Water (all sites) and LACSD (sites outside Vista Canyon) by telephone and notify the following agencies by telephone or electronic means (e.g. email):
 - Los Angeles Regional Water Quality Control Board (Regional Water Board)
 - Los Angeles County Department of Public Health (County Health)
 - State Water Board's Division of Drinking Water (DDW) must be contacted if a drinking water source is threatened by the spill
 - California State Department of Fish and Wildlife must be contacted if the environment is endangered by the spill
- Provide the following information to all agencies being notified:
 - Date/time the spill began and ended
 - Location of the spill
 - If the spill entered a storm drain or receiving water
 - Estimated volume or flow if the spill is ongoing
 - Estimated time of repair
 - Cause of the spill
 - Agencies involved with repair and clean-up
 - Corrective actions taken or plans for corrective actions.
- Provide written confirmation electronically (e.g. email) to the same agencies within three (3) business days from the date of notification using the form below or by providing the same information in a letter or memo.

Spills <50,000 gallons: For any spills or other release of recycled water from a use site (other than minor runoff),¹ the Site Supervisor must:

- Immediately (but not later than two (2) hours after becoming aware of the spill) notify SCV Water (all sites) and LACSD (sites outside Vista Canyon) by phone and provide the following information: date/time the spill began and ended, the location of the spill, if the spill entered a storm drain or receiving water, the estimated volume or flow if the spill is ongoing, the estimated time of repair, cause of the spill, agencies involved with repair and clean-up, and corrective actions taken or plans for corrective actions.
- Provide written confirmation electronically (e.g. email) to SCV Water (all sites) and LACSD (sites outside Vista Canyon) within three (3) business days from the date of notification using the form below or by providing the same information in a letter or memo.

¹ Minor runoff is considered runoff due to overspray or over watering, minor breaks in the recycled water irrigation or distribution system, or broken or misdirected sprinklers.

Spill Contact Information

Santa Clarita Valley Water Agency

Name: Ryan Bye, Water Systems Supervisor
Email: rbye@scvwa.org
Phone: 661-753-7113 - cell

Name: James Saenz, Water Systems Supervisor
Email: jsaenz@scvwa.org
Phone: 661-714-0773 – cell

Name: Mike Alvord, Director of Operations & Maintenance
Email: malovrd@scvwa.org
Phone: 661-718-6710 – cell

Name: Josh Jenkins, Utility Supervisor
Email: jjenkins@scvwa.org
Phone: 661-810-7101

Name: Roger Hitchen, Utility Supervisor
Email: rhitchen@scvwa.org
Phone: 661-510-5217 – cell

Los Angeles County Sanitation Districts

Name: Water Recycling Coordinator Spill Reporting Hotline: 866-484-1224
Email: reuse@lacsds.org

Los Angeles Regional Water Quality Control Board

Name: Augustine Anijielo Phone: 213-576-6657
Email: augustine.anijielo@waterboards.ca.gov

Los Angeles County Department of Public Health

Name: Nick Brakband
Phone: 626-430-5360 or 213-974-1234 (after business hours)
Email: nbrakband@ph.lacounty.gov

State Water Resources Control Board Division of Drinking Water

Name: Chi Diep
Phone: 818-551-2016 or 818-551-2004
Email: chi.diep@waterboards.ca.gov

California State Department of Fish and Wildlife

Name: State Park Dispatch Phone: 951-443-2969

**SANTA CLARITA VALLEY WATER AGENCY AND
COUNTY SANITATION DISTRICTS OF LOS ANGELES COUNTY
RECYCLED WATER SPILL REPORT**

Name: _____ Phone: _____

Agency: _____

Site Name: _____

Location: _____

Date: _____

Contact for Follow-up (Name/Phone): _____

INFORMATION ON SPILL OR UNAUTHORIZED DISCHARGE

Date/time spill or discharge began: _____

Date/time spill or discharge ended: _____

Location of spill or discharge: _____

Did the recycled water enter or will it enter storm drains or receiving waters (e.g., rivers, creeks, lakes, or ocean); if so identify.

Estimated volume of spill or discharge (gallons): _____

Estimated time of repair: _____

If still ongoing, estimate flow rate (gallons/minute): _____

Agencies/entities involved with repair and/or clean-up: _____

Cause of the spill or discharge: _____

Corrective actions taken and when, or plan to correct spill/discharge: _____

ATTACHMENT 9 – REUSE SITE CONTACT INFORMATION FORM



Recycled Water Site Contact Information Form

Name of Recycled Water User/Site: _____

Site Address: _____

City: _____ Zip Code: _____

Phone: _____ Fax: _____

Recycled Water Site Supervisor: _____

Site Supervisor Training Date (month/year): _____ Training Location: _____

Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Cell: _____ Pager: _____

Home Phone: _____ Email: _____

Work Schedule: _____

Assistant Site Supervisor (if applicable): _____

Title: _____

Phone: _____ Pager: _____

Cell: _____ Email: _____

Property Management Company (if applicable): _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Contact Name: _____

Contact Phone: _____

Site Supervisor Training Date (month/year): _____ Training Location: _____

*****All sites, immediately notify SCV Water of any changes*****

*****Sites outside Vista Canyon, also notify LACSD*****

**Please email this form to: SCV Water rbye@scvwa.org;
LACSD reuse@lacsd.org**

ATTACHMENT 10 - RECYCLED WATER HANDLING AND USE REQUIREMENTS AND PRECAUTIONS FOR TRUCK HAULING

Recycled Water Handling and Use Requirements and Precautions for Truck Hauling

This document includes text directly extracted from the standardized guidelines Los Angeles County Sanitation Districts (LACSD) developed for commercial truck hauling based on several similar programs throughout California¹. Should LACSD release an update in the future, or if SCV Water chooses to develop unique truck hauling requirements, the text in this section shall be updated accordingly.

LACSD's Recycled Water Handling and User Requirements for Truck Hauling (May 28, 2015)

1. These truck hauling requirements are for the use of recycled water produced by LACSD and the City of Santa Clarita (City) and are for landscape irrigation. All other non-irrigation uses, including but not limited to street sweeping, dust control, soil compaction, etc., must be submitted to LACSD and SCV Water prior to use for determination of Regional Water Quality Control Board permit applicability and approval.
2. The requirements for truck hauling listed below are the minimum requirements that must be met. The agency supplying recycled water may add any other requirements or criteria specific to its own program needs.
3. Prior to supplying recycled water, the agency supplying the recycled water must inform LACSD and SCV Water of each and every individual user or entity applying for truck hauling use.
4. The agency supplying recycled water must keep daily records for each truck load dispensed, including: a) volume of recycled water delivered to each individual reuse site, b) location of reuse site, and c) type of reuse (e.g., irrigation, dust control, street sweeping, etc.). This information must be summarized on a monthly basis for each individual reuse site and submitted to LACSD and SCV Water within 30 days of the end of each calendar month.
5. The agency supplying recycled water for truck hauling is responsible for ensuring that all truck haulers of recycled water produced by LACSD or the City adhere to all of the requirements listed below. LACSD or SCV Water staff may, from time to time, conduct inspection visits of the truck filling facilities to ensure compliance with these requirements.
6. The agency supplying recycled water must adequately control the point of distribution to prevent unauthorized access.
7. Before trucks can be filled with recycled water for the first time, all truck owners and/or drivers are required to attend a brief on-site ("tail-gate") orientation/training in order to learn about using the filling station and the proper handling and use of recycled water. This training is the responsibility of the agency supplying the recycled water directly to the truck haulers.
8. Each truck that hauls recycled water must have either purple stickers or magnetic placards on the sides and back of the vehicle that identify it as carrying recycled water, containing the words and symbol for "Do Not Drink".
9. Truck drivers or others in contact with the vehicles may **not** drink recycled water or use it for food preparation. Truck drivers must notify workers and/or the public when recycled water is used at a site and tell them that they are not to drink recycled water or use it for food preparation.
10. Recycled water users should apply hand sanitizer or wash their hands with soap and potable water after working with recycled water and especially before eating or smoking.
11. Precautions should be taken to avoid food coming into contact with recycled water while the reuse site is still wet.

Version 1: May 28, 2015

¹ "Recycled Water Handling and Use Requirements/Precautions for Truck Hauling" prepared by the Sanitation Districts of Los Angeles County
– Version 1: May 28, 2015. DOC #3323199

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12. Truck drivers should be equipped with an adequate first aid kit. Cuts or abrasions should be promptly washed with potable water, disinfected, and bandaged.
 13. Recycled water shall not be allowed to spray onto potable water drinking water fountains or faucets.
 14. Recycled water shall not be applied where it could contact or enter passing vehicles, buildings, areas where food is handled or eaten, storm drains, or surface water.
 15. Adequate measures must be taken to prevent recycled water overspray, ponding, or run off from the authorized reuse area unless it is specifically allowed by the Regional Water Board or by an attachment to the Recycled Water Use Permit issued by the agency supplying recycled water.
 16. It is strongly recommended that all water trucks carry a push broom on the vehicle to spread out ponded or puddled recycled water to facilitate evaporation.
 17. There shall be no irrigation or impoundment of recycled water within a minimum of 50 feet of any domestic (drinking water) well.
 18. Recycled water users must comply with all requirements and restrictions specified by the Regional Water Board and the Water Recycling Criteria in Title 22 of the California Code of Regulations.
 19. Vehicles used for transportation and distribution of recycled water must have water-tight valves and fittings and must not leak.
 20. Spills of recycled water must be immediately reported to the SCV Water and LACSD, along with the circumstances involved with the incident.
 21. Vehicle storage tanks must be cleaned of contaminants prior to filling with recycled water to prevent contamination of the recycled water. A truck or tank that has contained material from a septic tank, cesspool, or hazardous waste (within the meaning of federal or State of California definitions of hazardous or toxic materials, wastes or substances or poison) cannot be used to convey recycled water. The use of vehicle storage tanks for the storage and transport of recycled water must comply with all applicable federal, State of California, and local requirements.
 22. Recycled water must not be introduced into any permanent piping system and no connection shall be made between the filled tank truck and any part of a potable water system.
 23. Tank trucks used to transport recycled water should not be used to carry potable water for potable water purposes (i.e., drinking or washing) unless a thorough cleaning and disinfection process has been completed.
 24. If these tank trucks are to be filled with potable water for irrigation, they must either be filled through an air-gap at the top of the tank or, if through a hose connection, then the tank must be completely empty before connection to the potable water source and be done so through a backflow prevention device. Use a separate fill hose for recycled water that is clearly marked with either purple paint or labeling. Do not switch back and forth between potable water and recycled water using the same hose.

Version 1: May 28, 2015



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