

1 RESOLUTION NO. 2020-1

2 A RESOLUTION OF THE BOARD OF PUBLIC UTILITIES OF THE CITY OF
3 RIVERSIDE, CALIFORNIA (1) ADOPTING REVISED WATER RULE 7 AND
4 APPENDIX A: WATER FEES AND CHARGES SCHEDULE FOR LOW
5 INCOME RESIDENTIAL CUSTOMERS; (2) MAKING FINDINGS OF FACT;
6 (3) RECOMMENDING CITY COUNCIL APPROVAL THEREOF

7 WHEREAS, the City of Riverside's ("City") Department of Public Utilities ("RPU") has
8 submitted for action by the Board of Public Utilities ("Board") and the City Council, the
9 proposed adoption and approval of revised Water Rule 7 and Appendix A: Water Fees and
10 Charges Schedule for low income residential customers as further explained herein; and

11 WHEREAS, Senate Bill 998 was adopted September 28, 2018 and applies to public
12 water systems that supply water to more than 200 service connections and prohibits residential
13 water service from being disconnected under special circumstances. Publicly owned water
14 utilities such as Riverside Public Utilities (RPU) are required to comply with the requirements of
15 SB 998 by February 1, 2020. The bill provides residential water service customers that have
16 been identified and verified as low-income (200% below the Federal Poverty Level) with a 60-
17 day waiting period during delinquency before receiving a 48-hour disconnection notice and
18 qualifies them for an amortized payment plan, as well as a reduced same day reconnection fee of
19 \$50; and

20 WHEREAS, on September 27, 2011, the City Council approved Water Rule 7, titled
21 "Discontinuance and Restoration of Water Service." Water Rule 7 provides rules for
22 discontinuance of water service for reasons including customer request, unsafe equipment,
23 situations in which the water service was activated without application of service, dangers to the
24 health of the customer, inability to pay utility bill, fraud, service at more than one location, when
25 the utility's business is closed, when there is a landlord-tenant relationship and a master metered
26 residential unit; and

27 WHEREAS, the RPU water rules also set the amount to restore service and of the re-
28 establishment of service deposit; and

1 WHEREAS, on June 21, 2011, the City Council approved Appendix A: Water Fees and
2 Charges Schedule, which sets the fees and charges incurred because of termination of water
3 service with all Water Rules; and

4 WHEREAS, the current Water Rule 7 does not differentiate rules, fees, or reconnection
5 charges based on a customer's income. Neither the Water Rule 7 nor Appendix A specify rules
6 for the discontinuance and restoration of water service or have different service reconnection
7 charges for low-income customers; and

8 WHEREAS, the proposed changes to Water Rule 7 and Appendix A: Water Fees and
9 Charges Schedule reflect the requirements of the new legislation passed under Senate Bill 998.
10 These changes include provisions for the delay in disconnection and the documentation
11 requirements for any residential customer who demonstrates a household income below 200% of
12 the Federal poverty level. The income requirement is aligned with Riverside Public Utilities'
13 SHARE utility assistance program; and

14 WHEREAS, further, the proposed changes also include revisions to the rules for when a
15 low-income customer enters into an amortized payment arrangement, if the customer fails to
16 comply with the amortized agreement and the notification of service termination; and

17 WHEREAS, the proposed changes to Appendix A: Water Fees and Charges Schedule
18 include the reduced \$50 charge for same day service reconnection charge for low-income
19 customers.

20 WHEREAS, a public hearing, notice of which was duly published in The Press-
21 Enterprise on December 29, 2019 and January 5, 2020, in compliance with Government Code
22 Sections 66018 and 6062a, was held on January 13, 2019 at 6:30 p.m. before the Board of Public
23 Utilities to consider the revisions noted herein; and

24 WHEREAS, the Board is charged by Section 1202(e) of the City Charter to establish and
25 adopt the rates, rules, fees and charges for the Electric and Water Utilities, subject to the
26 approval of the City Council; and

1 WHEREAS, the Board intends to establish and adopt the revised Water Rule 7 and
2 Appendix A: Water Fees and Charges Schedule, all in accordance with staff recommendations;
3 and

4 NOW, THEREFORE, BE IT RESOLVED, based upon the foregoing facts, the staff
5 report, and other evidence submitted by staff to the Board, by the Board of Public Utilities of the
6 City of Riverside, California, as follows:

7 Section 1: The foregoing recitals are true and correct and are adopted and
8 incorporated herein by reference as findings of fact of this Board.

9 Section 2: On the basis of the RPU staff analyses, data and reports, the foregoing
10 recitals and the other evidence submitted by staff to the Board, the Board hereby finds and
11 determines that the proposed revisions to Water Rule 7 and Appendix A: Water Fees and
12 Charges Schedule are exempt from the provisions of the California Environmental Quality Act
13 (Pub. Res. Code Section 21000 et seq.) under Public Resources Code section 21080(b) (8), as the
14 proposed revisions to the existing rules are for the purpose of (A) meeting operating expenses,
15 including employee wage rates and fringe benefits, (B) purchasing or leasing supplies,
16 equipment, or materials, (C) meeting financial reserve needs and requirements, (D) obtaining
17 funds for capital projects necessary to maintain service within existing service areas, and/or (E)
18 obtaining funds necessary to maintain those intracity transfers as are authorized by City Charter.

19 Section 3: The proposed revisions to Water Rule 7 and Appendix A: Water Fees and
20 Charges Schedule are exempt from the voter approval requirements of Proposition 26, as adopted
21 by voters on November 2, 2010, because the rates are imposed for a specific government service
22 provided directly to the ratepayer that is not provided to those not charged and which does not
23 exceed the reasonable costs to the local government of providing the service.

24 Section 4: The proposed revisions to Water Rule 7 and Appendix A: Water Fees and
25 Charges Schedule, attached hereto as Exhibit A and incorporated herein by reference, are hereby
26 adopted and established under and pursuant to Section 1202(e) of the Charter of the City of
27 Riverside, California, are recommended for approval by the City Council of the City of
28

1 Riverside, California, and shall become effective upon February 1, 2020 and with approval by
2 the City Council of the City of Riverside, California.

3 ADOPTED by the Board of Public Utilities of the City of Riverside, signed by its
4 Chairman and attested by its Secretary this day of January 2020.

5
6 _____
7 Chair of the Board of Public Utilities,
8 City of Riverside, California

9 Attest:

10 _____
11 Secretary of the Board of Public Utilities
12 City of Riverside, California

13 I, Todd Corbin, Secretary of the Board of Public Utilities of the City of Riverside,
14 California, hereby certify that the foregoing Resolution was duly and regularly introduced and
15 adopted by the Board of Public Utilities of said City at its meeting held on the 13th day of
16 January 2020, to wit:

17 Ayes:

18 Noes:

19 Absent:

20 Abstain:

21 IN WITNESS WHEREOF, I have hereunto set my hand this day of January
22 2020.

23
24 _____
25 Secretary to the Board of Public Utilities
26 City of Riverside, California

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EXHIBIT A

Water Rule 7 and Appendix A: Water Fees and Charges Schedule
Effective February 1, 2020

WATER RULE 7

DISCONTINUANCE AND RESTORATION OF WATER SERVICE

A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

When Customers desire to terminate their responsibility for service, they shall give the Utility not less than two working days' advance notice of their intention, state the date on which they wish the termination to become effective and provide access to the water meter. A field visit service charge will be assessed for each additional trip (after original attempt to turn service off) required to complete the turn-off request.

If a new application is not made for service, and the water meter serves more than one Premises, and Premises are occupied, the Utility will read the meter on the date requested and notify the occupants of their rights by posting of a 15-day notice, except as otherwise stated in this Rule. Any resident has the right to prevent this discontinuance by applying for service to the master meter in their own name. Responsibility for service, for any Customer making application, will begin with that date and reading. There will be a charge for posting of the notice which will be the liability of the Customer making application.

Customers may be held responsible for all services furnished at the Premises until two working days after receiving a request for discontinuance of service by the Utility or until such time as the Utility has received an application for new service, provided access is available.

In the event access is not provided, the Customer discontinuing shall be held liable for all consumption until access is provided.

B. DISCONTINUANCE FOR UNSAFE EQUIPMENT

Service Detrimental to Other Customers

The Utility shall not provide service to any Premises where the use or connections made may be detrimental to the water service rendered by the Utility to other Customers or to the Utility's facilities.

C. DISCONTINUANCE FOR USE OF WATER WITHOUT APPLICATION

Use of Water Without Application For Service

When a new occupant who has not applied for water service, takes possession of a Premises and finds the water service turned on, the occupant shall notify the Utility of such findings within one working day.

In the event the occupant turns on the water service, or fails to notify the Utility of finding the water service turned on within one working day of occupancy, the occupant will be billed for consumption back to their move in date and the owner shall be billed for any unresolved usage. If the Premises are unoccupied, or the Utility has not been notified of a new tenant by the owner, property manager, occupant or other representative of the owner, and water service is in use, the owner of the property shall be held responsible for payment of the bill. It is the responsibility of the owner to verify that the utility service has been transferred into the name of the new occupant and to settle disputes of responsibility between the occupant and the owner.

In the event that the occupant is charged for usage where the amount charged will be determined by the Utility, the amount billed will be based upon either the meter reading or on the basis of the estimated consumption for the length of time service was received by the occupant without proper application.

When the Utility finds that water is being used without proper application, the Utility may terminate the service without further notice. Any amount due in excess of the amount billed to the occupant shall be billed to the owner.

Only authorized Utility personnel are permitted to turn the service on at the meter. If the occupant restores water service, a self-restoration fee may be imposed.

D. DISCONTINUANCE FOR NONPAYMENT OF BILLS

1. Past Due (Delinquent) Bills

Bills will be considered past due (delinquent) if not paid within 19 days after the date of mailing.

Reference PUC 10010.1(a)

2. Discontinuance of Service Notice

When a bill for water service has become past due and a discontinuance of service notice (Urgent Notice) has been issued, service may be discontinued if the bill is not paid within the time required by such notice. A Customer's deposit to establish credit will not be used as payment to avoid discontinuance of service.

Reference PUC 10010.1(a)

The Utility shall make a reasonable attempt to contact an adult person occupying or residing at the Premises of the Customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, by mail, in person, or by posting in a conspicuous location at the Premises, a notice of termination of service, at least 48 hours prior to termination. There shall be a charge for posting this notice of termination.

Reference PUC 10010.1(b)

Any residential Customer who has initiated a complaint or requested an investigation within 5 working days of receiving a contested bill shall not have service discontinued for nonpayment during the pendency of an investigation. Customer may be required to pay an estimated bill per Rule No. 21.
Reference PUC 10010. (c)

3. Discontinuance of Service Under the SB 998 (2018, Water Shut-Off Protection Act) for Residential Customers

Any residential Customer who demonstrates a household income below 200% of the federal poverty line must provide the Utility with at least one of the following documents:

- a. Paycheck stubs from last four weeks
- b. Current bank statement showing direct deposit only for SSI, SSA, TANF or pension
- c. Unemployment check stubs
- d. Current year award letter from CalFresh/SNAP, CalWorks/TANF, LIHEAP, Medi-Cal/Medicaid, Healthy Families A&B, National School Lunch Program, SSI, SSA, WIC, Bureau of Indian Affairs General Assistance
- e. Disability Insurance payments
- f. Child Support receipt
- g. Alimony-spousal support
- h. Proof of self-employment (Current filed 1040 tax form and Schedule C)
- i. Jobs paid in cash (Written statement declaring type of work, money earned for the last for weeks, signature and date)

Reference HSC 116910 (a)(2)

When a bill for water service has become past due and a discontinuance of service notice (Urgent Notice) has been issued, service may be discontinued if the bill is not paid within the time required by such notice. A Customer's deposit to establish credit will not be used as payment to avoid discontinuance of service.

Reference PUC 10010.1(a)

The Utility shall give, by mail, in person, or by posting in a conspicuous location at the Premises, a notice of termination of service, at least 48 hours prior to termination. There shall be a charge for posting this notice of termination.

Reference PUC 10010.1(b)

Any residential Customer under the Water Shutoff Protection Act that has made a request for an extension of the payment period of a bill asserted to be beyond the means of the Customer to pay in full during the normal period for payment, shall be given an opportunity to amortize the unpaid balance of the account over a reasonable time, not to exceed 12 months.

If a residential Customer fails to comply with the amortization agreement under the Water Shutoff Protection Act, the Utility shall not terminate the service without giving notice to the Customer at least five (5) working days prior to termination of the conditions the Customer is required to meet to avoid termination.

Reference HSC 116910 (b)(3)

The Utility shall make a reasonable attempt to contact an adult person occupying or residing at the Premises of the Customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, by mail, in person, or by posting in a conspicuous location at the Premises, a notice of termination of service, at least 48 hours prior to termination. There shall be a charge for posting this notice of termination.

Reference PUC 10010.1(b)

4. Discontinuance of Residential Service Dangerous to the Health of the Customer

The Utility will not terminate residential service for nonpayment upon certification by a licensed physician and/or surgeon that said termination will be life threatening and the Customer is financially unable to pay for service within the normal payment period and is willing to enter into an amortization agreement with the Utility for the delinquent amount due.

Reference PUC 10010. (3)

5. Inability to Pay Residential Utility Bill

Any residential Customer who has, within 13 days of mailing the Urgent Notice, made a request for an extension of the Payment period of a bill asserted to be beyond the means of the Customer to pay in full during the normal period for payment, shall be given an opportunity for review of the request by a review manager of the Utility. The review shall include consideration of whether the Customer shall be permitted to amortize the unpaid balance of the account over a reasonable time, not to exceed 12 months. Reference PUC 10010. (c)

A Customer shall not have utility services discontinued for nonpayment if they are complying with an amortization agreement entered into with the Utility, provided the Customer also keeps current their account for utility services as charges accrue in each subsequent billing period.

Reference PUC 10010. (c)

However, service may be terminated to any Customer who does not comply with an installment payment agreement or keep current the account for utility

services as charges accrue in each subsequent billing period.

Reference PUC 10010. (c)

The Utility shall make available to Customers, upon request, information regarding agencies and/or organizations that may provide financial assistance.

Reference PUC 10010.1 (d)(6)

If a residential Customer fails to comply with an amortization agreement, the Utility shall not terminate service without giving notice to the Customer at

least 48 hours prior to termination of the conditions the Customer is required to meet to avoid termination, but, such notice shall not entitle the Customer to further investigation by the Utility.

Reference PUC 10010.1 (e)

6. Discontinuance for Unpaid Utility Bill at a Previous Address

A Customer's service may be discontinued for nonpayment of a bill for service previously rendered them at any location served by the Utility provided such bill is not paid within 13 days after presentation of an Urgent Notice.

Reference PUC 10010.1(a)

In no case will residential service be discontinued because of nonpayment of bills for non-residential service.

7. Discontinuance of Service when Trying to Avoid Payment of Utility Bill

The Utility may discontinue or deny service for nonpayment of a bill where the Utility determines that the same person or persons continue to occupy the service address. However, the Utility will not deny service to the renters of a Premises whose owners or prior unrelated tenants have delinquent unpaid bills.

8. Discontinuance of Service Due to Fraud

The Utility may refuse or discontinue service if the acts of the Customer or the conditions upon the Customer's Premises are such as to indicate an intent to defraud the Utility.

9. Discontinuance of Service at More Than One Location

If a Customer is receiving service at more than one location, service at any or all locations may be discontinued if bills for service at any location are not paid within the time specified above, except that a residential service account shall not be discontinued for failure to pay bills for non-residential service.

10. Discontinuance of Service when Utility's Business Office is Closed

Service will not be discontinued by reason of delinquency in payment for utility services on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

Reference PUC 10011.

11. Discontinuance of Residential Service at Individually Metered Detached Single-Family Dwelling, Multiunit Residential Structure, Mobile Home Park, or Labor Camp

This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

Reference PUC 10009. (a)

Where utility service is provided to individually metered residential occupants in a detached single-family dwelling, a multiunit residential structure, mobile home park, or permanent residential structure in a labor camp, as defined in Section 17008 of the Health and Safety Code, and the owner, manager, or operator of the dwelling, structure, or park is listed by the Utility as the Customer of record, the Utility shall make every good faith effort, when the account is in arrears, to inform the residential occupants by means of written notice that service will be discontinued.

Reference PUC 10009. (b)

- (1) A 10-day notice of discontinuance shall inform the residential occupants of their right to become Customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account. The notice shall be written in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, as specified in Section 1632 of the Civil Code.

Reference PUC 10009. (b)

- (2) The Utility is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the Utility's Rules and Schedules. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the Utility, or if there is a physical means, legally available to the Utility, of selectively terminating service to those residential occupants who have not met the requirements of the Utility's Rules and Schedules, the Utility shall make service available to the residential occupants who have met those requirements.

Reference PUC 10009. (c)

- (3) The residential occupant must establish credit to the satisfaction of the Utility. However, where a residential occupant is establishing service

under the provisions of this section and prior service for a period of time is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other credit obligation acceptable to the Utility for that period of time is a satisfactory equivalent.

Reference PUC 10009. (d)

- (4) Any residential occupant who becomes a Customer of the Utility pursuant to this section whose periodic payments, such as rental payments, include charges for residential water service, where these charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the Utility for water service during the preceding payment period.

Reference PUC 10009. (e)

There will be a trip charge for posting of the field notification.

12. Discontinuance of Service at a Master Metered Multiunit Residential Structure, Mobile Home Park, or Labor Camp.

For discontinuance of service to residential occupants in a multiunit residential structure, mobile home park, or labor camp, as defined in section 17008 of the Health and Safety Code, who are master metered by the Utility, and the owner, manager, or operator of the structure or park is listed by the Utility as the Customer of record, the Utility shall make every good faith effort to inform the residential occupants, when the account is in arrears, to inform by means of written notice, that service will be discontinued .

Reference PUC 10009.1 (a)

- (1) A written 15-day notice of discontinuance shall be posted on the door of each residential unit prior to discontinuance; except that, if it is not reasonable or practicable to post the notice on the door of each residential unit, the Utility shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice shall be written in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, as specified in Section 1632 of the Civil Code.

Reference PUC 10009.1 (a)

The notice will specify:

- (a) The date on which service will be discontinued.
- (b) That the residential occupants have the right to become Customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
- (c) What the residential occupants are required to do in order to

prevent the termination of service or to reestablish service.

- (d) The estimated monthly cost of service.
 - (e) The title, address, and telephone number of a representative of the Utility who can assist the residential occupants in continuing service.
 - (f) The address and telephone number of a legal services project as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association.
Reference PUC 10009.1 (a)
- (2) The Utility is not required to make service available to the residential occupants unless each residential occupant or a "representative of the residential occupants" agrees to the terms and conditions of service and meets the requirements of law and the Utility's Rules and Schedules. However, if one or more of the residential occupants or the representative of the residential occupants are willing and able to assume responsibility for subsequent charges to the account to the satisfaction of the Utility, or if there is a physical means, legally available to the Utility, of selectively terminating service to those residential occupants who have not met the requirements of the Utility's Rules and Schedules or for whom the representative of the residential occupants is not responsible, the Utility shall make service available to those residential occupants who have met those requirements or on whose behalf those requirements have been met. As used herein, "representative of the residential occupants" does not include a tenants' association.
Reference PUC 10009.1(b)
- (3) Credit must be established to the satisfaction of the Utility. Where prior service for a period of time or other demonstration of credit worthiness is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other obligation during that period of time acceptable to the Utility is a satisfactory equivalent. Reference PUC 10009.1(c)
- (4) Any residential occupant who becomes a Customer of the Utility pursuant to this section whose periodic payments, such as rental payments, includes charges for residential water service, where these charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the Utility for water service during the preceding payment period.
Reference PUC 10009.1(d)
- (5) Where the Utility furnished service under a Residential Rate Schedule to a multiunit residential structure, mobile home park or labor camp,

through a master meter, the Utility may not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the Utility of a Customer dispute or complaint. Reference PUC 10009.1(e)
- (b) When the Customer has been granted an extension of the period for payment of a bill. Reference PUC 10009.1(e)
- (c) For an indebtedness owed by the Customer to any other public agency or when the obligation represented by the delinquent account or other indebtedness was incurred with any public agency other than the Utility. Reference PUC 10009.1(e)
- (d) When a delinquent account relates to another property owned, managed, or operated by the Customer. Reference PUC 10009.1(e)
- (e) When a public health or building officer certifies that disconnection would result in a significant threat to the health or safety of the residential occupants or the public. Reference PUC 10009.1(e)

There will be a trip charge for posting of the field notification.

E. RESTORATION OF SERVICE

1. Amount Due to Restore Service

All past due bills at the time of reconnect, applicable service charges, and deposit shall be paid by Customer prior to restoration of service. In addition, the City and/or Utility may require inspection of water facilities prior to reconnect at the Customer's expense. After hours for fee assessment purposes are hours outside the following windows: 8AM to 4PM Monday through Friday and 9AM to 1PM Saturdays and legal holidays.

2. Fund Verification Fee

If it is necessary to verify funds prior to reconnect, an additional service charge may be assessed. If funds cannot be verified, the Utility may require secured funds prior to reconnect.

3. Re-establishment of Service Deposit

If service is terminated, or if a notice of discontinuance has been given, the Utility will require the Customer to pay a deposit or an additional deposit up to an estimated average three month bill.

4. Reconnect Service Charge

All charges are cumulative and each trip to the Premises will incur additional charges. In order to restore service discontinued under the provisions above, there shall be a charge for the expense of turning the service on.

5. Self-Restoration Service Charge

In the event anyone has turned on the water service after it has been turned off for any of the above reasons, there shall be a charge in addition to other amounts due from the Customer before service is restored.

6. Administrative Fee

If water diversion occurs, an additional service charge will be assessed, as prescribed in Rule No. 19, WATER DIVERSION.

7. Water Meter Removal

If the meter is removed, a service charge will be billed in addition to other amounts due.

APPENDIX A

WATER FEES AND CHARGES SCHEDULE

APPLICABILITY

Applicable to all classes of service as provided in accordance with the Water Rules and Regulations. Does not supersede any fees and charges listed in the rules which are not included on this schedule.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
4	Minimum Deposit/Residential (Initial Service)	\$40.00
4	Minimum Deposit/All other classes	Twice the estimated average bill or \$40.00 minimum
4	Minimum Deposit/Reconnection/All Classes of Service	Three times the estimated average monthly water bill or \$40.00 minimum
4	Service Turn-on Charge (Same fee applies whether turning on one service or both)	\$20.00 Next day \$35.00 Same day \$50.00 After hours
4	Special Appointment Turn-On Charge added to applicable fee (Does not apply to the normal 4-hour window)	\$10.00
5	Return Check Charge	In accordance with City of Riverside Ordinance
6	Meter Test/Second Request Within One Year Period	\$100.00 Paid in advance – if error is found, fee will be refunded
6	Re-Read/second request within six months	\$25.00 (If error is found, fee will be waived)

Adopted by Board of Public Utilities:
Approved by City Council:
Effective Date:

Board Resolution No.
Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
7	Fund Verification Fee	\$5.00
7	48-Hour Field Notification (Master Metered accounts receive Multi-Unit notification)	\$20.00 plus \$1.00 per each additional notice per account
7	Trip charge for additional field visit (Cut-off, non-pay, etc).	\$15.00
7	Service Reconnection Charge (Same fee applies whether reconnecting for CONP one service or both)	\$40.00 next day \$60.00 same day \$50.00 low-income same-day
7	Additional Fee will be added to Reconnect S.O. if Customer has self-restored	\$75.00 after hours
7	Reconnection Charge/Additional-Meter Removed	Time and Material will be added to applicable Service Order Fee \$80.00 plus material
8	Temporary Water Service	Time and Material
8	Temporary Water Service-Fire Hydrant Water Meter	
	- Processing Fee	\$ 40.00 per meter
	- Deposit	\$1,000.00 per meter
8	Set, Move or Relocation of Temporary Fire Hydrant Water Meter	Time and Material
8	Failure to Return Meter to Meter Shop for	
	Reading per month	Schedule WA-2.B.3.
8	Annual testing of City Department Water Meters	\$10.00 per meter
8	Removal of Fire Hydrant Operating Nut	\$30.00

Adopted by Board of Public Utilities:
Approved by City Council:
Effective Date:

Board Resolution No.
Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
8	Rental of Backflow Prevention Assembly Per Assembly	
	- Processing Fee	\$ 40.00
	- Deposit	\$1,000.00
	Daily Rental Charge-Two-Inch Backflow Preventer	\$5.00 per calendar day
8	Set or move Backflow Prevention Assembly from location to location	Time and material
10	Covenant & Agreement Charge – Preparation Charge	\$1,000.00
10	Backup Facility Capacity Charges	
	¾ inch	\$ 2,250.00
	1 inch	\$ 5,060.00
	1 ½ inch	\$ 9,560.00
	2 inch	\$ 14,400.00
	3 inch	\$ 25,300.00
	4 inch	\$ 39,380.00
	6 inch	\$ 73,130.00
	8 inch	\$108,000.00
	10 inch	\$135,000.00
10	Elevation Fee (Per Acre or Portion Thereof)	
	Norminal Zone Designation	
	Gravity	\$ 0.0
	925	\$ 0.0
	1037	\$ 340.00
	1080	\$ 420.00
	1100	\$ 600.00
	1160	\$ 780.00
	1200	\$1,000.00
	1300	\$1,380.00
	1400	\$1,720.00
	1600	\$2,480.00
	1680	\$2,730.00
	1750	\$3,090.00

Adopted by Board of Public Utilities:
Approved by City Council:
Effective Date:

Board Resolution No.
Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
10	Distribution System Fee (per lineal foot)	\$49.00
10	Plan Check Fee	Time and Materials with Deposit
10	Sungold Agreement Elevation Fee – 1100-feet and higher (per acre)	\$40.00
<u>INSPECTION FEES</u>		
10	Inspection Fees (per lineal foot of pipeline)	\$230.00 plus \$1.00 per lineal foot of pipeline
10	Fire Hydrant (for each)	\$80.00
10	1 inch Service (for each)	\$ 17.00
	2 inch Service (for each)	\$ 50.00
	4 inch Service or larger (for each)	\$460.00
10	Initial Pressure Test (for each)	\$200.00
10	Pressure Test (for each after Initial) (re-test)	\$145.00
10	Extended Construction	\$1.00 per lineal foot
10	Additional Inspection Visits	\$67.00 per hour
10	For each wet tap witnessed by Water Utility inspectors	\$200.00
10	Water Service Connections for Individual Premises of 4" or larger, Cash Refundable Bond (per Connection) to guarantee final completion by private contractor	\$500.00

Adopted by Board of Public Utilities:
Approved by City Council:
Effective Date:

Board Resolution No.
Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
10	Water Meter Charges	
	¾ inch Meter	\$ 76.00
	1 inch Meter	\$ 88.00
	1 ½ inch Meter	\$203.00
	2 inch Meter	\$246.00
	3 inch Meter or Larger	At Estimated Cost of Installation
10	Water Main Oversizing Reimbursement	
	8-inch Standard – 12-inch Oversized	\$16.00 per lineal foot
	12-inch Standard – 16-inch Oversized	\$24.00 per lineal foot
11	Bacteriological Testing for Water Meters	\$200.00
	2-Inch and Larger Flushing Testing Charge	
11	Request for larger meter upon lateral replacement	
	5/8-inch to ¾-inch	\$20.00
	¾-inch to 1-inch	\$15.00
	(in addition to any applicable Backup Facility Capacity Charges)	
11	Request for larger meter. No lateral replacement (in addition to any other applicable charges)	\$32.00
11	Relocation of fire hydrants	Time and Material
11	Repair of Water Facilities	Time and Material Plus \$50.00
11	Water Service Connection Charges	
	¾ inch meter	\$1,305.00
	1 inch meter	\$1,320.00
	1½ inch meter	\$2,254.00
	2 inch meter	\$2,294.00
	3 inch meter	At estimated cost of installation

Adopted by Board of Public Utilities:
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Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
11	Fire Service Connection above-ground (2 inch and larger)	At estimated cost of installation
13	Test/Repair of Backflow Prevention Assembly	\$500.00 plus parts
14	Turn-On and Turn-Off of Water Service for Repair by Customer	
	<u>Monday through Friday</u>	
	6:00 pm to 10:00 pm	\$45.00
	10:00 pm to 7:30 am	\$85.00
	<u>Weekends and Holidays</u>	
	3:30 pm to 7:30 pm	\$45.00
	7:30 pm to 7:30 am	\$85.00
16	Gage Canal Company (Contracts Only)	\$100.00
19	Cost to investigate Water Diversion	The higher of \$50.00 plus material or time and materials
20	Appointment based meter reads	\$25.00
20	Monthly rental of Remote Metering to resolve access issues	\$2.50

APPENDIX A

WATER FEES AND CHARGES SCHEDULE

APPLICABILITY

Applicable to all classes of service as provided in accordance with the Water Rules and Regulations. Does not supersede any fees and charges listed in the rules which are not included on this schedule.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
4	Minimum Deposit/Residential (Initial Service)	\$40.00
4	Minimum Deposit/All other classes	Twice the estimated average bill or \$40.00 minimum
4	Minimum Deposit/Reconnection/All Classes of Service	Three times the estimated average monthly water bill or \$40.00 minimum
4	Service Turn-on Charge (Same fee applies whether turning on one service or both)	\$20.00 Next day \$35.00 Same day \$50.00 After hours
4	Special Appointment Turn-On Charge added to applicable fee (Does not apply to the normal 4-hour window)	\$10.00
5	Return Check Charge	In accordance with City of Riverside Ordinance
6	Meter Test/Second Request Within One Year Period	\$100.00 Paid in advance – if error is found, fee will be refunded
6	Re-Read/second request within six months	\$25.00 (If error is found, fee will be waived)

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Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
7	Fund Verification Fee	\$5.00
7	48-Hour Field Notification (Master Metered accounts receive Multi-Unit notification)	\$20.00 plus \$1.00 per each additional notice per account
7	Trip charge for additional field visit (Cut-off, non-pay, etc).	\$15.00
7	Service Reconnection Charge (Same fee applies whether reconnecting for CONP one service or both)	\$40.00 next day \$60.00 same day \$50.00 low-income same-day
7	Additional Fee will be added to Reconnect S.O. if Customer has self-restored	\$75.00 after hours
7	Reconnection Charge/Additional-Meter Removed	Time and Material will be added to applicable Service Order Fee \$80.00 plus material
8	Temporary Water Service	Time and Material
8	Temporary Water Service-Fire Hydrant Water Meter	
	- Processing Fee	\$ 40.00 per meter
	- Deposit	\$1,000.00 per meter
8	Set, Move or Relocation of Temporary Fire Hydrant Water Meter	Time and Material
8	Failure to Return Meter to Meter Shop for	
	Reading per month	Schedule WA-2.B.3.
8	Annual testing of City Department Water Meters	\$10.00 per meter
8	Removal of Fire Hydrant Operating Nut	\$30.00

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Council Resolution No.

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
8	Rental of Backflow Prevention Assembly Per Assembly	
	- Processing Fee	\$ 40.00
	- Deposit	\$1,000.00
	Daily Rental Charge-Two-Inch Backflow Preventer	\$5.00 per calendar day
8	Set or move Backflow Prevention Assembly from location to location	Time and material
10	Covenant & Agreement Charge – Preparation Charge	\$1,000.00
10	Backup Facility Capacity Charges	
	¾ inch	\$ 2,250.00
	1 inch	\$ 5,060.00
	1 ½ inch	\$ 9,560.00
	2 inch	\$ 14,400.00
	3 inch	\$ 25,300.00
	4 inch	\$ 39,380.00
	6 inch	\$ 73,130.00
	8 inch	\$108,000.00
	10 inch	\$135,000.00
10	Elevation Fee (Per Acre or Portion Thereof)	
	Normal Zone Designation	
	Gravity	\$ 0.0
	925	\$ 0.0
	1037	\$ 340.00
	1080	\$ 420.00
	1100	\$ 600.00
	1160	\$ 780.00
	1200	\$1,000.00
	1300	\$1,380.00
	1400	\$1,720.00
	1600	\$2,480.00
	1680	\$2,730.00
	1750	\$3,090.00

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<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
10	Distribution System Fee (per lineal foot)	\$49.00
10	Plan Check Fee	Time and Materials with Deposit
10	Sungold Agreement Elevation Fee – 1100-feet and higher (per acre)	\$40.00
<u>INSPECTION FEES</u>		
10	Inspection Fees (per lineal foot of pipeline)	\$230.00 plus \$1.00 per lineal foot of pipeline
10	Fire Hydrant (for each)	\$80.00
10	1 inch Service (for each)	\$ 17.00
	2 inch Service (for each)	\$ 50.00
	4 inch Service or larger (for each)	\$460.00
10	Initial Pressure Test (for each)	\$200.00
10	Pressure Test (for each after Initial) (re-test)	\$145.00
10	Extended Construction	\$1.00 per lineal foot
10	Additional Inspection Visits	\$67.00 per hour
10	For each wet tap witnessed by Water Utility inspectors	\$200.00
10	Water Service Connections for Individual Premises of 4" or larger, Cash Refundable Bond (per Connection) to guarantee final completion by private contractor	\$500.00

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
10	Water Meter Charges	
	¾ inch Meter	\$ 76.00
	1 inch Meter	\$ 88.00
	1 ½ inch Meter	\$203.00
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	3 inch Meter or Larger	At Estimated Cost of Installation
10	Water Main Oversizing Reimbursement	
	8-inch Standard – 12-inch Oversized	\$16.00 per lineal foot
	12-inch Standard – 16-inch Oversized	\$24.00 per lineal foot
11	Bacteriological Testing for Water Meters	\$200.00
	2-Inch and Larger Flushing Testing Charge	
11	Request for larger meter upon lateral replacement	
	5/8-inch to ¾-inch	\$20.00
	¾-inch to 1-inch	\$15.00
	(in addition to any applicable Backup Facility Capacity Charges)	
11	Request for larger meter. No lateral replacement (in addition to any other applicable charges)	\$32.00
11	Relocation of fire hydrants	Time and Material
11	Repair of Water Facilities	Time and Material Plus \$50.00
11	Water Service Connection Charges	
	¾ inch meter	\$1,305.00
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	2 inch meter	\$2,294.00
	3 inch meter	At estimated cost of installation

<u>RULE NUMBER</u>	<u>DESCRIPTION</u>	<u>FEE AMOUNT</u>
11	Fire Service Connection above-ground (2 inch and larger)	At estimated cost of installation
13	Test/Repair of Backflow Prevention Assembly	\$500.00 plus parts
14	Turn-On and Turn-Off of Water Service for Repair by Customer	
	<u>Monday through Friday</u>	
	6:00 pm to 10:00 pm	\$45.00
	10:00 pm to 7:30 am	\$85.00
	<u>Weekends and Holidays</u>	
	3:30 pm to 7:30 pm	\$45.00
	7:30 pm to 7:30 am	\$85.00
16	Gage Canal Company (Contracts Only)	\$100.00
19	Cost to investigate Water Diversion	The higher of \$50.00 plus material or time and materials
20	Appointment based meter reads	\$25.00
20	Monthly rental of Remote Metering to resolve access issues	\$2.50

WATER RULE 7

DISCONTINUANCE AND RESTORATION OF WATER SERVICE

A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

When Customers desire to terminate their responsibility for service, they shall give the Utility not less than two working days' advance notice of their intention, state the date on which they wish the termination to become effective and provide access to the water meter. A field visit service charge will be assessed for each additional trip (after original attempt to turn service off) required to complete the turn-off request.

If a new application is not made for service, and the water meter serves more than one Premises, and Premises are occupied, the Utility will read the meter on the date requested and notify the occupants of their rights by posting of a 15-day notice, except as otherwise stated in this Rule. Any resident has the right to prevent this discontinuance by applying for service to the master meter in their own name. Responsibility for service, for any Customer making application, will begin with that date and reading. There will be a charge for posting of the notice which will be the liability of the Customer making application.

Customers may be held responsible for all services furnished at the Premises until two working days after receiving a request for discontinuance of service by the Utility or until such time as the Utility has received an application for new service, provided access is available.

In the event access is not provided, the Customer discontinuing shall be held liable for all consumption until access is provided.

B. DISCONTINUANCE FOR UNSAFE EQUIPMENT

Service Detrimental to Other Customers

The Utility shall not provide service to any Premises where the use or connections made may be detrimental to the water service rendered by the Utility to other Customers or to the Utility's facilities.

C. DISCONTINUANCE FOR USE OF WATER WITHOUT APPLICATION

Use of Water Without Application For Service

When a new occupant who has not applied for water service, takes possession of a Premises and finds the water service turned on, the occupant shall notify the Utility of such findings within one working day.

In the event the occupant turns on the water service, or fails to notify the Utility of finding the water service turned on within one working day of occupancy, the occupant will be billed for consumption back to their move in date and the owner shall be billed for any unresolved usage. If the Premises are unoccupied, or the Utility has not been notified of a new tenant by the owner, property manager, occupant or other representative of the owner, and water service is in use, the owner of the property shall be held responsible for payment of the bill. It is the responsibility of the owner to verify that the utility service has been transferred into the name of the new occupant and to settle disputes of responsibility between the occupant and the owner.

In the event that the occupant is charged for usage where the amount charged will be determined by the Utility, the amount billed will be based upon either the meter reading or on the basis of the estimated consumption for the length of time service was received by the occupant without proper application.

When the Utility finds that water is being used without proper application, the Utility may terminate the service without further notice. Any amount due in excess of the amount billed to the occupant shall be billed to the owner.

Only authorized Utility personnel are permitted to turn the service on at the meter. If the occupant restores water service, a self-restoration fee may be imposed.

D. DISCONTINUANCE FOR NONPAYMENT OF BILLS

1. Past Due (Delinquent) Bills

Bills will be considered past due (delinquent) if not paid within 19 days after the date of mailing. Reference PUC 10010.1(a)

2. Discontinuance of Service Notice

When a bill for water service has become past due and a discontinuance of service notice (Urgent Notice) has been issued, service may be discontinued if the bill is not paid within the time required by such notice. A Customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. Reference PUC 10010.1(a)

The Utility shall make a reasonable attempt to contact an adult person occupying or residing at the Premises of the Customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, by mail, in person, or by posting in a conspicuous location at the Premises, a notice of termination of service, at least 48 hours prior to termination. There shall be a charge for posting this notice of termination. Reference PUC 10010.1(b)

Any residential Customer who has initiated a complaint or requested an investigation within 5 working days of receiving a contested bill shall not have service discontinued for nonpayment during the pendency of an investigation. Customer may be required to pay an estimated bill per Rule No. 21.
Reference PUC 10010. (c)

3. Discontinuance of Service Under the SB 998 (2018, Water Shut-Off Protection Act) for Residential Customers

Any residential Customer who demonstrates a household income below 200% of the federal poverty line must provide the Utility with at least one of the following documents:

- a. Paycheck stubs from last four weeks
- b. Current bank statement showing direct deposit only for SSI, SSA, TANF or pension
- c. Unemployment check stubs
- d. Current year award letter from CalFresh/SNAP, CalWorks/TANF, LIHEAP, Medi-Cal/Medicaid, Healthy Families A&B, National School Lunch Program, SSI, SSA, WIC, Bureau of Indian Affairs General Assistance
- e. Disability Insurance payments
- f. Child Support receipt
- g. Alimony-spousal support
- h. Proof of self-employment (Current filed 1040 tax form and Schedule C)
- i. Jobs paid in cash (Written statement declaring type of work, money earned for the last four weeks, signature and date)

Reference HSC 116910 (a)(2)

When a bill for water service has become past due and a discontinuance of service notice (Urgent Notice) has been issued, service may be discontinued if the bill is not paid within the time required by such notice. A Customer's deposit to establish credit will not be used as payment to avoid discontinuance of service.
Reference PUC 10010.1(a)

The Utility shall give, by mail, in person, or by posting in a conspicuous location at the Premises, a notice of termination of service, at least 48 hours prior to termination. There shall be a charge for posting this notice of termination.

Reference PUC 10010.1(b)

Any residential Customer under the Water Shutoff Protection Act that has made a request for an extension of the payment period of a bill asserted to be beyond the means of the Customer to pay in full during the normal period for payment, shall be given an opportunity to amortize the unpaid balance of the account over a reasonable time, not to exceed 12 months.

Reference HSC 116906 (a)(2)

If a residential Customer fails to comply with the amortization agreement under the Water Shutoff Protection Act, the Utility shall not terminate the service without giving notice to the Customer at least five (5) working days prior to termination of the conditions the Customer is required to meet to avoid termination.

Reference HSC 116910 (b)(3)

The Utility shall make a reasonable attempt to contact an adult person occupying or residing at the Premises of the Customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, by mail, in person, or by posting in a conspicuous location at the Premises, a notice of termination of service, at least 48 hours prior to termination. There shall be a charge for posting this notice of termination.

Reference PUC 10010.1(b)

4. Discontinuance of Residential Service Dangerous to the Health of the Customer

The Utility will not terminate residential service for nonpayment upon certification by a licensed physician and/or surgeon that said termination will be life threatening and the Customer is financially unable to pay for service within the normal payment period and is willing to enter into an amortization agreement with the Utility for the delinquent amount due.

Reference PUC 10010. (3)

5. Inability to Pay Residential Utility Bill

Any residential Customer who has, within 13 days of mailing the Urgent Notice, made a request for an extension of the Payment period of a bill asserted to be beyond the means of the Customer to pay in full during the normal period for payment, shall be given an opportunity for review of the request by a review manager of the Utility. The review shall include consideration of whether the Customer shall be permitted to amortize the unpaid balance of the account over a reasonable time, not to exceed 12 months. Reference PUC 10010. (c)

A Customer shall not have utility services discontinued for nonpayment if they are complying with an amortization agreement entered into with the Utility, provided the Customer also keeps current their account for utility services as charges accrue in each subsequent billing period.

Reference PUC 10010. (c)

However, service may be terminated to any Customer who does not comply with an installment payment agreement or keep current the account for utility

services as charges accrue in each subsequent billing period.

Reference PUC 10010. (c)

The Utility shall make available to Customers, upon request, information regarding agencies and/or organizations that may provide financial assistance.

Reference PUC 10010.1 (d)(6)

If a residential Customer fails to comply with an amortization agreement, the Utility shall not terminate service without giving notice to the Customer at

least 48 hours prior to termination of the conditions the Customer is required to meet to avoid termination, but, such notice shall not entitle the Customer to further investigation by the Utility.

Reference PUC 10010.1 (e)

6. Discontinuance for Unpaid Utility Bill at a Previous Address

A Customer's service may be discontinued for nonpayment of a bill for service previously rendered them at any location served by the Utility provided such bill is not paid within 13 days after presentation of an Urgent Notice.

Reference PUC 10010.1(a)

In no case will residential service be discontinued because of nonpayment of bills for non-residential service.

7. Discontinuance of Service when Trying to Avoid Payment of Utility Bill

The Utility may discontinue or deny service for nonpayment of a bill where the Utility determines that the same person or persons continue to occupy the service address. However, the Utility will not deny service to the renters of a Premises whose owners or prior unrelated tenants have delinquent unpaid bills.

8. Discontinuance of Service Due to Fraud

The Utility may refuse or discontinue service if the acts of the Customer or the conditions upon the Customer's Premises are such as to indicate an intent to defraud the Utility.

9. Discontinuance of Service at More Than One Location

If a Customer is receiving service at more than one location, service at any or all locations may be discontinued if bills for service at any location are not paid within the time specified above, except that a residential service account shall not be discontinued for failure to pay bills for non-residential service.

10. Discontinuance of Service when Utility's Business Office is Closed

Service will not be discontinued by reason of delinquency in payment for utility services on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

Reference PUC 10011.

11. Discontinuance of Residential Service at Individually Metered Detached Single-Family Dwelling, Multiunit Residential Structure, Mobile Home Park, or Labor Camp

This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

Reference PUC 10009. (a)

Where utility service is provided to individually metered residential occupants in a detached single-family dwelling, a multiunit residential structure, mobile home park, or permanent residential structure in a labor camp, as defined in Section 17008 of the Health and Safety Code, and the owner, manager, or operator of the dwelling, structure, or park is listed by the Utility as the Customer of record, the Utility shall make every good faith effort, when the account is in arrears, to inform the residential occupants by means of written notice that service will be discontinued.

Reference PUC 10009. (b)

- (1) A 10-day notice of discontinuance shall inform the residential occupants of their right to become Customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account. The notice shall be written in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, as specified in Section 1632 of the Civil Code.

Reference PUC 10009. (b)

- (2) The Utility is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the Utility's Rules and Schedules. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the Utility, or if there is a physical means, legally available to the Utility, of selectively terminating service to those residential occupants who have not met the requirements of the Utility's Rules and Schedules, the Utility shall make service available to the residential occupants who have met those requirements.

Reference PUC 10009. (c)

- (3) The residential occupant must establish credit to the satisfaction of the Utility. However, where a residential occupant is establishing service

under the provisions of this section and prior service for a period of time is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other credit obligation acceptable to the Utility for that period of time is a satisfactory equivalent.

Reference PUC 10009. (d)

- (4) Any residential occupant who becomes a Customer of the Utility pursuant to this section whose periodic payments, such as rental payments, include charges for residential water service, where these charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the Utility for water service during the preceding payment period.

Reference PUC 10009. (e)

There will be a trip charge for posting of the field notification.

12. Discontinuance of Service at a Master Metered Multiunit Residential Structure, Mobile Home Park, or Labor Camp.

For discontinuance of service to residential occupants in a multiunit residential structure, mobile home park, or labor camp, as defined in section 17008 of the Health and Safety Code, who are master metered by the Utility, and the owner, manager, or operator of the structure or park is listed by the Utility as the Customer of record, the Utility shall make every good faith effort to inform the residential occupants, when the account is in arrears, to inform by means of written notice, that service will be discontinued .

Reference PUC 10009.1 (a)

- (1) A written 15-day notice of discontinuance shall be posted on the door of each residential unit prior to discontinuance; except that, if it is not reasonable or practicable to post the notice on the door of each residential unit, the Utility shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice shall be written in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, as specified in Section 1632 of the Civil Code.

Reference PUC 10009.1 (a)

The notice will specify:

- (a) The date on which service will be discontinued.
- (b) That the residential occupants have the right to become Customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
- (c) What the residential occupants are required to do in order to

prevent the termination of service or to reestablish service.

- (d) The estimated monthly cost of service.
 - (e) The title, address, and telephone number of a representative of the Utility who can assist the residential occupants in continuing service.
 - (f) The address and telephone number of a legal services project as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association. Reference PUC 10009.1 (a)
- (2) The Utility is not required to make service available to the residential occupants unless each residential occupant or a “representative of the residential occupants” agrees to the terms and conditions of service and meets the requirements of law and the Utility’s Rules and Schedules. However, if one or more of the residential occupants or the representative of the residential occupants are willing and able to assume responsibility for subsequent charges to the account to the satisfaction of the Utility, or if there is a physical means, legally available to the Utility, of selectively terminating service to those residential occupants who have not met the requirements of the Utility’s Rules and Schedules or for whom the representative of the residential occupants is not responsible, the Utility shall make service available to those residential occupants who have met those requirements or on whose behalf those requirements have been met. As used herein, “representative of the residential occupants” does not include a tenants’ association. Reference PUC 10009.1(b)
- (3) Credit must be established to the satisfaction of the Utility. Where prior service for a period of time or other demonstration of credit worthiness is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other obligation during that period of time acceptable to the Utility is a satisfactory equivalent. Reference PUC 10009.1(c)
- (4) Any residential occupant who becomes a Customer of the Utility pursuant to this section whose periodic payments, such as rental payments, includes charges for residential water service, where these charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the Utility for water service during the preceding payment period. Reference PUC 10009.1(d)
- (5) Where the Utility furnished service under a Residential Rate Schedule to a multiunit residential structure, mobile home park or labor camp,

through a master meter, the Utility may not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the Utility of a Customer dispute or complaint. Reference PUC 10009.1(e)
- (b) When the Customer has been granted an extension of the period for payment of a bill. Reference PUC 10009.1(e)
- (c) For an indebtedness owed by the Customer to any other public agency or when the obligation represented by the delinquent account or other indebtedness was incurred with any public agency other than the Utility. Reference PUC 10009.1(e)
- (d) When a delinquent account relates to another property owned, managed, or operated by the Customer. Reference PUC 10009.1(e)
- (e) When a public health or building officer certifies that disconnection would result in a significant threat to the health or safety of the residential occupants or the public. Reference PUC 10009.1(e)

There will be a trip charge for posting of the field notification.

E. RESTORATION OF SERVICE

1. Amount Due to Restore Service

All past due bills at the time of reconnect, applicable service charges, and deposit shall be paid by Customer prior to restoration of service. In addition, the City and/or Utility may require inspection of water facilities prior to reconnect at the Customer's expense. After hours for fee assessment purposes are hours outside the following windows: 8AM to 4PM Monday through Friday and 9AM to 1PM Saturdays and legal holidays.

2. Fund Verification Fee

If it is necessary to verify funds prior to reconnect, an additional service charge may be assessed. If funds cannot be verified, the Utility may require secured funds prior to reconnect.

3. Re-establishment of Service Deposit

If service is terminated, or if a notice of discontinuance has been given, the Utility will require the Customer to pay a deposit or an additional deposit up to an estimated average three month bill.

4. Reconnect Service Charge

All charges are cumulative and each trip to the Premises will incur additional charges. In order to restore service discontinued under the provisions above, there shall be a charge for the expense of turning the service on.

5. Self-Restoration Service Charge

In the event anyone has turned on the water service after it has been turned off for any of the above reasons, there shall be a charge in addition to other amounts due from the Customer before service is restored.

6. Administrative Fee

If water diversion occurs, an additional service charge will be assessed, as prescribed in Rule No. 19, WATER DIVERSION.

7. Water Meter Removal

If the meter is removed, a service charge will be billed in addition to other amounts due.