

TITLE 6

WATER SERVICE

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CHAPTER 6.00

GENERAL

Sections:

6.00.010 GENERAL

6.00.010 General

6.00.010.1 These Water Service Policies have been adopted by the District in the interest of efficiency, economy, reliability and safety in regulating and administering the distribution of water to its customers. They are subject to revision by the Board of Directors of the District from time to time in order to meet these objectives.

6.00.010.2 The District shall furnish services under its current rate schedules and these policies as approved from time to time by the Board of Directors of the District and shall

govern all service except as specifically modified by the terms and conditions of the rate schedules or by written contracts.

6.00.010.3 Any dispute arising between an applicant and the District regarding interpretation and administration of these rules will be referred to the Board of Directors for final decision.

6.00.010.4 If at any time during the Development Agreement process issues arise that need resolution, the developer should submit a written request to the Project Administrator responsible for the project in question. Such request shall state all of the items of concern. The developer can expect a response within 10 business days from receipt of request. If no resolution is reached, the developer can request a meeting with the District's General Manager. If still no resolution is reached, the developer can request a meeting before the Board to resolve the issue. Staff shall agendaize the item before the Board for the next scheduled regular Board meeting. Scheduling shall be consistent with the Brown Act and must occur with at least 72 hours prior notice. Only after this process is exhausted without resolution of the dispute may the parties proceed to litigation. If either party commences a court action against the other based on a dispute or claim to which this paragraph applies without first complying with the provisions of this paragraph, the party commencing the court action shall not be entitled to recover attorney's fees, even if they would otherwise be available in such court action.

CHAPTER 6.01

DISTRICT RESPONSIBILITIES

Section:

6.01.010 Service

6.01.010 **Service** Water service is an interruptible service.

6.01.010.1 To the best of its ability and in consideration of existing sources, the District will supply water at each customer's service connection dependably and safely, in adequate quantities to meet the reasonable needs and requirements of the customer, in accordance with these rules and regulations.

6.01.010.2 The District will provide potable water that meets the standards of the United States Environmental Protection Agency and the California State Department of Public Health.

CHAPTER 6.02

GROUNDWATER MANAGEMENT PLAN

Sections:

- 6.02.010 Statement of Purpose**
- 6.02.020 Groundwater Monitoring Plan**

6.02.010 Statement of Purpose The purpose of the Martis Valley Groundwater Management Plan is to protect the chemical quality of the groundwater resource and assure continued supply of high quality groundwater to the population within and adjacent to Martis Valley by developing and implementing a monitoring program to guide appropriation and use of groundwater.

The authority to establish a groundwater management plan was granted by Assembly Bill 3030, dated September 26, 1992, in accordance with the California Water Code, Division 6, Part 2.75 Sections 10750 to 10755. AB 3030 authorizes adoption and implementation of a groundwater management plan to manage groundwater within a groundwater basin identified in the California Department of Water Resources Bulletin 118. DWR Bulletin 118 identifies the Martis Valley Groundwater Basin as being within the North Lahontan Hydrologic Study Area and designates the basin as Basin No. 6-67.

6.02.020 Groundwater Monitoring Plan The Groundwater Monitoring Plan will monitor groundwater levels to enable comparison with historic water levels; track static water levels over time to evaluate changes due to recharge variations (drought conditions) and groundwater pumping; and maintain a database of groundwater usage to assure a continued supply of high quality water for the residents of the Truckee area.

6.02.020.1 Data Collection Data collection activities shall include on-going data collection of District sources.

CHAPTER 6.03

REPORTS & PLANNING DOCUMENTS

Sections:

- 6.03.010 Consumer Confidence Report**
- 6.03.020 Urban Water Management Plan**
- 6.03.030 Water System Master Plan**

6.03.010 Consumer Confidence Report The District shall prepare an annual Consumer Confidence Report (CCR) in accordance with the requirements of the California Department of Public Health. A copy of the CCR shall be mailed to all active water system customers. A copy of the CCR shall be made available to any other interested party upon request.

6.03.020 Urban Water Management Plan: The District shall prepare an Urban Water

Management Plan (UWMP) every five years in accordance with the requirements of the State of California. Copies of UWMP shall be made available for public review at the District offices.

6.03.030 Water System Master Plan The District shall periodically update its Water System Master Plan. The interval between updates shall be at most ten years. Copies of the Water System Master Plan shall be made available for public review at the District offices.

CHAPTER 6.04

APPLICATION FOR SERVICE – NEW CONSTRUCTION & UPGRADES

Sections:

- 6.04.010 General**
- 6.04.020 Change in Customer's Equipment or Operations**
- 6.04.030 New Construction and Upgrades**
- 6.04.040 As-built Drawing Procedures**

6.04.010 General Each applicant for water service shall complete the necessary application and shall pay to the District the current fees as determined by the District.

6.04.010.1 Each applicant will be required to show identification when he or she signs the District's application.

6.04.010.2 The application for service is a written request for service and does not bind the applicant to accept service nor does the application require that the District actually provide water service. It does, however, bind the applicant to be governed by all rules and regulations of the District in case service is rendered.

6.04.010.3 The District shall render service when it has determined that the applicant has complied with the following provisions:

6.04.010.3(A) The applicant has received a valid building permit from the Town of Truckee or from the appropriate agency governing where the property is located.

6.040.010.3(B) All written agreements between the applicant and the District have been evaluated by staff, fully executed by the parties and if applicable, approved by the Board of Directors. Please refer to the District's Development Agreement Guidelines for new developments.

6.040.010.3(C) The applicant has demonstrated that they have acceptable credit and paid all appropriate fees and charges.

6.040.010.3(D) The applicant has installed the necessary service facilities.

6.04.020 Change in Customer's Equipment or Operations - In the event a customer desires to make a material change in the amount of consumption or in the size, character, or extent of the equipment and facilities providing water service to them, they shall immediately file with the District an amendment of the application for service, pay all charges required thereby and obtain approval of the District prior to accepting such service.

6.04.030 New Construction and Upgrades

6.04.030.1 Applications for new construction and upgrades shall be processed as outlined below.

Line Extension or Facility Upgrade	Administrative Action Required		Type of Agreement Required
	General Manager	Board of Directors	
Under \$400,000	X		Development Agreement
Over \$400,000		X	Development Agreement
Note: The dollar amounts refer to the total value of on-site improvements being installed by the applicant to be conveyed to the District for ownership operation and maintenance. This does not apply to meter size upgrades.			

6.04.030.2 The applicant shall be responsible for all District costs incurred in the course of providing service to a water project, as may be outlined in individual development agreements.

6.04.030.3 The General Manager shall develop operational methods for staff use to implement the intent of this policy.

6.04.040 As-Built Drawing Procedure See Section 5.01.027 regarding project documentation deposit and Appendix B for District Policy Regarding As-built Drawings.

CHAPTER 6.08

CONTINUITY OF SERVICE

Sections:

- 6.08.010 General**
- 6.08.020 Emergency Interruptions**
- 6.08.030 Scheduled Interruptions**
- 6.08.040 Apportionment of Supply**

6.08.010 General

6.08.010.1 The District will exercise reasonable diligence and care to deliver to its customers a continuous and sufficient supply of safe and potable water at a proper pressure and to avoid, so far as reasonably possible, any interruption in delivery. When such interruptions occur, the District will endeavor to re-establish service as soon as is reasonably and practicably possible, consistent with its considerations for safety of its customers and the general public.

6.08.010.2 The District acknowledges that certain areas have relatively low pressure and that continued measures are being taken to increase pressure.

6.08.010.3 The District will not be liable for interruptions, shortages, or insufficiency of supply or any loss or damage of any kind or character occasioned thereby.

6.08.020 Emergency Interruptions

6.08.020.1 Should an emergency interruption, shortage, or insufficiency of supply occur which affects the service to any public or private fire protection device, the District will promptly notify the Fire Marshall or other official responsible for fire protection within District boundaries.

6.08.020.2 Under disaster conditions, the District will cooperate to the fullest extent with all governmental agencies having authority within District boundaries.

6.08.030 Scheduled Interruptions

6.08.030.1 Whenever the District determines that an interruption in service is necessary for any purpose, it will attempt to notify all customers to be affected by the interruption of the approximate time and duration of the interruption, if reasonably possible.

6.08.030.2 In the event public or private fire protection should be affected by an interruption in service, the District will promptly notify the Fire Marshall or other official responsible for fire protection within District boundaries of the approximate time and duration of the interruption.

6.08.040 Apportionment of Supply

6.08.040.1 During periods of water shortage, the District shall apportion its available supply among its customers as required by existing State and Federal laws. Otherwise, it will apportion its supply in the manner that appears most equitable under the circumstances then prevailing, with due regard to public health and safety.

CHAPTER 6.12

TEMPORARY SERVICE

Sections:

- 6.12.010** **Establishment of Temporary Service**
- 6.12.020** **Change to Permanent Status**

6.12.010 **Establishment of Temporary Service** The District will furnish temporary water service to customers under the following conditions:

6.12.010.1 All Temporary Service shall be metered and billed monthly.

6.12.010.2 The applicant will be required to pay to the District in advance, a deposit of the estimated cost as determined by the District of installing and removing the facilities required to furnish temporary service.

6.12.010.3 Where the temporary service is to be less than one month, the applicant shall deposit a sum of money equal to the estimated bill for service. The deposit shall be refunded subject to adjustment in accordance with the actual bill due upon termination of service.

6.12.010.4 Where the temporary service shall be in excess of one month, the applicant shall establish his credit in the manner prescribed for permanent service, as set forth in Chapter 5.01.

6.12.020 **Change to Permanent Status** Temporary services existing for longer than one year must be transferred to permanent service. Customer will be required to pay any applicable fees at the time the service becomes permanent.

6.12.030 **Abandonment of Temporary Service** Should removal/abandonment charges exceed the amount of the deposit collected (Section 6.12.010.2), the customer shall be billed for those excess charges.

CHAPTER 6.16

POLICY FOR COMMITMENT TO PROVIDE WATER SERVICE

Section:

- 6.16.010** **Policy for Commitment to Provide Water Service**

6.16.010 **Policy for Commitment to Provide Water Service**

6.16.010.1 The District will provide a “Will Serve Letter” to a property owner upon written request and under the following conditions:

6.16.010.1(A) A sufficient capacity to deliver water exists;

6.16.010.1(B) The property is within the District's service area.

6.16.010.2 Once the District's conditions have been met, water service will be provided.

CHAPTER 6.18

WATER MAIN EXTENSIONS

Sections:

6.18.010 Water Main Extensions

6.18.010 Water Main Extensions

6.18.010.1 Each applicant for service requiring an extension or modification of the water distribution facilities shall furnish at his expense such extension or modification.

6.18.010.2 The District at its option may require such applicant to install water distribution facilities with more capacity, of greater length, or of a different route than would be required for the service requested (hereafter "excess facilities"). In such event, the District may reimburse the applicant for the costs of such excess facilities if such excess facilities are required solely to benefit, improve or upgrade service to existing District customers. If, however, such excess facilities are deemed necessary by the District for the orderly development of an integrated water distribution system, the District shall:

1. Reimburse the applicant for the costs of such excess facilities, or
2. Require the applicant to install and pay the cost of such excess facilities, and the applicant may be entitled to reimbursement pursuant to Subsection 6.18.010.2(A)

6.18.010.2(A) At the District's option, it may enter into an agreement with the applicant whereby adjacent properties connecting to the main extension, installed by the applicant, will be required to reimburse the applicant, through the District, for a prorated share of the main extension cost. Such reimbursement shall be as outlined below:

1. The reimbursement clause of the Development Agreement shall remain in effect for a period of ten years from the date the facilities are accepted by the District.
2. The amount eligible for reimbursement shall be dependant upon the number of parcels in existence and the number of equivalent dwelling units as determined from the appropriate General Plan Land Use Map at the time the Development Agreement is signed. If parcels are later subdivided, rezoned or change in usage, the applicant shall not be eligible for reimbursement amounts above that outlined in the

Development Agreement. A map outlining the parcels potentially subject for reimbursement shall be included in the Development Agreement.

3. The District shall notify the owners of the parcels encompassed in the reimbursement clause that reimbursement will be required before water service can be provided to those parcels. Such notification shall be by USPS Certified Mail.
4. For projects where the total amount eligible for reimbursement is less than \$5,000, no reimbursement agreement will be executed.
5. The total amount eligible for reimbursement shall be calculated as the sum of the following items:
 - The share of engineering effort directly related to water system facilities. Any costs related to telephone, cable television, natural gas, roadways or other utilities and improvements shall not be eligible for reimbursement through the District.
 - Actual costs charged to the Developer by the District for the inspection and testing of the water system facilities.
 - In the case of an underground trench containing only water facilities, the entire construction cost of the installed facilities shall be eligible. In the case of a joint trench containing other utilities (electric, gas, telephone, cable TV, etc.), an allowance per linear foot of trench shall be used.
6. The applicant shall provide invoices, receipts, itemized bills or similar documentation to the District as proof of the actual cost of the facilities installed. Pre-construction bids from contractors shall not fulfill this requirement.
7. The District shall review the cost documentation submitted by the applicant. If, in the opinion of the District, the costs are higher than those considered reasonable and customary for the type of work performed, the District may reduce the amount eligible for reimbursement to that considered reasonable and customary. Decisions made by the applicant to fast-track construction, pay overtime and/or perform construction at the end of the construction season shall not obligate the District to include any such additional costs incurred by the applicant in the total eligible for reimbursement.
8. Upon completion of the construction and review of the cost documentation submitted by the applicant, the District shall provide final documentation to the applicant of the total amount eligible for reimbursement.
9. No adjustments to the amount eligible for reimbursement shall be made for the effects of inflation (or deflation).
10. When subsequent parties that owe money through reimbursement, request service from the District, the amount owed shall be paid to the District. The District shall then pay the appropriate amount to the individuals who are the owners of record of the

project APN on the date that the subsequent parties are connected. Each subsequent party shall be subject to an administrative charge to cover administrative duties associated with the reimbursement.

6.18.010.3 All water distribution facilities installed hereunder shall be and remain the property of the District.

6.18.010.4 Size and location of facilities installed shall be specified by the District. Type and quality of material shall be that specified by the District.

6.18.010.5 The installation of main extension does not alleviate the applicant from the payment of Facilities Fees or Connection Fees.

6.18.010.6 Properties to be connected to the water system must be adjoining a distribution main. Extension of water distribution facilities shall be required for service to parcels not adjoining an existing distribution main. Distribution system extensions or modifications may be required to meet current system design and capacity criteria. The District may determine that it would not be in the best interest of the District to allow a system extension or modification.

6.18.010.7 If, by reason of a lot line adjustment or lot split, water service to a parcel no longer satisfies the requirement of Section 6.18.010.6, water service to the nonconforming parcel may be terminated until such time as it is brought into compliance with District regulations. At such time that the District becomes aware of a nonconforming parcel, the District will notify the property owner and initiate the process of bringing the water service into compliance with District requirements. The District will require the property owner to bring the water service into compliance within 30 days from notification. During the Lahontan Regional Water Quality Control Board (LRWQCB) no soil disturbance period between October 15th and April 30th, the property owner will be given 30 days beginning May 1st to complete the required modifications.

6.18.010.8 An applicant for water service or existing customer may apply for a variance from the service requirements of the District. The variance shall be submitted in the form of a letter stating the requested variance, the reasons for the request and shall include a non-refundable fee as described in the Miscellaneous Fees Schedule. The request shall be reviewed by the Water System Engineer and General Manager of the District. If both agree to grant the variance, the variance is granted. If either or both deny the variance, the variance is denied. If the variance is denied, the applicant may appeal to the Board of Directors.

6.18.010.9 In granting a variance to District requirements, conditions may be imposed to mitigate any adverse impacts to the District water system caused by the nonconforming facilities.

CHAPTER 6.20

REFUSAL TO SERVE

Sections:

- 6.20.010 **Conditions**
- 6.20.020 **Notification**

6.20.010 Conditions The District may refuse to provide water service under the following conditions:

6.20.010.1 If the applicant, customer, or owner of serviced premises fails to comply with any of the District's rules and regulations.

6.20.010.2 If the intended use of the service is of such a nature that it will be detrimental or injurious to the District's water distribution system, its customers, or the general public.

6.20.010.3 If, in the judgment of the District, the applicant's installation of pipes for utilizing the service is unsafe, hazardous, subject to freezing, or of such nature that satisfactory service cannot be rendered.

6.20.010.4 Where service has previously been disconnected to such applicant for fraudulent use.

6.20.010.5 If the service sought to be provided would result in a sub-standard supply of water volume or pressure, as determined by the District Engineer.

6.20.020 Notification When an applicant has been refused service under the provisions of this rule, the District shall notify such applicant promptly of the reasons for the refusal to serve and the corrective action to be taken by such applicant before service will be provided.

CHAPTER 6.28

FUTURE WATER SERVICE DEMANDS

Section:

- 6.28.010 **Future Water Service Demands**

6.28.010 Future Water Service Demands

6.28.010.1 The Board of Directors has determined that future water demand exceeds current supply capacity.

6.28.010.2 It is the policy of the District to pursue additional production wells in order to

meet the demand for future water service, and to connect such wells to the existing water distribution system so as to create an integrated water distribution system. The District intends to structure its requirements for additional production wells so as to maintain a reliable supply of water in excess of the peak day demands, plus a necessary amount for fire protection safety.

6.30 BULK POTABLE WATER SALES

6.30.010 BULK POTABLE WATER SALES

At the discretion of the General Manager, the District may sell bulk potable water to parties that are not existing District water system customers. Sales of bulk potable water shall be limited to:

- Property owners that have experienced a failure of their existing water supply and require an emergency supply until the failure can be corrected.
- Organizers of periodic or annual events such as the Tevis Cup.

All bulk potable water shall be transported in tank trucks that are certified for potable water use. The District may require truck operators to submit their certification.

The purchaser shall provide a written statement regarding the intended destination of the bulk potable water. Bulk potable water shall only be sold for delivery to areas of Nevada County, Placer County or Sierra County east of the Sierra crest. Bulk potable water shall not be sold for delivery to a location within the service area of another public water system without the written approval from that public water system.

Sales of bulk potable water shall be limited to a duration of 24 months or two summer construction seasons (whichever is shorter). Purchasers requiring a longer duration of sales may be subject to a Facility Fee or similar charge.

Bulk potable water will be priced based upon the current adopted Commercial Rate structure.

Bulk potable water shall be utilized for the sustenance of people and domestic animals only. Bulk potable water shall not be used for irrigation, dust control or other construction purposes.

Bulk potable water shall be withdrawn from the distribution system at a location designated by the District, which location shall be the point of delivery. The District may require the presence of District personnel or the use of a fire hydrant meter for the withdrawal of bulk potable water. The District's Water System Superintendent shall be notified a minimum of two working days in advance of all intended potable water withdrawals. The District reserves the right to change the location of bulk potable water withdrawals for a given party to meet the District's needs.

The District shall not be responsible for any changes in water quality beyond the point of

service.

CHAPTER 6.36

UNAUTHORIZED USE OF WATER

Section:

6.36.010 Unauthorized Use of Water

6.36.010 Unauthorized Use of Water

6.36.010.1 When the General Manager determines that a customer or other person or entity has received unauthorized water service, or when the General Manager determines that a customer or other person or entity has caused water service to be improperly or inaccurately metered, the District shall render bills for such service, including administrative costs, based upon its reasonable estimate of the service actually furnished for the full period during which the service was unauthorized.

6.36.010.2 The customer will be held liable for District's facilities located on their property which are tampered with regardless of who did the tampering.

6.36.010.3 The District may disconnect service without notice or refuse service, if the customer's actions or the condition of his/her premises is such as to indicate an intent to defraud the District.

6.36.010.4 In the event water service is disconnected due to unauthorized use of water, all costs associated with restoring water service to a property will be the responsibility of the customer or the party requesting to have the water service restored.

6.36.010.5 The customer is responsible to restore their service to its original state pursuant to the District's Policies and Water System Construction Standards prior to the District reconnecting service. The District will perform an inspection to verify the diversion has been corrected.

6.36.010.6 When the General Manager determines that a violation of California Penal and/or Civil Codes governing the unauthorized use of water with the intent to defraud, may have occurred, the General Manager shall contact the appropriate County District Attorney's Office, and inquire concerning the feasibility of filing criminal charges against the person or entity suspected of violating such Penal and/or Civil Code sections. If, after such inquiry, the General Manager determines that it is in the best interest of the District to file such criminal charges, and that there is a reasonable possibility of successful prosecution of any such person or entity, then the General Manager shall, on behalf of the District, file criminal charges with the appropriate District Attorney's Office.

CHAPTER 6.40

RESALE OF WATER

Section:

6.40.010 Resale of Water

6.40.010 Resale of Water

6.40.010.1 Customers shall not resell any of the water received from the District.

6.40.010.2 Customers shall not deliver water to premises other than those specified in the customer's application for service, unless written permission of the District is obtained in advance.

CHAPTER 6.44

FIRE PROTECTION

Sections:

6.44.010 General

6.44.020 Water Supply for Fire Suppression

6.44.030 Fire Sprinkler Service

6.44.010 General

6.44.010 The District is a purveyor of water and is not responsible in any manner for the provision of water supply or facilities for fire suppression or fire protection services. Such services are provided by the Truckee Fire Protection District.

6.44.010.1 Upon request, fire hydrants will be installed by the District or its designee at the expense of the owner or applicant requesting the hydrant.

6.44.010.2 No person or persons other than those designated and authorized by the Truckee Fire Protection District, or by the District, shall open any fire hydrant valve, or tamper with the hydrant in any manner.

6.44.020 Water Supply for Fire Suppression To the extent that the District is able to provide water for fire suppression to the Truckee Fire Protection District, it shall provide such water at no charge. Water provided to Truckee Fire Protection District properties for domestic and irrigation purposes shall be subject to the District's standard rates and charges.

6.44.030 Fire Sprinkler Service

6.44.030(A) The supply of water to individual customers through a combination domestic - fire sprinkler service is included within the customer's monthly bill for domestic water service.

6.44.030(B) Properties that are provided with a separate fire sprinkler service may be subject to a charge.

6.44.030(C) Customers shall make application to the District for the installation of fire sprinkler services. Such services shall be subject to District review and regulation. The installation of backflow prevention equipment and detector check meters is required for all fire sprinkler services.

CHAPTER 6.48

SERVICE LATERAL CONNECTIONS AND CUSTOMER FACILITIES

Sections:

- 6.48.010 Installation of Service Laterals**
- 6.48.020 Ownership of District Service Laterals**
- 6.48.030 Number and Sizing of Service Laterals**
- 6.48.040 Control Valves**
- 6.48.050 Customer's Facilities**
- 6.48.060 Water Leaks on Customer-Owned Facilities**
- 6.48.070 Right of Access**
- 6.48.080 Damage to District's Facilities**

6.48.010 Installation of Service Laterals

6.48.010.1 The District shall at the request and expense of any applicant, furnish and install service laterals of suitable capacity from a water main to a point to be determined by the District, between the existing or proposed curb line and the property line of the premises abutting upon a street or other thoroughfare, or along District's right-of-way or easement.

The service lateral, the meter, meter accessories and meter box are the property of the District and shall be maintained by the District and may be removed upon disconnection of service.

6.48.010.2 Only duly authorized employees or agents of the District are permitted to install service pipes from the District's main to the customer's point of service.

6.48.020 Ownership of District Service Laterals Depending upon the service type, a defined point of service will be determined by the District. The District is responsible for all service laterals up to this defined point of service.

6.48.030 Number and Sizing of Service Laterals Sizing of service laterals feeding a given location shall be determined by the District. The quantity of service laterals feeding a given location shall be determined by the District.

6.48.040 Control Valves The District shall install a suitable valve as close to the meter location as practical, the operation of which will control the entire supply from the service.

6.48.050 Customer's Facilities From the defined point of service, the customer shall, at his own risk and expense, furnish and install all equipment that may be required to receive, control, apply and utilize water service and shall be responsible for maintenance and repair of all piping.

6.48.060 Water Leaks on Customer-Owned Facilities The customer shall be responsible for the cost of all water lost due to leakage.

6.48.070 Right of Access The District or its duly authorized agents shall have at all reasonable times the right of ingress to and egress from the customer's premises for any purpose properly connected with water service.

6.48.080 Damage to District's Facilities The customer shall be liable for any damage to meters, meter boxes or other facilities owned by the District caused by an act of the customer or his tenants, employees, agents, contractors, licensees, or permittees including damage caused by freezing, steam, hot water, chemicals, or other factors outside the control of the District.

CHAPTER 6.50

HAZARDOUS MATERIALS

Section:

6.50.010 Handling Hazardous Materials

6.50.010 Please refer to the District Safety Manual for procedures for handling Hazardous Materials.

CHAPTER 6.52

METERING

Sections:

6.52.010	Residential Meters
6.52.020	Ownership of Meters and Meter Boxes
6.52.030	Access to Meters
6.52.040	Meters are Required
6.52.045	Submetering of Water for Resale
6.52.050	Standard of Accuracy
6.52.060	Tests
6.52.070	Meter Errors
6.52.080	Non-registering Meters
6.52.090	Meter Sizing

6.52.010 Residential Meters - The District began installation of water meters in 2009 to enable volumetric billing of customers.

For billing purposes, all meters located on the customer's premises will be billed separately and the readings thereof shall not be combined unless the District determines that a combined reading will result in operating convenience.

6.52.020 Ownership of Meters and Meter Boxes

6.52.020.1 All meters, meter boxes and related equipment installed by the District shall remain the property of the District, regardless of whether it is located on the customer's premises or not.

6.52.020.2 Customers shall exercise reasonable care to prevent such meters, meter boxes and other equipment from being damaged or destroyed and shall not tamper with such facilities. If any defect or failure of equipment is discovered by the customer, they shall promptly notify the District.

6.52.020.3 Customers shall not install facilities inside District-owned meter boxes except for a piping connection downstream of the meter. Any other customer-owned facilities such as shut-off valves, stop and drain valves, backflow devices, taps for irrigation piping or yard hydrants shall be located outside of District-owned boxes. Should the District become aware of inappropriate customer-owned facilities located within a District-owned box, the District shall notify the customer in writing and shall allow 30 calendar days for the customer to take corrective action to relocate the customer-owned facilities. If corrective action has not occurred within 30 days, the District reserves the right to perform any corrective action deemed appropriate by the District and to invoice the customer for the costs thereof.

6.52.020.4 Piping within District-owned meter boxes is often electrically isolated from the customer-owned service lateral. Customers shall not connect electric-resistance type

thawing equipment to piping within a meter box to thaw a frozen customer-owned service lateral.

6.52.020.5 Damage to District's Facilities The customer shall be liable for any damage to meters, meter boxes or other facilities owned by the District caused by an act of the customer or his tenants, employees, agents, contractors, licensees, or permittees including damage caused by freezing, steam, hot water, chemicals or other factors outside the control of the District.

6.52.030 Access to Meters Meters and related equipment may be installed by the District upon the customer's premises, in a location approved by the District. Such locations shall at all times be made accessible to District personnel, for meter reading, inspection and testing.

6.52.040 Meters are Required All new construction that is provided with water service for any purpose shall be equipped with a water meter. Installation of a detector check meter is acceptable for fire sprinkler services.

6.52.040.1 Number of Meters – Residential

For single-family residential housing, one meter per parcel is required. If there exists an outbuilding such as a garage, the property owner may install a second meter at his option. The second meter shall be subject to all appropriate Facility Fees and Connection Fees in effect at the time that the meter is installed. The existence of a small rental unit (mother-in-law quarters) that is approved and permitted by the governing land use agency (Nevada County, Placer County or Town of Truckee) shall not mandate the installation of a second meter. Installation of appropriate backflow equipment will be required.

For multi-family residential housing, one meter per parcel is required. For condominium units within a single structure, each individually owned unit shall have a separate meter. For apartments under the ownership of a single entity, a master meter serving all units, or separate meters serving individual units may be installed, at the option of the owner.

Multi-family residential housing is subject to the requirements of AB 1881.

6.52.040.2 Number of Meters – Non-Residential

For non-residential development that consists of units under single ownership that are rented to more than one party, a master meter serving all units, or separate meters serving individual units may be installed, at the option of the owner.

For non-residential condominiums within a single structure, the entire structure may be served with a single meter or separate meters serving individual units may be installed.

Non-residential development is subject to the requirements of AB 1881.

6.52.040.3 Number of Meters – Mixed-Use

For mixed-use development that consists of both residential and non-residential units, the residential units must be metered separately from the non-residential units.

For mixed-use development where all units are under single ownership and are rented to more than one party, a minimum of one master meter serving all residential units and a

second master meter serving all non-residential units is required. Separate meters serving each individual unit may be installed at the option of the owner.

For mixed-use development consisting of both residential and non-residential condominium units, a separate meter is required for each residential unit. The non-residential units may be served by either a master meter serving all non-residential units, or separate meters serving individual units may be installed.

Mixed-use development is subject to the requirements of AB 1881.

6.52.040.4 Number of Meters – Irrigation

AB 1881 requires that a separate irrigation meter be installed for all new developments with more than 5,000 square feet of irrigated landscaping. The project developer shall be required to complete a certification form identifying the amount of irrigated landscape within a project for the determination of whether a separate irrigation landscape meter is required. Separate irrigation meters are not required for detached single-family housing.

For multi-family residential, non-residential and mixed-use development under single ownership equipped with a master meter and with less than 5,000 square feet of irrigated landscaping, a separate landscape irrigation meter may be installed, or the irrigation system may be connected to the master meter at the owner's option.

For multi-family residential, non-residential and mixed-use development under single ownership equipped with individual meters and with less than 5,000 square feet of irrigated landscaping, a separate landscape irrigation meter may be installed, or the irrigation system may be connected to the master meter at the owner's option. If the irrigation system is connected to an individual unit, documentation of this fact shall be denoted in the lease and/or rental agreement governing the unit and shall be clearly understandable to the current renter and any potential renter of the property.

For multi-family residential, non-residential and mixed-use condominiums and with less than 5,000 square feet of irrigated landscaping, a separate landscape irrigation meter may be installed, or the irrigation system may be connected to a meter serving one of the individual units at the owner's option. If the irrigation system is connected to an individual unit, documentation of this fact shall be filed with the Nevada County Recorder's office such that it appears upon a title report and is clearly understandable to the current owner and any potential purchasers of the property.

6.52.040.5 Number of Meters – Use Conversions

In the event that a property owner requests a change in the type of use at a given location, the owner shall submit documentation to the District describing the proposed changes and any anticipated increase or decrease in water usage. The District may require that the owner install a different size meter based upon the information submitted. The District may also require the installation of additional backflow protection equipment.

In cases where a larger meter is required, the property owner shall be subject to the District's current Facility Fee and Connection Fee schedule for the new meter. The property

owner shall be given a credit for the current Facility Fee value of the old meter that will be removed.

In cases where a smaller meter is required, the property owner shall be subject to the District's current Connection Fee schedule for the new meter. The property owner shall not be subject to a Facility Fee. The property owner shall be given credit equal to the difference in the current Facility Fee value of the old meter that will be removed and the new meter that will be installed. That credit is non-refundable and is usable only towards future development or change in usage that occurs on the same property. The credit is not transferable to another site but may be transferred to a future owner of the same property.

6.52.040.6 Number of Meters – Condominium Conversions

In the event that a property owner requests a change in the type of ownership at a given location, the owner shall submit documentation to the District describing the proposed changes. The District will require that the property comply with all current requirements regarding account ownership and the number of meters serving a given location, including the payment of Facility Fees and Connection Fees. The property owner shall be given credit for the current Facility Fee value of the old meter that will be removed. The District may also require the installation of additional backflow protection equipment.

6.52.045 Sub-metering of Water for Resale Sub-metering for the purpose of allocating a combined water bill among individual units is not allowed.

6.52.050 Standard of Accuracy - Every meter shall be tested prior to its installation and no meter will be installed which has an error of more than 2 percent fast or slow. Factory testing performed by the meter manufacturer shall be acceptable for compliance with this requirement.

6.52.060 Tests Any customer may request that the District test the meter serving his premises. The customer shall deposit an amount sufficient to cover the reasonable cost of the test pursuant to the Miscellaneous Fee Schedule.

The customer shall be notified not less than five calendar days in advance of the time and place of the test, which shall thereafter be performed by a qualified meter testing facility. In the event that the meter is found to be more than 2 percent fast, the deposit will be refunded.

A written report giving the results of the test will be furnished the customer within ten calendar days of completion of the test.

6.52.070 Meter Errors

6.52.070.1 Where, in the opinion of the District, appropriate tests reveal that a meter is registering more than 2 percent fast, the District will refund to the customer the amount of the overcharge based on corrected meter readings for the period the meter was in use, not exceeding six months.

6.52.070.2 Where, in the opinion of the District, appropriate tests reveal that a meter is registering more than 5 percent slow, the District will bill the customer for the amount of the

undercharge based on corrected meter readings for the period the meter was in use, not exceeding six months.

6.52.080 Non-registering Meters Where the District determines that a meter is not properly measuring or has stopped measuring water consumption due to improper functioning of the meter or meter accessories, it may charge such customer for the period the meter was not functioning, provided, however, that such period shall not exceed six (6) months. Such charge shall be computed upon a comparison of prior consumption during a similar service period.

6.52.080.1 Where the District determines that a meter is not properly measuring water consumption due to any unauthorized person's actions, whether qualified or not, the service may be disconnected by the District. In accordance with California Penal and/or Civil Codes, the customer may be charged for the period the meter was not functioning. Such charge shall be computed upon an estimate of consumption based upon the customer's prior consumption during the same season in previous years or an estimate may be based on previous customer's consumption at the same location, during the same season of the year. Administrative costs shall also be charged to the customer by the District.

6.52.080.2 In the event water service is disconnected due to unauthorized use of water, all costs associated with restoring water service to a property will be the responsibility of the customer or the party requesting to have the water service restored.

6.52.080.3 Upon determination by the General Manager that a violation of California Penal and/or Civil Code sections having to do with unauthorized use of water with intent to defraud, tampering with water meter with intent to defraud, malicious interference or connection with the water line, and/or malicious interference or obstruction with the water line, refer to Chapter 6.36.

6.52.090 Meter Sizing For new construction, the developer shall submit to the District sufficient information regarding anticipated water demands such that the District can calculate the appropriate meter size. Sizing of meters shall be based on AWWA Standards.

CHAPTER 6.54

PROTECTION OF DISTRICT-OWNED FACILITIES

Sections:

6.54.010	General
6.54.020	Protection of Meter Boxes from Traffic Loading
6.54.030	Protection of Service Laterals and Mains from Freezing
6.54.040	Excessive Cover

6.54.010 General Any party that damages existing District-owned water facilities shall be responsible for the replacement or repair of the damaged facilities to the District's satisfaction.

Any party that undertakes actions that have a likelihood of causing damage to existing District-owned water facilities shall mitigate the potential for damage to the District's satisfaction.

6.54.020 Protection of Meter Boxes from Traffic Loading At the time of initial installation, the District shall make a determination whether traffic-rated meter boxes are required based upon the proposed improvements and the anticipated snow removal practices at the site.

Should any party make modifications such that non-traffic rated meter boxes are subjected to vehicular loading during normal conditions or snow removal, that party shall be responsible to replace the non-traffic rated meter boxes with traffic rated boxes. As alternative, bollards or similar protective measures may be installed to prevent vehicular loading on non-traffic rated meter boxes.

In such cases, the District shall notify the responsible party in writing and allow 30 calendar days for completion of the required modifications. If the responsible party fails to complete the required modifications within 30 days, the District may perform the required improvements and invoice the responsible party for the costs thereof.

6.54.030 Protection of Service Laterals and Mains from Freezing District water system facilities are constructed to a minimum depth to provide sufficient insulation and protection from freezing. No party shall perform grading or undertake improvements such that the soil cover or freeze protection of existing facilities is reduced.

Should the District determine that subsequent improvements have impacted the freeze protection of existing facilities, the District shall notify the responsible party in writing and require modifications such as restoration of the original grade or reconstruction/relocation of the existing facilities to sufficient depth. The District shall allow 30 calendar days for the responsible party to complete the required modifications. During the LRWQCB no soil disturbance period between October 15th and April 30th, the property owner will be given 30 days beginning May 1st to complete the required modifications. If the responsible party fails to complete the required modifications within 30 days, the District may perform the required improvements and invoice the property owner for the costs thereof.

6.54.040 Excessive Cover District water system facilities are constructed to a maximum depth to provide reasonable access during maintenance activities. No party shall perform grading or undertake improvements such that additional soil cover is added to existing District facilities without prior approval by the District.

Should the District determine that subsequent improvements have added additional soil cover and/or impacted the ability of the District to maintain its facilities, the District shall notify the responsible party in writing and require that modifications such as restoration of the original grade or reconstruction/relocation of the existing facilities to an acceptable

depth. The District shall allow 30 calendar days for the responsible party to complete the required modifications. If the property owner fails to complete the required modifications within 30 days, the District may perform the required improvements and invoice the responsible party for the costs thereof.

CHAPTER 6.56

BACKFLOW AND CROSS-CONNECTIONS

Sections:

6.56.010	Purpose
6.56.020	District Responsibilities
6.56.030	Customer Responsibilities
6.56.040	Protective Devices Required
6.56.050	Testing and Maintenance
6.56.060	Fees and Charges

6.56.010 **Purpose** The purpose of this policy is to:

1. Protect the District's potable water supply from the possibility of contamination or pollution by isolating within the customer's internal distribution system(s) or the customer's private water system(s) any contaminants or pollutants which could backflow into the public water systems.
2. Promote the elimination or control of existing cross-connections, actual or potential, between the customer's in-plant potable water system and non-potable water system, plumbing fixtures and industrial piping systems.
3. Provide for the maintenance of a continuing program of cross-connection control which will systematically and effectively prevent the contamination or pollution of all potable water systems.
4. The District shall have a backflow prevention and cross-connection control program which meets or exceeds all State and Federal rules and regulations.

6.56.020 **District Responsibilities** The District shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow of contaminants or pollutants through the water service connection. It is the responsibility of the District to evaluate the hazards beyond the service connection in a customer's water system to determine whether pollutants or contaminants are, or may be, handled on the customer's premises in such a manner as to possibly permit contamination of the public water system. The District has the right to disconnect service to any customer whose water system may potentially harm the public water system.

When a hazard or potential hazard to the public water system is found or suspected, the customer shall be required to install an approved backflow prevention assembly at each public water service connection to the premises in accordance with District rules and regulations. The District shall not be responsible for any loss or damage directly or indirectly resulting from or caused by the proper, improper or negligent installation, operations, use, repair or maintenance of, or interfering with, any protective device by any customer or any other person.

6.56.030 Customer Responsibilities

6.56.030.1 The customer shall be required to furnish and install, in a manner approved by the District, and keep in good working order and safe condition, any and all backflow prevention assemblies. All backflow prevention assemblies shall be owned and maintained by the customer.

6.56.030.2 All backflow prevention assemblies shall be tested at the time of installation and annually thereafter. In the event of high hazard installations, the District may require more frequent testing. Backflow prevention assemblies shall be tested by a certified backflow prevention assembly tester and test reports shall be submitted to the District.

6.56.030.3 In the event that a backflow prevention assembly is found to be damaged, defective or operating improperly, it shall be repaired or replaced by the customer.

6.56.030.4 The customer shall not bypass or render inoperative any backflow prevention assembly. If a backflow prevention assembly is temporarily removed for repair or other reason, the customer shall provide an approved backflow prevention assembly, tested by a certified backflow prevention assembly tester at the time of installation.

6.56.030.5 The customer is to maintain an adequate heat source to any backflow prevention assembly housings in order to prevent cold weather from affecting the operation of the assembly.

6.56.030.6 Once notified of the need to install a backflow prevention assembly, the customer shall immediately install such approved assembly at the customer's own expense. Failure, refusal or inability on the part of the customer to install, have tested and maintain said assembly shall constitute sufficient grounds for disconnection of water service to the premises until such requirements have been satisfactorily met.

6.56.040 Protective Devices Required The protection required to prevent backflow into the public water system shall be commensurate with the degree of hazard that exists on the customer's premises. The District shall determine the type of backflow prevention assembly.

6.56.050 Testing and Maintenance All backflow prevention assemblies shall be tested annually to assure proper operation. In instances where a hazard is deemed great enough, testing may be required at more frequent intervals. Such intervals shall be determined by the District. The customer shall bear all costs of device testing. The cost of any maintenance required as a result of inspections or testing is the responsibility of the customer.

Maintenance work shall be performed by private contract. Records of inspections, testing or repairs shall be kept by the District and made available to the appropriate regulatory agencies.

The District shall notify the customer when tests are required and supply the necessary test forms and instructions. These forms will be completed by the certified backflow-prevention tester and returned to the District by the date indicated.

If a device is found to be in non-compliance by inspection and/or testing, the customer shall be notified in writing. The customer shall correct any deficiency within 15 calendar days of notification, at which time the inspection shall be repeated. The District shall disconnect water service if a backflow prevention device has failed to be tested properly or properly maintained or installed. Notification of intent to terminate water service shall be commensurate with the hazard to public health and may be delivered to the tenant, owner, or both as the situation requires.

6.56.060 Fees and Charges Backflow prevention devices shall be subject to fees and charges to allow the District to recover the costs of administering the backflow prevention program. Such fees and charges shall be posted in a schedule approved by the District's Board of Director's.

CHAPTER 6.60

REPAIRS AND MAINTENANCE

Section:

6.60.010 Current and Ordinary Repairs and Maintenance

6.60.010 Current and Ordinary Repairs and Maintenance The District hereby construes the terms "all current and ordinary repairs" and "current and ordinary upkeep or maintenance," as contained in Public Contract Code Section 20205.2, to include the repair, upkeep and maintenance of the entire District water system, to allow for routine extension and expansion of District water facilities to meet the increased demand placed on the system by the growing needs of District customers, and to include minor and routine work which District staff is capable of performing. Such work shall include, but shall not be limited to, the following:

6.60.010.1 The installation of water taps and related work.

6.60.010.2 The installation of water street crossings.

6.60.010.3 The installation of equipment such as valves, pressure reducing devices, back flow prevention devices, and similar equipment.

6.60.010.4 Minor water line extensions such as that needed to complete a water loop system having a length of 500 feet or less.

The list set forth herein is not exclusive, and the District may determine that other similar types of work are included within the terms "current and ordinary repairs" and "current and ordinary upkeep or maintenance" as contained in Public Contract Code Section 20205.2.

Res. 2009-01 (1/7/09), Res 2010-09 (6/2/10)