

# MONTE VISTA WATER DISTRICT

Teleconference: (773) 231-9226 Meeting ID 238-267-3925 Password 007304

Video: <https://meetings.ringcentral.com/my/boardmeeting> Password 007304

## **NOTICE AND AGENDA OF MANAGEMENT ASSESSMENT COMMITTEE MEETING**

**WEDNESDAY, MAY 19, 2021 • 4:30 P.M.**

### **Committee Members**

Vice President Milhiser – Chair

President Rose

Consistent with the provisions set forth in the Governor's Executive Order N-29-20, this meeting will be conducted telephonically by the committee. Interested members of the public may participate in the meeting to observe and/or provide public comment by using the access information listed above.

#### **1. CALL TO ORDER**

#### **2. PUBLIC COMMENT**

#### **3. AGENDA CHANGES/ADDITIONS**

#### **4. DISCUSSION AND/OR ACTION ITEMS**

##### **A. Committee Meeting Minutes**

**Meeting Date:** April 15, 2021

**Recommendation:** Approve as presented

##### **B. Resolution 789-21: Establishing a Customer Service Handbook**

**Presenter:** Juan Ventura, Customer Service Supervisor

**Recommendation:** It is recommended that the Management Assessment Committee recommend that the Board of Directors adopt Resolution 789-21 establishing a customer service handbook.

#### **5. ADJOURNMENT**

### **DECLARATION OF POSTING**

In accordance with the requirements of California Government Code §54954.2, this agenda has been posted in the display case at the gated entrance to our main office at 10575 Central Avenue, Montclair, California not less than 72 hours prior to the meeting date and time above.

Written materials relating to open session agenda items, including those distributed to the majority of the Board of Directors after distribution of this agenda package, are available for public inspection during normal business hours at the District's main office, located at 10575 Central Avenue, Montclair, California.

Pursuant to the Americans with Disabilities Act, persons with a disability who require a disability-related modification or accommodation in order to participate in a meeting may request such modification or accommodation from the District Secretary at (909) 267-2160, or by email at [ggarcia@mvwd.org](mailto:ggarcia@mvwd.org). Notification 48 hours prior to the meeting will enable District staff to make reasonable arrangements to assure accessibility to the meeting.

**MINUTES OF THE REGULAR MEETING  
OF THE MANAGEMENT ASSESSMENT COMMITTEE  
OF THE MONTE VISTA WATER DISTRICT  
BOARD OF DIRECTORS**

**APRIL 15, 2021**

**DIRECTORS PRESENT**

G. Michael Milhiser, Vice President – Chair  
Sandra Rose, President

**DIRECTORS ABSENT**

None.

**STAFF PRESENT**

Justin Scott-Coe, General Manager  
Stephanie Reimer, Assistant General Manager/Chief Financial Officer

**OTHERS IN ATTENDANCE**

None.

**ITEM 1: CALL TO ORDER**

Vice President Milhiser called the meeting to order at 4:30 p.m.

**ROLL CALL**

General Manager Justin Scott-Coe stated that the Management Assessment Committee (Committee) of the Board of Directors (Board) of the Monte Vista Water District (District) meeting will be conducted pursuant to Executive Order N-29-20 and sections of the Brown Act unaffected by that Order. Each director confirmed their attendance and ability to hear the proceedings. Other attendees confirmed they could hear each director. The directors and staff were reminded that any votes taken during the teleconference portion of the meeting must be taken by roll call vote. Mr. Scott-Coe provided brief instructions on appropriate conduct during the meeting.

**ITEM 2: PUBLIC COMMENT**

None.

**ITEM 3: AGENDA CHANGES/ADDITIONS**

None.

**ITEM 4: DISCUSSION AND/OR ACTION ITEMS**

**A. Meeting Minutes: February 17, 2021**

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

**M21-04-01**

**MOVED:** Approved the February 17, 2021 Management Assessment Committee minutes, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

**B. Performance Evaluation Process for General Manager and Assistant General Manager/Chief Financial Officer**

General Manager Justin Scott-Coe reviewed the proposed performance evaluation process for the general manager and assistant general manager/chief financial officer with the Committee, including review of the revised Board evaluation form. Discussion ensued.

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

**M21-04-02**

**MOVED:** The Management Assessment Committee reviewed and approved the proposed performance evaluation process for the general manager and assistant general manager/chief financial officer, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

**ITEM 5: ADJOURNMENT**

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

**M21-04-03**

**MOVED:** Approved to adjourn the meeting, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

There being no further business, Vice President Milhiser adjourned the meeting at 5:11 p.m.

Respectfully submitted,

Justin M. Scott-Coe  
General Manager/Secretary



May 19, 2021

Honorable Management Assessment Committee  
Monte Vista Water District

**SUBJECT: Resolution 789-21: Establishing a Customer Service Handbook**

**STAFF RECOMMENDATION:**

It is recommended that the Management Assessment Committee recommend that the Board of Directors adopt Resolution 789-21 establishing a Customer Service Handbook.

**PRIOR BOARD ACTION:**

On October 14, 2020, the Board of Directors adopted the 2025 Strategic Plan.

**FINANCIAL IMPACT:**

None.

**CONSISTENCY WITH STRATEGIC PLAN GOALS/INITIATIVES:**

Strategic Goal 1: Continually strive to provide high quality customer service.

Initiative 1.3: Improve standardized policies, procedures, and work processes across the District.

**BACKGROUND**

In October 2020, the Monte Vista Water District's (District) Board of Directors (Board) adopted the District's 2025 Strategic Plan, which included an initiative to improve standardized policies, procedures, and work processes across the District.



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Sandra S. Rose  
PRESIDENT

G. Michael Milhiser  
VICE PRESIDENT

Manny Martinez  
DIRECTOR / BOARD AUDITOR

Philip L. Erwin  
DIRECTOR

Tony Lopez  
DIRECTOR

## Resolution 789-21: Establishing a Customer Service Handbook

The Customer Service Department operates through a collection of policies adopted by resolution and internally developed procedures. These policies and procedures provide guidance on how staff can complete tasks and resolve inquiries they may receive from customers regarding their water services.

### DISCUSSION

Development of the Customer Service Handbook (Handbook) will serve as the Board-adopted policy manual for the department, addressing Strategic Initiative 1.3 adopted in the 2025 Strategic Plan. This guidance will enable the department to provide excellent and consistent customer service.

Respectfully submitted,



Juan Ventura, Jr.  
Customer Service Supervisor



Stephanie A. Reimer  
Assistant General Manager/  
Chief Financial Officer



Justin M. Scott-Coe  
General Manager

Attachments

**Resolution 789-21:  
Establishing A Customer Service Handbook**

**RESOLUTION 789-21**  
**RESOLUTION OF THE BOARD OF DIRECTORS**  
**OF THE MONTE VISTA WATER DISTRICT,**  
**COUNTY OF SAN BERNARDINO, STATE OF CALIFORNIA,**  
**ESTABLISHING A CUSTOMER SERVICE HANDBOOK**

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**WHEREAS**, the Board of Directors of the Monte Vista Water District have the authority to establish policies regarding the operations of the District; and

**WHEREAS**, the Board of Directors of the Monte Vista Water District previously adopted Policy D-29 relating to discontinuation of water service for non-payment; and

**WHEREAS**, on October 14, 2020, the Monte Vista Water District Board of Directors adopted its 2025 Strategic Plan, including Initiative 1.3 which states that the Monte Vista Water District will improve standardized policies, procedures, and work processes across the District; and

**WHEREAS**, the Board of Directors of the Monte Vista Water District finds and determines that is in the best interests of the District and its residents to adopt a Customer Service Handbook to serve as the policy manual for the Customer Service Department, addressing Initiative 1.3; and

**WHEREAS**, adoption of a Customer Service Handbook will enable the Customer Service Department to continue to provide excellent and consistent customer service for the residents and businesses that rely on Monte Vista Water District for water services.

**NOW, THEREFORE, BE IT RESOLVED** the Board of Directors of Monte Vista Water District do determine as follows:

1. The Customer Service Handbook is hereby adopted and set forth in Exhibit "A" to this Resolution and is incorporated as part of the Monte Vista Water District Administrative Policy and Procedures Manual.
2. This Resolution shall be effective as of the date of adoption.

**BE IT FURTHER RESOLVED** that upon adoption of this Resolution, Resolution 641-10 and Resolution 761-20 is hereby repealed and rescinded in their entirety.

APPROVED AND ADOPTED this 26<sup>th</sup> day of May 2021.

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Sandra S. Rose  
President of the Board of Directors  
MONTE VISTA WATER DISTRICT

ATTEST:

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Justin M. Scott-Coe  
Secretary to the Board of Directors  
MONTE VISTA WATER DISTRICT

# Exhibit A

## CUSTOMER SERVICE OVERVIEW

### GENERAL POLICY AND AUTHORIZATION

**Governing Authority.** Monte Vista Water District (District), as an agency of the state, formed as a special district pursuant to the County Water District Act (Water Code § 30000 et seq.), is governed in the execution of the collection of delinquent accounts by California Government Code Sections 60370 – 60375.5. As an urban or community water system that supplies water to more than 200 service connections, the District is also governed, effective February 1, 2020, by Sections 116900 – 116926 of the California Health & Safety Code, which is known as the Water Shutoff Protection Act.

**Customer Service Handbook.** The Monte Vista Water District Customer Service Handbook (Handbook) establishes policies and procedures for the administrative and billing functions of the District’s Customer Service Department (Customer Service) in effect at the time of its publication. It supersedes all previously adopted rules, regulations, or policies that are inconsistent with the policies described here.

**General Manager Authority.** By adoption of this Handbook, the Monte Vista Water District Board of Directors (Board) is authorizing the general manager and/or their designee to exercise certain duties and responsibilities under this Handbook that are essential for the operation of the District.

**Contact Information.** For questions or assistance regarding this Handbook or Customer Service’s business process, the District’s Customer Service staff can be reached at 909-624-0035. Customers may also visit the District’s Customer Service lobby at 10575 Central Avenue in Montclair.

### SERVICE CONDITIONS

Water service shall be provided by the District only if an application for such water service is completed in the manner hereinafter provided, unless otherwise determined by the Board.

Water service shall be available only in accordance with the District’s rules and regulations, as well as applicable federal, state and local statutes, ordinances, regulations, and contracts, and other requirements including, but not limited to, the California Water Code, the California Code of Regulations, regulations imposed by the California Regional Water Quality Control Board, and state and local health departments, as well as the terms of any service agreement and permit issued by the District.



The owner of the property in which services are furnished is the customer and shall be responsible for the payment of all rates, charges, and fees, including penalties, thereon regarding such furnished services. Unpaid obligations shall run with the land, shall create a lien on the property, and shall lead to delinquency and termination of service for the property involved without regard to any changes of residency or occupancy by persons different than the persons shown on District records as obligated to pay said bill.

The customer shall furnish, install, and keep in good and safe condition all equipment that may be required for receiving, controlling, applying, and utilizing water, either potable or reclaimed, and the District shall not be liable for any loss or damage caused by the improper installation or maintenance of such equipment. The District shall not be liable for damage to property caused by spigots, faucets, valves, or any other equipment that is open when water is turned on at the meter, either when the water is turned on originally or after a temporary shutdown.

***Pressure Conditions.*** All applicants for service connections or water service shall be required to accept such conditions of pressure and service as are provided by the distribution system at the location of service, and to hold the District harmless for any damage arising out of low pressure or high-pressure conditions or interruptions in service.

***Maintenance of Water Pressure and Shutting Down for Emergency Repairs.*** The District shall not accept any responsibility for the maintenance of pressure, and it reserves the right to discontinue service while making emergency repairs, etc. Customers dependent upon a continuous supply should provide emergency storage.

***Angle Meter Stop and Customer Service Valve.*** To the extent feasible, every service connection installed by the District shall be equipped with an angle meter stop or wheel valve on the inlet side of the meter. Such valve or meter stop is intended for the exclusive use of the District in controlling the water supply through the service connection pipe. If this angle meter stop or wheel valve is damaged by the customer's use to an extent requiring replacement or repair, such replacement or repair shall be at the customer's expense. It is the Customer's responsibility to install and maintain a shut-off valve on the outlet side of the meter called the customer service valve. This customer service valve shall be used by the customer to control the water supply to their property.

***Tampering with District Property.*** No one except an employee or representative of the District shall at any time in any manner operate or interfere with meters or their connections, street mains, or other parts of the water system.

***Ingress and Egress.*** Representatives from the District shall have the right of ingress and egress to the customer's premises at reasonable hours for any purpose reasonably connected with the furnishing of water service, including the following purposes:

1. Testing, changing, or reading meters installed, maintained, and operated by the District.
2. Inspecting any and all such buildings, grounds, and premises (including any and all plumbing, water piping, fixtures, and connections therein or thereon) to determine (a) the manner and quantity of such use; or (b) the existence of any condition causing, or likely to cause, the wastage of water or affecting, or likely to affect, the furnishing or receipt of water service.
3. The customer shall exercise care to prevent damage to or interference with the operation or servicing of District equipment. The customer shall be liable for maintaining vegetation and overgrown brush around the meter box. Clearing around the meter of two (2) feet in all horizontal directions and seven (7) feet vertical clearance is sufficient. The District will notify the customer by mail, door hanger, or phone communication of the violation, and allow thirty (30) days for the violation to be corrected. If the customer fails to comply, fees will be imposed for District time and materials spent to complete the work of clearing the area around the meter box. The customer shall be liable for any damage to District-owned meters, locks, or other equipment, which is caused by themselves or their tenants, agents, employees, contractors, licensees, or permittees, and must promptly reimburse the District on presentation of a bill for any such damage.

## APPLICATION FOR SERVICE POLICY

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- 1.1 Each application for installation of a water meter must be signed by the applicant, customer, or owner of the property to be served, who shall be ultimately responsible for payment of all rates, fees, and charges, and for compliance with the rules and regulations of the District. The application will be regarded as merely a written request for service, and not binding upon the applicant to take service for any particular period of time. The District shall furnish the application form upon which the applicant shall provide all information that the general manager has deemed necessary in order to make a determination regarding service requirements and availability. The general manager, in their discretion, may provide an abbreviated form of the application for permits when no unusual facts are determined in their discretion to exist.

Upon receipt of an application, the general manager or their designee shall review the application and make such investigation relating thereto as they deem necessary. The general manager or their designee may prescribe requirements in writing to the applicant as to the facilities necessary to be constructed, the manner of connection, the financial requirements, and the use of service including the availability of adequate water and/or sewerage facilities necessary to insure initial and future continued compliance with the District's rules and regulations and any other applicable requirements.

- 1.2 Application for residential or commercial water service must be initiated by the responsible party. By initiating service, the applicant agrees they shall be responsible for payment of all rates, fees, and charges, and for compliance with the rules and regulations of the District.

1.2.1 Any person desiring water service shall apply for service in person at the District offices or by telephone and pay the deposit along with the application fee as established in the current fee schedule. It is recommended that the customer be present when the water service is being turned on to ensure that water is not running on the property. If a tenant is not present and water is running when the turn-on is being made, the service will be turned off to avoid potential property damage. A notice that the service is in the off position, due to flow will be left at the property. The subsequent return to the property to turn-on the service will be subject all turn-on, same day turn-on and after hour turn-on fees as established in the current fee schedule.

1.2.2 The District will ask all applicants to provide their contact information including but not limited to name, driver's license number, and provide a

telephone number at the time of application to properly identify all new service applicants, prior to the establishment of water service, as to insure proper billing and collection of the account and its charges. New businesses requesting service shall provide a taxpayer ID number. If the information provided by the customer is deemed to be incorrect, if they are not willing to provide the information, or if they do not have the pertinent required information, they will be required to come into the District offices in person to establish their identification.

- 1.2.3 Landlord/Tenant Requirements: Any person desiring water service from the District shall identify themselves as an owner (landlord) or tenant (renter).
- 1.3 A non-refundable fee may be charged for setting up a new account based on the current fee schedule.
- 1.4 Service requests must be made in advance by at least one business day. The service request shall than be processed and scheduled. Same business day requests are available, but a service fee may be assessed.
- 1.5 The application for service will signify the customer's willingness and intention to comply with these rules and regulations and any water service ordinances, resolutions, orders, or other rules and regulations of this District as they may now exist, or as they may be changed or amended by the Board.
- 1.6 An application will not be honored unless payment in full has been made for service previously rendered to the applicant and or property by the District and all applicable connection, capacity, and installation charges and fees, deposits, fines, and penalties have been paid.
- 1.7 A person taking possession of premises and using water without having made application to the District for water service shall, in addition to applicable fines, be held liable for the water delivered from the date of the last recorded meter reading. If the meter is found inoperative, the quantity consumed will be estimated. Also, the District may pursue any and all legal and equitable remedies as may be applicable.
- 1.8 In the event that a tenant of a residential or commercial rental property, where water service is furnished in the tenant's name, leaves delinquent and unpaid water charges when the tenant vacates the premises, the District may require any future service to be only in the name of the property owner and not in the name of any subsequent tenant.

# SECURITY DEPOSIT POLICY

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1.1 At the time a customer starts service with the District, a deposit amount will be provided based on the current fee schedule. The deposit, an amount set from time to time by the Board, shall be collected and refunded in full to the customer no sooner than twelve (12) months from the date of the last deposit payment, provided the customer has established and maintained a satisfactory payment record, based on the following criteria:

- a. Customer has not been issued past due notices;
- b. No delinquent charges per year;
- c. No returned payments;
- d. No bankruptcy filings; and
- e. No discontinuations of service due to non-payment.

1.2 Terms for Billing of the Deposit

The District will require a deposit at the time of the application if an applicant's credit is considered unacceptable based on the following circumstances:

- a. The credit check developed from the critical information used to establish service deems the customer an unacceptable credit risk.
- b. The applicant is not willing to provide the District with the critical information required to start service or if the information provided is deemed incorrect by the credit check, the customer must come into the office in person to establish service and all deposits will need to be paid up-front before the service can be activated.
- c. The applicant has had a prior water service discontinued due to non-payment of a bill or returned payments for nonsufficient funds.
- d. The applicant has a history of submitting nonsufficient fund payments to the District.
- e. The applicant has a previous outstanding delinquent balance owed to the District.
- f. For any other reason the applicant is deemed a credit risk.

The District does not pay interest on deposits.

### 1.3 Calculation of Deposit

#### 1.3.1 Single-Family Residential Dwelling.

- Definition: A single family dwelling house is a residence housing one family or household and served by one water meter.
- Deposit Amount: See current schedule of Miscellaneous Fees, Charges and Deposits.

#### 1.3.2 Multi-Family Residential Dwelling

- Definition: Multifamily residential is a classification of housing where multiple separate housing units for residential inhabitants are contained within one building or several buildings within one complex or parcel and served by one water meter. A common form is an apartment building.
- Deposit Amount: See current fee schedule.

#### 1.3.3 Commercial, Agriculture, Irrigation, Other

- Definition:
  - Commercial is the delivery of water to commercial establishments.
  - Agriculture is the delivery of water for agricultural purposes in the growing or raising, in conformity with recognized practices of husbandry, for the purposes of commerce, trade, or industry, or for use by public educational or correctional institutions, of agricultural, horticultural, or floricultural products, and produced (1) for human consumption or for the market, or (2) for the feeding of fowl or livestock produced for human consumption or for the market or (3) for the feed of fowl or livestock for the purpose of obtaining their products for human consumption or for the market, such products to be grown or raised on a parcel of land having an area of not less than one acre utilized exclusively therefore.
  - Irrigation is any customer with a meter consuming water predominately for the use of irrigating outside landscaping. This can include customers from the various water service

delivery categories (i.e., domestic, commercial, industrial, etc.).

- Other may refer to industrial, hydrant, recycled water, and general uses served through a separate meter or bank of meters.
- Deposit Amount: Twelve (12) month historical average but no less than minimum as set forth in current fee schedule.

#### 1.3.4 Hydrant Meter

- Definition: Hydrant meters are designed as a mobile use for construction purposes that are attached to fire hydrants.
- Deposit Amount: See current fee schedule.

#### 1.3.5 Fire Service

- Definition: Private fire service installed and maintained according to the rules, regulations, and specifications of the District.
- Deposit Amount: Shall be twice the bi-monthly Readiness-To-Serve charge based on current water rates.

#### 1.3.6 Nursery

- Definition: Retail or wholesale nurseries which sell to the public, businesses, other nurseries and to commercial gardeners.
- Deposit Amount: Twelve (12) month historical average but no less than minimum as set forth in current fee schedule.

# BILLING POLICY

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- 1.1 Bills for water services are rendered on a bi-monthly basis; approximately sixty (60) days apart.
- 1.2 Consumption is based on read taken from meter.
  - 1.2.1 If, due to reasons beyond the District's control, the District is unable to read the customer's meter on the scheduled reading date, the District may bill the customer for estimated consumption during the bill period and make any necessary corrections once the actual meter read is obtained. Estimated consumption will be calculated based on the customer's prior usage history and seasonal changes.
  - 1.2.2 Customer will be assessed a non-accessible fee if multiple attempts in reading meter are unsuccessful. Examples: locked gate, vehicle parked over the meter, etc.
  - 1.2.3 If a meter is found under registering water use, the customer will be charged an estimated amount based upon the customer's historical water use and seasonality, or other comparable means of estimation. The District's overriding intent is to be fair and equitable.
  - 1.2.4 A customer who questions the accuracy of a meter serving their premises may request a test of its registration.

The charge for testing the meter for accuracy, through an independent laboratory, shall be pursuant to the latest adopted Schedule of Miscellaneous Fees. Should the test find that the meter is over registering and therefore found to be outside the limits of American Water Works Association standards, the cost of the test will be credited back to the customer account and a billing adjustment will be made on the next billing cycle. The District shall credit the consumer with a sum equal to the percent "fast" multiplied by the amount of all bills incurred by said consumer within six (6) months prior to the test. In no case shall adjustments cover more than three (3) consecutive billing cycles prior to discovery of meter malfunction.

When a meter is found to under register by more than five percent (5%), the District is empowered to charge the consumer a sum equal to the percent "slow" multiplied by the amount of all bills incurred by said consumer within six (6) months prior to the test. In no case shall adjustments cover



more than three (3) consecutive billing cycles prior to discovery of meter malfunction.

1.3 Some or all of the below items may be reflected on the bill:

- **Commodity Charge:** The District has adopted a budget-based tiered rate structure for single-family residential customers and dedicated landscape irrigation customers. A budget-based tiered rate structure incentivizes efficient water use. All other customers are charged a flat commodity charge.
- **Readiness-to-Serve (RTS) Charge:** It is a bi-monthly fee based on meter size that covers a portion of the fixed costs of operating the District, including maintenance of the water system and facilities, customer service, and administration.
- **Pass-Through Charges:** The District may be required to pass through unforeseen increases in wholesale charges for imported water, groundwater management, and electrical services which exceed, in any fiscal year, the amount of scheduled increase in the District's adopted rates.

## PAYMENTS POLICY

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- 1.0 District accepts payments in the form of cash, cashier's check, money order, personal check, business check, electronic Automated Clearing House (ACH) transactions, debit and credit card payments.
- 2.0 The following shall be considered as non-payment and subject to a returned item fee.
  - Checks returned from the bank unpaid.
  - A credit or debit card chargeback.

The District shall deliver notification of the returned item to the service location, requiring that payment of the full value of the item, along with the returned item fee and deposit, if required, be made within five (5) days from the date of the notice. If payment is not received by the due date specified on the returned item notice, the account will be subject to immediate disconnection of service in addition to all applicable disconnection fees. The referenced account will be placed on a "cash only" status upon notification from the banking institution of a third returned item within a consecutive twelve (12) month period. The referenced account will retain the "cash only" status for a period of one full year.

- 3.0 A partial payment of a delinquent account may be accepted and credited to a customer's account, but such partial payment shall not be cause for removing the account from a delinquent status and shall not preclude the meter from being turned off for delinquency. To avoid a disconnection, the balance must be paid in full by the disconnection deadline OR an approved payment arrangement must be in place.
- 4.0 The District will apply payments to the oldest debt due unless otherwise specified by an approved payment arrangement.

# WATER BUDGET VARIANCE POLICY

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- 1.0 Only customers billed on a budget-based tiered rate structure may apply for a Water Budget Variance (Variance).
- 2.0 All approved Variances shall remain in effect for a specified term (most are for one year) beginning on the date of approval. In order for a Variance to continue beyond its term, the customer must submit a new application prior to the end of the current Variance term.
- 3.0 Any documentation of a confidential nature required to determine Variance eligibility will not be kept on the District premises. Customers can either bring such documents to the District in person or mail copies with their variance application. Copies of documents mailed to the District will be reviewed by District staff and then destroyed.
- 4.0 Customers are required to provide accurate information and/or documentation when they submit a completed "Application for Water Budget Variance." In signing the application, customers affirm under penalty of perjury that the information they provide is complete and accurate. Customers also affirm that they may be liable for back charges if they provide incorrect information.
- 5.0 District staff may, at their discretion, attempt to verify information contained in the application, including attached or referenced documents. If District staff determine that a customer has provided incorrect or incomplete information, staff shall contact the customer and request updated or additional information. If the customer refuses to provide such information, or the information is deemed insufficient or inaccurate, District staff may discontinue the customer's variance and may assess back charges for any past billing period during which the variance was in effect. The District's general manager or their designee must approve such discontinuations and back charges prior to implementation.
- 6.0 Types of Variances:
  - 6.1 More than four (4) full-time residents living in the home: The Residential Tier 1 allocation is calculated assuming four (4) people per household. Residential customers with more than four (4) people living in their households year-round may apply for an adjustment to their Tier 1 allocation.
    - Allocation Adjustment: The number of units allocated by existing rate resolution per person per billing period (two months) for each

additional year-round resident added to the Residential Tier 1 allocation.

- Required Documentation: Application to include listing of names, ages, and relationships of all full-time, year-round household residents. The District reserves the right to require documentation or other forms of verification for any claimed full-time resident.
- Term of Variance: One year.

6.2 Child, Adult, or Elder Care Facility: Residential customers who operate a valid and legal child, adult or elder care facility in their single-family residence may apply for an adjustment to their Residential Tier 1 allocation.

- Allocation Adjustment:
  - 24-Hour Care: The number of units allocated by existing rate resolution per person per billing period (two months) for each additional year-round resident added to the Residential Tier 1 allocation.
  - Day Care: Half the number of units allocated by existing rate resolution per person per billing period (two months) for each additional year-round resident added to the Residential Tier 1 allocation.
- Required Documentation: Application to include current and valid license issued by California Department of Social Services for a Family Child Care Home, Adult Residential Facility, Adult Day Care Facility, or other residential care facility. Other forms of documentation for unlicensed but valid and legal care facilities will be considered for approval on a case-by-case basis.
- Term of Variance: One year.

6.3 Personal Medical Needs: Residential customers with medical needs requiring a significant increase in the amount of residential water use may apply for an adjustment to their Residential Tier 1 allocation.

- Allocation Adjustment: Adjustment to Tier 1 allocation determined on a case-by-case basis, depending on type of medical need. All medical information will be kept confidential. Additional water usage will be based on conservation standards set by the State for

each fixture (ex: toilet, showerhead, laundry machine, dishwasher, etc.).

- Required Documentation: Application to include current and verifiable medical documentation (e.g., letter from health care provider).
- Term of Variance: One year.

6.4 Livestock or Large Animals over 100 Pounds: Residential customers who keep livestock and/or large animals over 100 pounds may apply for an adjustment to their Residential Tier 2 allocation.

- Allocation Adjustment: Adjustment to Residential Tier 2 allocation determined on a case-by-case basis in consultation with the customer and local veterinarians. The following are general guidelines for determining appropriate adjustment for livestock and large animal variances:
  - Horses, Donkeys, Mules: 10-15 gallons per day
  - Cattle: 6-18 gpd
  - Milking Cows: 30 gpd
  - Sheep/Goats/Large Dogs: 2-3 gpd
  - Pigs: 1-6 gpd (up to 20 for large pigs)
  - Llamas/Alpacas: 2 gpd
  - Ostriches: 1 gpd
  - Chickens/Rabbits/Etc.: <1 gpd
- Required Documentation: Application to include type and number of animal(s) and estimate of daily water use per animal.
- Term of Variance: One year.

6.5 Irrigated Landscape Area is greater than the District's estimate: The District's Residential Tier 2 allocation is based on an estimate of irrigated landscape area resulting from the following calculation: Landscape Area = Parcel Size - Dwelling Footprint - Hardscape (25% remaining area). The District's Irrigation Tier 1 allocation is based on an estimate of irrigated landscape

area based on lot size or onsite measurement. Customers who can demonstrate the landscape area on their property is larger than this estimate may apply for an adjustment to their Residential Tier 2 or Irrigation Tier 1 allocation.

- Allocation Adjustment: The number of units per square foot allocated by existing rate resolution of additional landscape area added to Residential Tier 2 or Irrigation Tier 1 allocation calculation.
- Required Documentation: Application to include a drawing or sketch of the property, to scale and using square feet as measurement, identifying all irrigated landscape areas, including surface area of pools/spas/ponds/water features.
- Term of Variance: Permanent adjustment. *\*Term may be adjusted by District at any time if landscape area is determined by GIS or other means.*

6.6 *New Landscaping Establishment:* Customers who are establishing new or rehabilitated landscapes may apply for a limited adjustment of their Residential Tier 2 or Irrigation Tier 1 allocation. *\* Shortage Declaration: During periods when the Board of Directors has declared a water supply shortage, the District shall not grant water budget variances for the installation of new turf landscaping.*

- Allocation Adjustment: 150% of the Residential Tier 2 or Irrigation Tier 1 allocation for the area where plants are being established.
- Required Documentation:
  - AB 1881 Applicable Landscapes: Application to include local agency permit, as required for landscapes meeting one of the following AB 1881-required local agency landscape ordinance thresholds:
    - Local Agency Landscape Ordinance: Threshold as established by the local landscape ordinance (City of Montclair, City of Chino, San Bernardino County) applicable to the customer's property.
    - State Model Landscape Ordinance: Developer-installed or rehabilitated landscapes over 2,500 square feet and homeowner-installed or rehabilitated landscapes over 5,000 square feet (if no local agency landscape ordinance is in place).

- Non-AB 1881 Applicable Landscapes: Application to include landscape plan, drawing, or sketch showing the new or rehabilitated landscape area:
  - Customers seeking a variance who do not meet the AB 1881 threshold will be encouraged to establish new or rehabilitated landscapes that achieve the AB 1881 goal for existing landscapes of a Maximum Applied Water Allowance (MAWA) that is 80 percent of reference evapotranspiration (ET<sub>o</sub>), based on the following formula: MAWA (units per square foot) = (Landscape Area x ET<sub>o</sub> x 0.8) / 1,200
  - Upon request, District staff shall assist customers in determining the MAWA for the new or rehabilitated landscape area being established.
- Term of Variance: Four months (two billing periods).

6.7 Leaks: Customers who discover and fix leaks which result in Residential Tier 3 and Tier 4 charges or Irrigation Tier 2 charges may apply for a one-time adjustment per leak to their Residential Tier 2 or Irrigation Tier 1 allocation.

- Allocation Adjustment:
  - Residential – The number of units billed at Tier 3/4 charged at the Tier 2 rate of the existing rate resolution.
  - Irrigation – The number of units billed at Tier 2 charged at the Tier 1 rate of the existing rate resolution.
  - A maximum of two bills are eligible for adjustment per leak variance. It may take up to four months to post the billing adjustments.
- Required Documentation: Application to include evidence that leak is fixed (before/after photographs, receipt for plumbing/irrigation system repair, etc.).
- Term of Variance: One-time bill adjustment per leak.
  - More than two (2) leaks per year will require a District-provided water audit.
- Additionally:

- Customers and/or property owners who do not fix leaks in a timely manner may be found in violation of District's ordinance requirements regarding water waste prevention. Such a violation may result in the customer no longer being eligible for this variance.
- Customers must submit a budget variance form and supporting documents within 21 days of bill issuance.
- Subsequent billed usage must be back in normal range (based on account historical usage)

6.8 Pool Fill: Residential customers who own swimming pools may apply for a one-time adjustment to their Residential Tier 2 allocation.

- Allocation Adjustment: An amount equal to the gallonage of the pool added to the Residential Tier 2 allocation for one billing period.
- Required Documentation: Application to include dimensions and/or gallonage of pool and billing period during which refilling will take place.
- Term of Variance: One-time bill adjustment per refill.

6.9 Other: Customers who determine that their water budget allocation is too low for a reason not covered by one of the above categories may apply for a variance.

- Allocation Adjustment: The District shall determine allocation adjustments for such variances on a case-by-case basis in consultation with the customer and local water-use experts.
- Required Documentation: Application must include a detailed explanation of the reason for requesting additional water.
- Term of Variance: One-year, unless determined otherwise by District staff.



## LIENS

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- 1.0 The District may file liens in accordance with Section 31701 of the Water Code of the State of California (as may be amended from time to time) against the properties of customers who fail to pay the District for service provided.
- 2.0 Any unpaid debt of sixty (60) days or more on July 1st, will be deemed a lien against the real property to which service is rendered as specified herein and in accordance with applicable law. The District is authorized to file a lien against the real property serviced with the Assessor-Clerk-Recorder of the County of San Bernardino for any charges sixty (60) calendar days delinquent. The District may charge a lien processing fee as prescribed in the Schedule of Miscellaneous Fees adopted by the Board.
- 3.0 A lien notification letter will be sent to all parties on the account, via mail. The notification states that if payment is not received within thirty (30) days or if authorized, a payment plan established, a lien may be placed against the property with additional fees being assessed to the account. Once a lien is recorded, the customer will receive notification of the lien via mail and will be informed that if payment is not made to satisfy the lien by July 1st of the current or following year, the lien may be assessed to the property owner's property taxes. Any balances transferred to the property taxes cannot be collected by the District and must be paid to the San Bernardino County Treasurer-Tax Collector.
- 4.0 The County Assessor-Clerk-Recorder shall include the amount of unpaid bills as a lien against the debtor's property until the unpaid charges are collected. A release of a lien will be filed with the County Assessor-Clerk-Recorder once the District recovers all funds due including any and all administrative cost recovery fees assessed, and the account is brought current. Customers may be required to provide proof of property taxes being paid in full in order to release any liens.

## DISCONTINUATION OF WATER SERVICE FOR NON-PAYMENT POLICY

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- 1.0 Bills are mailed out bi-monthly and are due upon issuance. This Policy applies to the collection of delinquent accounts.
- 2.0 Customers who are enrolled in online bill presentment are notified via email when their bill is ready to view. It is the customer's responsibility to view their emails and provide an accurate email address. The District is not responsible for notifying the customer of bounced emails.
- 3.0 Any balance on a bill of \$20 or less may be carried over, and added to, the next billing period without being assessed a late fee or incurring further collection action.
- 4.0 The District will discontinue water service for water service charges that have become delinquent for at least sixty (60) days.
- 5.0 Notices to customer:
  - 5.1 Reminder Notice. The District will provide a mailed notice to the customer of record if payment is not received within thirty (30) days after bill issuance. The notice will advise customer of outstanding balance and to contact Customer Service for further information.
  - 5.2 Shut-Off Notice. The District will provide a mailed notice to the customer of record if payment is not received within forty-five (45) days after bill issuance. A late fee (based on current District's schedule of fees) will be assessed at that time. If the customer's mailing address is not the water service address, the District will also send notice to the address of the property to which residential service is provided and will be addressed to "Occupant/Water Consumer."

The notice required in Section 5.2 above will contain:

- the name and address of the customer, where applicable.
- the amount of the delinquency.
- the date by which payment or payment arrangements must be made to avoid discontinuation of service.

- the procedure by which the customer may request an extension or alternative payment arrangement described in Section 6.
- the procedure by which the customer may contest a water bill and appeal as described in Section 14.
- information regarding the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- the telephone number where the customer may request a payment arrangement or receive additional information from the District.

If the notice is returned through the mail as undeliverable or the customer has not paid their delinquent account at least ten (10) days before discontinuation of service, the District will also make a reasonable, good faith effort to contact the customer of record, or an adult person living at the premises of the customer, by telephone. The District will offer to provide a copy of this Policy and to discuss options to avert discontinuation of water service for nonpayment, including the possibility of an extension or other payment arrangement listed in Section 6 below.

5.3 Telephonic Notice. The District will generate an automated voice message five (5) days prior to discontinuation of water service. The message will provide a call back number for customers to call to make a payment and/or arrangement in order to avoid discontinuation of water service. It is the customer's responsibility to ensure that current contact information is on record with the District.

6.0 Extensions and other alternative payment arrangements:

6.1 Customer Request for an Extension (Extension) or Other Alternative Payment Arrangement (Payment Arrangement). If a customer is unable to pay a bill within sixty (60) days of bill issuance, the customer may request an extension or other alternative payment arrangement described in this Section 6. If a customer makes a request prior to discontinuation of service by the District, the request will be reviewed by the general manager or their designee.

6.2 Extension. If approved by the District, a customer's payment of their unpaid balance may be temporarily extended. The general manager or their designee shall determine, in their discretion, whether to provide an extension, and how long an extension shall be provided, to the customer. The customer shall pay the full unpaid balance by the date set by the District and must remain current on all water service charges accruing during any

subsequent billing periods. The extended payment date will be set forth in writing and provided to the customer.

6.3 Alternative Payment Arrangement Schedule. As determined by the general manager or their designee in their discretion, a customer may pay their unpaid balance pursuant to an alternative payment arrangement schedule that will not exceed three (3) months. If approved, the alternative payment arrangement schedule may allow periodic lump-sum payments that do not coincide with the District's established payment date or may provide for payments made more or less frequently than the District's regular payment date. During the period of the alternative payment arrangement schedule, the customer must remain current on all water service charges accruing during any subsequent billing periods. The alternative payment arrangement schedule and amounts due will be set forth in writing and provided to the customer.

6.4 Failure to Comply. If a customer has been granted a payment arrangement under this Section 6 and (a) the original bill amount is delinquent by at least sixty (60) days and (b) the customer fails to: (i) pay the unpaid charges by the extension date; or (ii) pay an amount due under an alternative payment schedule by its due date, then the District may discontinue water service and customer forfeits the right to continue the current payment arrangement or any subsequent payment arrangements under this section for six (6) months from the date that payment under an extension or alternative payment arrangement schedule was due. Customer may appeal this forfeited right to the general manager or their designee, who in their sole discretion may reinstate that right.

7.0 Reconnection of service:

7.1 Reconnection Requirements. Customers whose water service has been discontinued may contact the District regarding requirements to reconnect service.

7.2 Reconnection Fees. Reconnection will be subject to (a) payment of a reconnection fee based on current schedule of fees, (b) the amount of the delinquent account, including applicable interest or penalties, and (c) a security deposit, if required by the District. All payments must be made by cash, credit card, or certified funds. Checks will not be accepted. Requests to reconnect after 5:00 pm Monday through Friday, or any time on Saturday through Sunday, or holidays will be charged an after-hours reconnection fee and any applicable fees listed as (a)-(c) in this paragraph.

8.0 When service will not be discontinued:

8.1 General. The District will not discontinue water service for delinquent accounts (a) on a Friday, Saturday, Sunday, legal holiday, or at any time during which the District's office is not open to the public; (b) during the District's investigation of a timely customer complaint or request for investigation, or appeal of the District's decision, under Section 14; or (c) during a District review of, or time period for, an approved extension or alternative payment arrangement under Section 6, if the customer remains in compliance with one of those payment arrangements.

8.2 Special Medical and Financial Circumstances with Alternative Payment Arrangement Agreement. In addition to Section 8.1, the District will not discontinue water service if all of the following are met:

- The customer, or a tenant of the customer, submits to the District the certification of a licensed primary care provider that discontinuation of water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.
- The customer demonstrates, as described below under Section 8.2.4., that they are financially unable to pay for residential service within the District's normal billing cycle. The customer is deemed financially unable to pay during the normal billing cycle if: (a) any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, California SSI/SSP, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than two hundred percent (200%) of the federal poverty level.
- The customer is willing to enter into a written agreement with the District regarding an extension or other alternative payment arrangement under Section 6 above for the delinquent charges. The District will select terms and conditions of the payment plan that will be set forth in a written agreement.

8.3 Customer Demonstration, and District Review, of Qualifications. The customer is responsible for demonstrating that the qualifications in Section 8.2 above have been met. Upon receipt of documentation from the customer, the District will review the documentation within seven (7) calendar days and either: (a) notify the customer of the terms and conditions selected by the District and require the customer's signature on

the payment plan agreement; (b) request additional information from the customer; or (c) notify the customer that they do not meet the qualifications.

8.4 Failure to Comply. The District may discontinue water service if a customer, who has been granted an alternate payment arrangement under this Section 8, (a) is delinquent for sixty (60) days or more and (b) fails to do either of the following: (i) pay any amount due under the payment plan; or (ii) pay their current charges for water service. The District will post a final notice of intent to discontinue service in a prominent and conspicuous location at the service address at least five (5) business days before discontinuation of service. The final notice will not entitle the customer to any investigation or review by the District under Section 14.

9.0 Specific program for low-income customers:

9.1 Fee Waiver and Reconnection Fees. For residential customers who demonstrate household income below two hundred percent (200%) of the federal poverty level, the District will:

- Upon request by the customer, waive interest charges or penalties on delinquent bills once every twelve (12) months.
- Limit a reconnection of service fee during normal operating hours at an amount not to exceed fifty dollars (\$50) and during nonoperational hours at an amount not to exceed one hundred fifty dollars (\$150), but neither reconnection fee is to exceed the actual cost of reconnection if it is less. Both reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

9.2 How to Qualify as a Low-Income Customer. The customer is deemed to have an income below two hundred percent (200%) of the federal poverty level if: (a) any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, California SSI/SSP, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than two hundred percent (200%) of the federal poverty level.

10.0 Procedures for occupants or tenants to become customers of the District:

10.1 Applicability. This section only applies when a property owner, landlord, manager, or operator of a residential service address is listed as the customer of record and has been issued a notice of intent to discontinue water service under Section 5.

10.2 Agreement to District Terms and Conditions of Service. The District shall make good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least ten (10) days prior to the termination. The written notice shall indicate the District will make service available to the actual residential occupants if occupant agrees to both the District's terms and conditions of service and the District's Rules and Regulations for Water Service, which are available at [www.mvwd.org/billing](http://www.mvwd.org/billing) or upon request.

If one or more of the occupants are willing and able to assume responsibility for the subsequent non-delinquent charges to the account to the satisfaction of the District, the District will make service available to the occupants who have met those requirements.

10.3 Verification of Tenancy. In order for the occupant not to be responsible for the amount due on the delinquent account, an occupant who becomes a customer will verify that the delinquent account customer of record is, or was, the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code.

10.4 Deductions from Rental Payment. Pursuant to Government Code Sections 60371(d) and 116916(e), any occupant who becomes a customer of the District pursuant to this Section 10 and whose periodic payments, such as rental payments, include charges for residential water service, where those charges are not separately stated, may deduct from the periodic rental payment each payment period all reasonable charges paid to the District for those services during the preceding payment period. The District has no authority to enforce Section 60371(d) or 116916(e) and any such decision by the occupant to deduct charges is made by the occupant and not authorized by the District.

11.0 Other remedies:

11.1 In addition to discontinuation of water service, the District may pursue any other remedies available in law or equity for nonpayment of water service charges, including, but not limited to: (a) securing delinquent amounts by filing liens on real property, (b) filing a claim or legal action, or (c) referring the unpaid amount to collections. In the event a legal action is decided in favor of the District, the District will be entitled to the payment of all costs and expenses, including attorneys' fees and accumulated fees.

12.0 Discontinuation of Water Service for other customer violations:

- 12.1 The District reserves the right to discontinue water service for any violations of District ordinances, rules, or regulations other than for nonpayment of a delinquent account.
- 13.0 Fees and Charges incurred:
- 13.1 Except as otherwise expressly stated in this Policy, any fees and charges incurred by a customer under any other District rules, regulations, or policies will be due and payable as established in said rules, regulations, or policies.
- 14.0 Procedures to contest a water bill:
- 14.1 Time to Initiate a Complaint or Request an Investigation. Any customer may initiate a written complaint to, or request an investigation by, the general manager or their designee into the charges on their bill within twenty-one (21) days of the “bill date” on the contested bill. The District may, in its discretion, review untimely complaints or requests for investigation; however, such untimely complaints or requests are not appealable to the District’s Board of Directors.
- 14.2 Review by District. Upon receipt of written complaint or request, the general manager or their designee shall review the complaint and/or conduct an investigation determined to be appropriate in their sole discretion. The general manager or their designee’s review will include consideration of whether the customer may receive an extension or alternative payment schedule under Section 6. During the review and/or investigation, the customer will be provided an extension in order to avoid late fees if the fees have not already been assessed as stated in Section 5.2, but the customer will not be provided an extension of the sixty (60) daytime period provided under Section 6. The investigation shall be completed within ten (10) days from receipt of the written complaint or request, where the customer shall be notified of the decision.
- 14.3 Outcomes of the Decision: If the review and/or investigation results in favor of the customer, where the billing is incorrect due to a misread, an adjustment shall be applied to the customer account. This is separate from a Variance adjustment provided for in the District’s Water Budget Variance Policy (e.g. leak variance), which takes one to two billing cycles to process, and the customer may be placed on a payment arrangement if needed. If the billing is correct, the bill balance shall be paid within forty-five (45) days of bill issuances to avoid any further collection activity. If before completion of the investigation additional bill(s) become due, the customer is required to make payment of the entire amount due by the specified due date.



Failure to do so may result in assessed late fees or discontinuation of service, due to non-payment, in accordance with this Policy.

14.4 Appeal of Initial Review: Any customer whose timely complaint or request for an investigation under this Section 14 resulted in a decision unsatisfactory to the customer may appeal the decision to the District's Senior Management by filing a written notice of appeal with the District Secretary at 10575 Central Avenue, Montclair, CA 91763 within ten (10) days of the District's mailing of its determination. The decision of this second review is final.

15.0 Publication on the District website and translated versions:

15.1 This Policy is available on the District's website at [www.mvwd.org/billing](http://www.mvwd.org/billing). This Policy and all written notices issued under this Policy are provided in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language spoken by at least ten percent (10%) of the population within the District's service area.

## ACCOUNT CLOSURE POLICY

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- 1.0 Customers must contact the District's office, either by phone or in person, in order to close out their accounts.
- 2.0 A minimum of one (1) business day advanced notice is required.
- 3.0 Same day service may be requested for an additional fee.
- 4.0 A read will be obtained on the requested date of closing and will be used to generate the closing bill.
- 5.0 Water service will be turned off if no responsible party has established an account at the time of obtaining final read.
- 6.0 Any credit balance on the closing bill will be mailed to the customer within thirty (30) working days if a valid forwarding address is available.

## MISCELLANEOUS FEES AND CHARGES

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Under the conditions indicated, customers shall be subject to the following miscellaneous charges as set forth in the current schedule of Miscellaneous Fees, Charges and Deposits. None of these charges are refundable unless an error in applying the charges has been made by the District.

- 1.0 Application/ Account Set Up: The charge required to initiate any water service.
- 2.0 Same Day Connection Service: The charge required when customer requests new water account be started effective same day.
- 3.0 Extension Charge: The charge required if a customer requests and is granted an extension of time beyond the final disconnection of service date. The extension must not exceed a period of more than fourteen (14) days beyond the final disconnection of service date. A payment must be received by the end of this extension period in order for water service to continue uninterrupted.
- 4.0 Shut-Off Notice: The charge may be required if a notice is mailed or delivered to the customer prior to service disconnection due to an unpaid bill.
- 5.0 Reconnection Charge: The charge required if a customer's water service is discontinued due to non-payment.
- 6.0 "After Hours" Reconnection Charge: The charge required to resume water service after business hours for non-emergency purposes. This applies for requests during the hours of 5:00 p.m. to 8:00 a.m., Monday through Friday and when the District is closed on weekends and District-observed holidays.
- 7.0 Returned Payment Charge (NSF): The charge required if a customer's payment for water and/or sewer service is returned unpaid by the bank.
- 8.0 Broken or Missing Lock Charge: The charge required if a meter lock is either broken or removed by other than District personnel.
- 9.0 Repair Broken Curb Stop: The charge required if the angle stop of the meter is either broken or damaged by other than District personnel.
- 10.0 Broken or Missing Meter Register Charge: The charge required if the meter register is either broken or removed by other than District personnel.

- 11.0 Broken Meter Equipment: The charge required if the meter equipment is broken or damaged by other than District personnel.
- 12.0 Meter Re-Read: A meter may be re-read upon request of the Customer. The first re-read will be performed at no charge. Each subsequent re-read with-in a 12-month period from the date of the first re-read, will be subject to a charge.
- 13.0 Inaccessible Meter: The charge required when the meter serving the property is not accessible without impairment by District staff, to include fencing or walls that impede access. The charge is placed a maximum of one time per billing cycle. A warning will be issued to the property for the first occurrence only.
- 14.0 Illegal Water Turn on Charge: The charge required if the meter is found on at the property after being turned off by District personnel due to non-payment or account closure.
- 15.0 Meter Testing: Meters will be tested by the District upon request of the Customer and payment of a fee, as set forth in (See current schedule of Miscellaneous Fees, Charges and Deposits). Meters will be removed for testing within ten (10) working days after receipt of request, and payment of the testing fee. In the event it is determined that the meter was over-reading (reading greater than the actual quantity of water consumed), the testing fee shall be refunded to the Customer. No portion of the fee shall be refunded in the event it is determined that the meter was reading accurately or under-reading.
- 16.0 Hydrant Flow Test: The charge required upon request for a fire flow test.
- 17.0 Hydrant Meter Re-location: The charge required when a Customer requests relocation of an existing hydrant meter for the Customer's convenience, the relocation is at the Customer's expense.