

Majestic Pines Community Services District
Water Service – Policies and Procedures

<u>Section</u>	<u>Title</u>
1	Purpose
2	New Water Service Applications
3	Water Rates and Service Charges
4	Installation of Service
5	Billing, Delinquency, Lock-off and Turn-on
6	Appeal Procedures for Contesting Water Charges
7	Meter Service Changes
8	Meter Relocation
9	One Ownership Per Meter Service
10	Backflow Prevention Devices
11	Excessive Flow Through Meter Services
12	Meters Placed on Leased Land
13	Responsibility for Unpaid Bill
14	Collection of Delinquent Accounts
15	Posting of Security Deposit
16	Transfer of Meter Service and New Ownerships
17	Pressure Reducing Valves
18	Customer Valves
19	Meter Testing
20	San Diego County's Project Facility Letters
21	Temporary Water Service
22	Construction Water Permit
23	Tampering With District Facilities
24	Medical Need Rate
25	Conditions of Service

Majestic Pines Community Services District
Water Service – Policies and Procedures

Sec. 1 Water Service – Policies and Procedures

Purpose

The purpose of these policies and procedures is to set forth the terms and conditions under which the District will provide water service to customers. These procedures have been designed to regulate the affairs of the District in such a way as to provide water service to the customers at the lowest possible cost and to provide for an equitable distribution of costs for those benefited. The Board shall have the right to interpret these rules and to rule on any point of contention which is not specifically covered herein. Any rules herein that conflict with LAFCO or any other government agency regulating the District will be superseded. Any ruling by the General Manager may be appealed to the Board of Directors. Any ruling by the Board is final.

Sec. 2 New Water Service Applications

At the time application for water service is submitted to the District, the applicant is required to provide all of the following:

- a. Total payment of all costs for and related to meter service connections as specified in Sec. 3(d) and 3(e).
- b. Proof of ownership of the parcel to be served (Grant Deed) when documents to be recorded by the District are required.
- c. If multiple contiguous parcels are owned, the water meter can only be installed on and associated with one parcel. It must be clear on the application which parcel the meter will be assigned to. Control of the meter goes with the ownership of this parcel.
- d. Owner Water Service Agreement signed by owner/agent. This signed agreement is also part of these Policies and Procedures.
- e. If water pressure at the meter location is expected to drop below 25 psi during the high usage period of the District's normal operation, the owner must acknowledge such facts and the non-responsibility of the District by signing a "Notice of Low Water Pressure" form which will be recorded against the property.
- f. If a pressure reducing valve is required to be installed in accordance with Section 17, the owner must sign a "Notice of High Pressure Form" which will acknowledge the potential of property loss that might occur as a result of high pressure at the meter and relieve the District from any liability therefore. The acknowledgment and release will be recorded against the property.

Majestic Pines Community Services District
Water Service – Policies and Procedures

- g. An application for a meter will not be approved until a hydraulic evaluation by the District demonstrates adequate capacity and pressure is available at the proposed point of service.

The Districts' water main must border on, and be directly adjacent to, the parcel that the meter is to be installed, for a sufficient distance, to allow the service lateral to your meter to be perpendicular to the main. A property does not abut the District's water main by virtue of an easement, as the property itself must border the District's water main. The water main must run adjacent to the parcel it serves. See Sec. 4 for extending the water main and exceptions to water main extension.

The District follows the American Water Works Association (AWWA) G200, *Distribution Systems Operation and Management*. This requires that the distribution infrastructure (water mains, hydrants, etc) follow the building out of the district. If the District water main does not run along the side of your property to the point where the meter is to be located, the main will have to be extended to that point to provide water to your property. The General Manager will decide where the connection to the existing water main should occur, and if one or more air releases/blowoffs/valves are needed. The fire department may also require one or more hydrants on the extension. The applicant shall be responsible for all costs relating to the extension project.

Note: Service laterals shall not be longer than sixty feet in total length, and shall include no joints between the water main and the curb stop valve.

Meters can only be set in a District right-of-way. The District will have final approval of meter location.

The installation of a water meter is appurtenant to a specific parcel for its exclusive use. Any relocation of a meter is to be limited to a location within the Districts' right-of-way to serve the property or any portion of the property the original meter was installed to serve.

Water provided by Majestic Pines CSD cannot be used to serve neighboring parcels, whether inside or outside the District.

Majestic Pines Community Services District
Water Service – Policies and Procedures

Sec. 3 Water Rates and Service Charges

The water rates and service charges for treated water are listed below:

(a) Ready to Serve (R.T.S.) Charge
Standard Meters:

<u>Meter Size</u>	<u>5/8"x3/4"</u>	<u>1"</u>
Monthly Service Charge for R.T.S.	\$35.00	\$35.00

(b) Water Rates

1. Residential:

- | | |
|---------------------|--|
| 1. 0-1,000 c.f. | @ \$7.50 per 100 cubic feet (\$.075/c.f.*) |
| 2. 1,001-2,000 c.f. | @ \$8.40 per 100 cubic feet (\$.084/c.f.) |
| 3. 2,001-3,000 c.f. | @ \$12.40 per cubic feet (\$.124/c.f.) |
| 4. > 3,000 c.f. | @ \$18.60 per 100 cubic feet (\$.186 per c.f.) |

* One c.f. (cubic foot) equals 7.48 U.S. Gallons

2. Construction Meter:

All water used from a construction meter is billed at a rate of \$27.90 per 100 cubic feet (\$.279 per c.f.). See other construction meter related costs in Sec. 3(e).

(c) New Meter Installations

	<u>5/8"x3/4"</u>	<u>1"</u>
Connection to System (Service lateral installed by customer's contractor)	\$12,000	\$12,000

Majestic Pines Community Services District
Water Service – Policies and Procedures

(d) Additional Fees

New Customer Deposit	\$200.00
Account Owner Transfer Fee	\$ 25.00
48 Hour Door Hanger Notice of Lock-off	\$ 25.00
Lock-off of Meter for Unpaid Accounts	\$ 25.00
Unlock Meter Fee (business hours)	\$ 25.00
Unlock Meter Fee (after hours and weekends)	\$100.00
Return Check Fee	\$ 20.00
County Water Availability Form	\$100.00
Lock cut or otherwise removed from meter	\$200.00
Customer Damaged Angle-Stop	(actual repair costs)
Upsize to 1 inch meter	\$150.00
Upsize service lateral	(actual costs)
Meter Read Appointment	\$15.00
Meter relocation, same service lateral	(actual costs)
Meter relocation, new service lateral	(actual costs)
Meter Testing Fee Deposit	\$60.00
Meter Removal	\$400.00
Meter Reinstallation	\$1,000.00
Construction Meter Install and Remove	\$120.00
Construction Meter Relocated	\$60.00
Construction Meter Deposit	\$1,500.00
Construction Meter Rent/day	\$7.00
Tampering with District Facilities	\$1,000.00 (minimum)
Tampering/Removing Flow Restrictor	\$2,500.00

(e) Classification Definitions

1. Residential

The use of potable water from District appurtenances through a permanent meter connection will be charged according to rates listed in Section 3(b)1.

2. Construction Water

The use of potable water from District appurtenances through a temporary meter as provided by Section 21 of this Code, will be charged according to the rates listed in Section 3(b)-2.

Majestic Pines Community Services District
Water Service – Policies and Procedures

Sec. 4 Installation of Service.

The applicant shall be required to pay District fees in full before their contractor can make the service connection. These fees are refundable only if the water service commitment has not been used to obtain a building permit, and no connection to the District system has been made.

The property owner must hire a contractor that is licensed to perform underground utility work in the state of California (Class A or C-34). The contractor must complete the following before beginning work:

1. Contact the District for water main location, size and work coordination. The contractor understands that the District can only give an approximate location of water mains.
2. Obtain an excavation permit through the County of San Diego. A Traffic Control Plan may also be required by the County.
3. Comply with all requirements of the County permit.
4. Notify Underground Service Alert at least 48 hours before digging.
5. Perform the work on an agreed upon day and time the District can inspect it.
6. Use materials and procedures approved by the District (see below).
7. Shade with sand and use proper compaction in the trench.
8. Repair the road back to County specifications as per the permit.
9. Any damage to the water main or adjacent District appurtenances by the contractor must be immediately reported to the District. Repairs may be performed by the contractor according to AWWA guidelines, or the District can complete the repairs and bill the property owner. Under no circumstances is the contractor permitted to operate District street valves during lateral installation or repair.
10. Any leak within 1 year of a service lateral installation will be the responsibility of the owner/contractor to repair. The repair work can also be performed by the District, or a subcontractor hired by the District, and billed to the current property owner.
11. The District assumes ownership of the lateral after 1 year and will maintain it thereafter.

Majestic Pines Community Services District
Water Service – Policies and Procedures

The materials and installation must conform to the current Water Agencies' Guidelines (WAS) as found at www.sdwas.com. For a meter installation, this consists of:

1. A bronze service saddle with a 1" outlet for use with a hot tap.
2. A corporation stop with a 1" flared outlet.
3. K-soft copper tubing (1") from the corporation stop to the meter location.
4. An angle stop with a 1" flared inlet and a 1" meter swivel nut outlet.

Service laterals shall be a maximum of 1" in diameter and 60' long. The depth should be at least 36" below grade until the copper sweeps up at the meter location. The angle stop should be set at a height that allows for a meter box to be placed over it with the top of the box at approximately ground level. The water main will not be shut off during the lateral installation.

Note: All copper fittings must be rated "no lead" and safe for potable water use as per current California regulations.

The contractor hired by the owner must keep the District updated as to the progress of the installation. The District must approve the installation before the trench is backfilled.

The District will provide the appropriate ¾" or 1" water meter, a customer shutoff valve, a check valve and a concrete meter box. Piping from the meter to points of use on the property is up to the owner to construct and maintain.

Service Valve: A District valve (angle stop) is located between the meter and the water main and is there only to assist in making the initial connection and for emergency shutoffs. This is the District's valve and is used to lock off the water or to change the meter. It is not to be operated by the customer.

Customer Valve: A valve between the meter and the house is required. A new meter installation will include a customer shutoff valve. This valve is owned and maintained by the customer and should be used any time the water needs to be shut off.

Meter Size Limitations: Currently, the maximum service lateral and meter size is 1".

(a) Equipment Charge. The applicant shall be required to pay for any additional equipment that may be needed for the applicant's water service in accordance with the following sections of this Code:

1. Backflow Prevention Devices (Sec. 10)
2. Pressure Reducing Valves (Sec. 17)
3. Customer Shut-Off Valve (Sec. 18)

Majestic Pines Community Services District
Water Service – Policies and Procedures

Note: There may be times that extending the water main is not in the best interests of the District or the community, due to the creation of “dead ends” which promote poor water quality, or for other reasons. The District reserves the right to modify the above rules when necessary.

Sec. 5 Billing, Delinquency, Lock-off and Turn-on.

(a) Billing

Billing is bi-monthly and is issued near the first of every odd numbered month with payment due by the 20th of the month. This covers water use from the preceding two months and Ready to Serve for the following two months. Ready to Serve is a service fee that is billed ahead regardless of water usage for all metered accounts. Bills will be mailed to the owner of the property and a property manager, if desired. The District does not put accounts in a tenants name and does not directly bill tenants. It is up to the owner to make arrangements with their tenants regarding payment of the water bill.

(b) Lock-off for Non-Payment

Payment is delinquent if not received by the 20th of the billing month. Payment must be postmarked by that date or in the drop box at the District office by the close of business. Electronic payments must be made by the 20th. Delinquent accounts are charged a 10% late fee. If payment is not received within 30 days after the day of issue (10 days late), the meter is subject to lock-off on the first business day of the following month. Two business days before the shutoff, you will receive a 48 hour door hanger notice and your account will be charged a door hanger fee according to Section 3(d). You will always have two business days notice before your water is locked off. For example, if the first of the month is on a Monday, you will receive your 48 hour notice the previous Thursday. If the bill has not been paid by the shutoff date, the meter will be locked off sometime after 12 pm that day. Your account will be charged according to Section 3(d). When the bill has been paid, your meter will be turned back on. The fee for turning the water back on during nights, weekends and holidays is more than during business hours. Please see the fee schedule in Section 3(d).

(c) Stuck Meters

When a meter becomes stuck, the amount to be billed must be estimated. The customer's water usage history, including the month immediately preceding the

Majestic Pines Community Services District
Water Service – Policies and Procedures

billing cycle in which the meter became stuck, or the same month in the prior year, may be used in calculating the estimated bill or the customer's water usage during that same month may be compared to its current month's water usage in order to determine the percentage of water increase or decrease that has occurred during the time the meter has been stuck. The estimated bill shall be a fair representation of the customer's actual consumption.

When a meter malfunctions due to natural causes, (clogged, faulty parts, etc.) the meter shall be repaired or replaced at the District's expense. If a meter is abused through excessive flows, (i.e., any flow over meter's designed maximum), or physically damaged, the customer shall bear the costs involved to replace the meter. A bill depicting the material and labor involved in the project shall be presented to the customer and added to their account.

(d) Damages from Wrongful Acts

Any person who commits any of the following acts shall be charged as damages three (3) times the amount of the actual loss, or an estimate thereof, suffered by the District with a minimum of \$100.00. Subject to the right of appeal as provided by Administrative Code Section 6, the decision of the District shall be final. Such acts to include, but not limited to:

1. Divert, or cause to be diverted, District water without authorization or consent of the District.
2. Make, or cause to be made, any connection or reconnection with property owned or used by the District to provide water service without authorization or consent of the District.
3. Prevent any water meter from accurately performing its measuring functions by tampering or by any other means.
4. Tamper with any property owned or used by the District to provide water service.
5. Use or receive direct benefit from the District's water system, with knowledge of, or reason to believe that, the diversion, tampering or unauthorized connection existed at the time of the use, or that the use or receipt was without authorization or consent of the District.

Majestic Pines Community Services District
Water Service – Policies and Procedures

There is a presumption that there is a violation of Section 5(d) if, on premises controlled by the customer or by the person using or receiving the direct benefit of District service, there is evidence of either, or both, of the following:

1. Any instrument, apparatus, or device primarily designed to be used to obtain District service without paying the full lawful charge therefore.
2. Any meter that has been altered, tampered with, or bypassed so as to cause no measurement or inaccurate measurement of District services received.

(e) Protection from Damage

No person shall maliciously, willfully or negligently break, damage, destroy, uncover, deface or tamper with any structure, appurtenance, or equipment which is part of the water works. The District shall collect the cost of damages from the responsible party, including adding the cost of damages to the customer's water bill.

(f) Customer Leaks

Because water is a limited resource, customers are required to repair leaks as soon as they are detected. Failure to fix a leak in a timely manner may result in the locking off of the customers water service until the leak is fixed. Advanced notice of a lock-off will be given when practical. Major leaks will be shut off without notice. If a minor leak is detected, the General Manager will determine how long that situation may continue before a lock-off may occur. Advanced notice would always be given in this case. Allowing a known leak to continue without making the required repair in a timely manner disqualifies customers from a discounted water rate, at the discretion of the General Manager.

Sec. 6 Appeal Procedures for Contesting Water Charges

- (a) Within five (5) business days of receipt of a water bill or other determination from the District, the customer has the right to initiate a complaint or request an investigation concerning services or charges as shown on the bill. After this time, the billing will be considered correct.
- (b) Upon receipt of an oral or written request for review, a hearing date shall be set by the District Manager. After evaluation of the evidence provided by the customer and the information on file with the District concerning the water charges in question, the District Manager shall render a decision as to the accuracy of the water charges, and shall render a brief written summary of the decision.

Majestic Pines Community Services District
Water Service – Policies and Procedures

1. If water charges are determined to be incorrect, a corrected invoice will be provided and the revised charges are due when the normal billing would be due, or ten (10) days after the date of invoice, whichever is later. If payment is not received within the prescribed period of time, water service will be terminated as outlined in Sec. 5(b).
 2. If the water charges in question are determined to be correct, the water charges are due when the normal billing would be due, or at the time the decision of the District Manager is rendered, whichever is later.
 3. If the decision of the District Manager is not to the satisfaction of the consumer, the customer may, within seven (7) days of notice of the decision, make a written request for a hearing before the District Board of Directors at the next regular meeting.
- (c) When a hearing before the Board of Directors is requested, the customer shall, in writing or by personal appearance, present evidence and reasons as to why the water charges in question are not accurate. The Board shall evaluate evidence presented by the consumer, as well as information on file with the District concerning the water charges in question, and render a decision as to the accuracy of said charges.
1. If the Board finds the water charges in question are incorrect, the customer will be re-invoiced for corrected charges and payment of the revised invoice is due within ten (10) days from the date of said invoice. If the revised charges remain unpaid after the prescribed period of time, water service will be terminated as outlined in Sec. 5(b).
 2. If the Board finds that the water charges in question are correct, the customer will then pay the amount owing. If after the decision of the Board the charges remain unpaid, the water service in question will be disconnected as outlined in Sec. 5(b).
- (d) Recognition of and Allowance for Unusual Circumstances. Situations may occur which are beyond the ability of the customer to control. Because of this, it is necessary for the District to provide for flexibility in the administration of the rules and regulations governing the billing and collection of fees for water consumed by District customers. The District Manager, or his authorized designee, is hereby granted reasonable latitude in the implementation and administration of Article 6 within the following general guidelines:

Majestic Pines Community Services District
Water Service – Policies and Procedures

1. A late fee or 48 Hour Door Hanger Notice fee may be waived the first time incurred to recognize the customer's unfamiliarity of District policies.
2. Delinquent interest may be waived up to three months to allow time for a customer to pay a water bill in excess of two times the customer's normal bill.
3. The District's tiered rate structure may be waived for a billing that is two or more times the normal bill and is clearly the result of a leak or a circumstance beyond the customer's control. Should a customer receive an adjustment due to a leak, future leaks will not be adjusted without Board approval.
4. Estimated bills for a meter that malfunctions for any reason may be computed in accordance with Section 5(c).
5. Customers with a bill that exceeds their ability to pay may enter into a Promissory Note agreement to make payments over an agreed upon time frame, provided their account is in good standing at the time of billing. A payment schedule will be agreed upon between the customer and the District.

Sec. 7 Meter Service Changes

(a) Increasing Meter Size

Customers desiring to increase the size of his/her existing meter to a larger meter size shall comply with the following:

1. All meters increased in size must conform to current District policies; i.e., backflow, temporary service agreement, additional costs, etc.
2. The larger size meter shall be in accordance with Sec. 4, Meter Size Limitations.
3. The applicant shall pay equipment charges, in accordance with Sec. 3(d) hereof, for the larger meter. The equipment being replaced may include the meter, double check valve, reduced pressure backflow device and a pressure reducing valve. Because customer piping will have to be disconnected to fit a larger meter, it is the customer's responsibility to reconnect to the new meter.
4. If the new larger meter is not being installed in the same location as the old meter, the old meter may be left in temporary service until the new meter is installed, connected and activated. Temporary service shall not exceed one (1) year.

Majestic Pines Community Services District
Water Service – Policies and Procedures

(b) Increase Service Line

The customer is required to hire a licensed contractor, as specified in Section 4, to increase their service line size.

Sec. 8 Meter Relocation

The installation of a water meter is appurtenant to a specific property. Any relocation of an existing meter is limited to a location to serve the property or any portion of the property the original meter was installed to serve and shall be pre-approved by the District Manager. Charges shall be based on whether the existing service lateral can be used or not, and can be found in Sec. 3(d).

Installation of a new service lateral is performed by the customer's licensed contractor, as specified in Section 4.

Note: The relocated meter must conform to current District policies; i.e., backflow, offsite meter relocation agreement, additional costs, etc.

The District shall remove the existing meter when the new meter is installed. If requested by the applicant, the old meter may be left in temporary service until the new meter is installed, connected and activated. Temporary service shall not exceed one (1) year.

If the meter must be relocated because of a MPCSD initiated and funded project, MPCSD will bear the cost of relocating the meter and backflow/reduced pressure device. If the property owner requests a change in meter size concurrently with MPCSD's change, a downsize will be done at no cost to the property owner, and an increase in meter size will require the property owner to pay additional costs as required by applicable sections of the Administrative Code. MPCSD will coordinate the property owner's connection to the new meter location.

If a property owner's meter must be relocated through no action of his own, such as a requirement of offsite development, MPCSD will require the proponent of the development activity to be responsible for the required relocation of the meter and backflow/reduced pressure device at no cost to the property owner. If the property owner requests a change in meter size concurrently with the change in location, a downsize will be accomplished at no cost to the property owner. An increase in the meter size will require payment of additional costs by the property owner as required by applicable sections of the Administrative Code. MPCSD will require the project's

Majestic Pines Community Services District
Water Service – Policies and Procedures

proponent to coordinate with the property owner prior to the initiation of work to relocate or change the meter size.

Sec. 9 One Ownership Per Meter Service

As recommended by the State Water Resources Control Board, only one owner can be served per meter service for a parcel or group of connected parcels with the same owner. Any violation of this section will be allowed 15 days to correct the violation before service is discontinued.

Sec. 10 Backflow Prevention and Cross Connection

The State Water Resources Control Board requires the District to comply with Title 17 of the California Administrative Code to have a Backflow Prevention and Cross Connection Control Program. See Ordinance 2011-10:00 passed by the Board on August 17th, 2011 for the program details.

Sec. 11 Excessive Flow Through Meter Services

When flows exceed the manufacturer's suggested maximums through customer's meters, inaccurate readings and meter damage may occur. To reduce this flow, orifice plates may be inserted when and where needed.

Sec. 12 Meters Placed on Leased Land

When meters are placed on leased land, the purchaser of the meter service must either agree to leave the meter with the property when the lease expires or must post a reasonable deposit as determined by the General Manager to assure payment of the water used. The owner of the property must give written approval of either method, and the District or the General Manager is not liable if the deposit posted is not sufficient to cover the actual bills. If the meter purchaser posts a deposit and then requests the meter service to be moved at any later date, he must comply with Sec. 8 of this Code.

The District shall at all times have the right of safe ingress to, and egress from, any District equipment located on customer premises at all hours for any purpose reasonably connected with the supplying of water service and the exercise of any and

Majestic Pines Community Services District
Water Service – Policies and Procedures

all rights secured to it by law, or these policies. The customer is responsible for providing and maintaining unobstructed access for the District to all District owned facilities located on the premises. Failure to permit access and allow work on the District's facilities are grounds for termination of service. This work includes the periodic reading of meters, maintenance or replacement of the service and metering facilities, vegetation management, and other necessary work on the District's water facilities including removal after termination of service. If safe access to the meter is not provided for any reason including, but not limited to, locked doors/gates, fences, insufficiently restrained pets or vegetation, the District will notify the customer of access issues via door hanger, as soon as reasonably possible, after the issue has been identified. If the District is required to make an appointment or other arrangement to read the meter more than once during any 12-month period, a charge will be made for each appointment thereafter. Property owner will have 60 days, after notification, to remove the obstruction(s) without penalty. After 60 days, the District reserves the right to remove any obstructions, without notice, at the customer's expense.

Sec. 13 Responsibility for Unpaid Bill

Any unpaid bill is the responsibility of the current legal owner of the property, regardless of who actually used the water. Any agreement for a tenant to pay the bill is strictly an agreement between the owner and the tenant.

Sec. 14 Collection of Delinquent Accounts.

- (a) If a bill remains unpaid, the District will attempt to collect the amount due from the person or persons responsible as shown in the Districts' records. If the bill remains delinquent for a period of more than ninety (90) days from the billing date, it will be submitted to the County Auditor's office as a tax lien for collection. The delinquent amount will be reflected on the property tax rolls in accordance with California Water Code Sections 72100 and 72102.
- (b) When a customer has more than one meter service, any outstanding amounts owing against any one of the customer's existing accounts may be automatically applied to the remaining account(s). In doing so, all meter services will be considered delinquent and may be terminated until such time as the entire outstanding amount is paid.

Majestic Pines Community Services District
Water Service – Policies and Procedures

Sec. 15 Posting of Security Deposit.

- (a) Fixing Amount of Deposit: To insure reasonable collections, any customer requesting service from the District is required to pay a deposit within the first 15 days of establishing service. The amount of deposit outlined in Sec. 3(d).
- (b) Refund: The security deposit will be returned to the depositor upon completion of the service contract. Upon termination of service, the deposit will be returned, less any current charges.
- (c) Form of Deposit: The deposit can be made by check or money order.

Sec. 16 Transfer of Meter Service and New Ownerships

Each water meter remains property of the District. Transfer of service to a new owner shall be in accordance with the following:

1. When an account transfer occurs, the new owner is charged the current Account Owner Transfer Fee as outlined in Sec. 3(d).
2. If the District is not contacted by the new owner prior to close of escrow, water service may be discontinued until such contact is made.
3. The new owner must provide their name, mailing address and phone number. Once this information is obtained by the District, water service will be restored.
4. The new owner is given 15 days to return a signed contract (Owner Water Agreement), a \$200 deposit and their first bill.
5. If, after 15 days, all required items in step 4 above have not been submitted to the District Office, water service will be discontinued

Sec. 17 Pressure Reducing Valves

If excessive water pressure is present at the meter location, a customer supplied and maintained Pressure Reducing Valve may be required to prevent damage to internal plumbing. This is installed on the customer side of the meter after the customer shutoff valve.

Sec. 18 Customer Valves

Installation and maintenance of customer valves are the responsibility of the property owner. Customer shut-off valves, located on the customer side of the meter, are to be used for customers to turn on and off their water as needed for repairs or for

Majestic Pines Community Services District
Water Service – Policies and Procedures

emergency repairs. The “angle stop”, which is located on the street side of the meter, is the property of the District and is to be operated by District personnel only. Customers will be charged to replace an angle stop that was damaged because the customer does not have a shut-off valve on their side of the meter.

If you need to turn your water off and do not have a customer shut-off valve, the District will turn off its valve at no cost to you so that you can install or maintain your valve. Contact the District office during regular business hours for assistance in this circumstance.

Sec. 19 Meter Testing

When a customer advises the District that they feel their meter is registering inaccurately and District personnel have checked the complaint and feel the meter is working properly, the customer may have their meter tested. The customer must first pay the current Meter Testing Fee Deposit. The meter will then be removed and tested on the District's calibrated test bench. The customer may be present during testing if they request it.

If the meter is found to be registering within American Water Works Association (AWWA) standards, the deposit paid will be retained by the District to cover labor charges and the meter may be reinstalled at the Districts' discretion. If the meter is found to be registering out of AWWA standards:

1. Meter Over-registering: Your deposit will be returned. Your current bill and the bill from the last billing cycle will be revised. Your meter will be replaced.
2. Meter Under-registering: Your deposit will be returned and your meter will be replaced. The District reserves the right, in cases of gross-inaccuracy, to bill for water that was used and not paid for by estimating usage based on previous usage.

NOTE: If the Meter Services Technician should test a meter and find that it is registering correctly, but unequivocally determines the indicated water consumption could not have occurred, a recommendation may be submitted to the District Manager requesting an estimated bill be computed.

Sec. 20 San Diego County's Project Facility Letters

Upon receipt of Project Facility Availability (PFA) or Project Facility Commitment (PFC) form, and payment as specified in Sec. 3(d), the District will complete the appropriate information as required for the project. If multiple forms for a specific project are required, the District only charges the fee one time.

Majestic Pines Community Services District
Water Service – Policies and Procedures

Sec. 21 Temporary Water Service

Temporary bulk water service is subject to reduction or complete interruption in delivery based upon water supply conditions, as determined by the District. By accepting bulk water from the District, you understand and agree that water delivery may be terminated at any time and the District shall not be held responsible for any losses you may incur.

Sec. 22 Construction Water Permit.

A construction meter shall be a 2 inch or larger meter connection to a blow-off or fire hydrant and is intended for non-potable, temporary use only.

1. A contractor requesting a construction meter service installation shall be required to give a 24 hour notice and pay the fees specified in Sec. 3(d).
2. In the event costs exceed the deposit, the balance will be paid by the applicant upon request.

The construction meter may **not** be used as an interim household meter while waiting installation of a domestic service. All construction meters shall be limited to a 14 day period per construction project. Requirements beyond this period require advance approval of the District. The District will designate the blow off, hydrant or other source of water that is to be used for construction water. The designated water source may not necessarily be the closest water source to the project.

Construction water may be limited or unavailable during times of heavy water use, as determined by the District. The contractor must accept and agree with this limitation to use water from the construction meter.

Operation of a District fire hydrant is restricted to District personnel **only**. The construction meter has a gate valve that is used by the contractor to turn the water on and off. The contractor must keep the District informed as to usage of the meter and when it is to be removed.

Contractor is to supply all necessary hoses, fittings, reducers, couplings, nozzles, etc. required to connect to the construction meter 2½” fire hose threads.

At the Districts’ discretion, using the number of times a water truck is filled may be used in lieu of metering to calculate usage.

Majestic Pines Community Services District
Water Service – Policies and Procedures

Contractors are not to operate District fire hydrants at any time.

Sec. 23 Tampering With District Facilities

Any unauthorized person found operating, tampering, altering, diverting, willfully damaging, or maliciously interfering with any District facilities or appurtenances will be subject to criminal prosecution in addition to the penalties outlined in Sec. 3(d) of this manual. Unauthorized use of a fire hydrant in California is a misdemeanor punishable by fines, imprisonment, or both.

Customers are not to operate a District fire hydrant at any time.

Sec. 24 Medical Need Rate

The District offers additional water usage at the lowest tier for households that have an occupant residing there with a documented medical need. Because some medical conditions require the use of additional water, this rate can help lower your bill during the time a medical need occurs. To apply, follow the steps below:

1. You must first show that your water bill has increased because of a medical need at your household. Present your request through a letter to the Board of Directors or by appearing at a monthly meeting. Your usage history will be reviewed.
2. If the Board determines that an increase in your usage is due to a medical need and agrees that you may qualify, you will receive an application.
3. The application must be filled out by you and by the doctor (MD or DO) that is treating the person with a medical need. The doctor is required to certify that the use of additional water is medically necessary.
4. Submit the completed forms to the Board for review. If the doctor confirms that the use of additional water is medically necessary, the Board will approve your application.
5. The District must be notified if the person with the medical need moves out of the household, or no longer has the medical need.
6. The Medical Need rate will automatically expire in 6 months unless renewed by submitting another application. Medical recertification is required annually.

The District reserves the right to end this program at any time for any reason.

Majestic Pines Community Services District
Water Service – Policies and Procedures

Rate:

The Medical Need rate increases your Tier 1 base rate by 2000 c.f. as shown in the table below:

<u>Normal Tier Rate</u>	<u>Medical Need Tier Rate</u>	
0 – 1000 cf.	0 – 3000 cf.	(\$.075/cf.)
1001 – 2000 cf.	3001 – 4000 cf.	(\$.084/cf.)
2001 – 3000 cf.	4001 – 5000 cf.	(\$.124/cf.)
>3000 cf.	>5000 cf.	(\$.186/cf.)

* One c.f. (cubic foot) equals 7.48 U.S. Gallons

Sec. 25 Conditions of Service

Notwithstanding any provision to the contrary, the MPCSD does not guarantee or ensure any particular amount of flow or pressure in its system, and the District shall not be liable to any customer for any damage to the customer's property for fluctuations in the pressure at which water is delivered or for unavailability of water.

Because sedimentation occurs in District piping, and flushing activities used to remove it may cause temporary clouding of the water, the District is also not responsible for the clogging of any POE or POU filters a customer may have, as this is a normal part of District operation. Cloudy water is also a common condition attributed to firefighting activities, main breaks and other occurrences.

Further, nothing in these Policies and Procedures obligates the District to correct low pressure conditions, to increase pressure, to correct high pressure conditions, to decrease pressure or to compensate the customer in any manner for the customer's cost to increase or decrease pressure. District staff provides data and information about the District's system and how it normally operates to its customers so they can use that information in making informed decisions about their property. When significant changes to the normal conditions are anticipated, the District will endeavor to notify those affected. The District reserves the right to make changes and allow changes to occur at any time, without notice.

The District shall at all times have the right of safe ingress to, and egress from, any District equipment located on customer premises at all hours for any purpose reasonably connected with the supplying of water service and the exercise of any and all rights secured to it by law, or these policies. The customer is responsible for providing and maintaining unobstructed access for the District to all District owned

Majestic Pines Community Services District
Water Service – Policies and Procedures

facilities located on the premises. Failure to permit access and allow work on the District's facilities are grounds for termination of service. This work includes the periodic reading of meters, maintenance or replacement of the service and metering facilities, vegetation management, and other necessary work on the District's water facilities including removal after termination of service. If safe access to the meter is not provided for any reason including, but not limited to, locked doors/gates, fences, insufficiently restrained pets or vegetation, the District will notify the customer of access issues via door hanger, as soon as reasonably possible, after the issue has been identified. If the District is required to make an appointment or other arrangement to read the meter more than once during any 12-month period, a charge will be made for each appointment thereafter. Property owner will have 60 days, after notification, to remove the obstruction(s) without penalty. After 60 days, the District reserves the right to remove any obstructions, without notice, at the customer's expense.