

Coastside County Water District

766 Main Street, Half Moon Bay, California

General Regulations Regarding Water Service



December 2019

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A. *Application for Water Service*

Before water shall be supplied to any premises, the owner or user shall make application to the District, which shall be in writing, contain the name and address of the applicant, his relation to the property as owner, agent, tenant or otherwise, a general description of the property, the name of the street upon which the property fronts, the official house number assigned to the property and the uses for which the water is required.

B. *Water Service Deposit*

A cash deposit of such amount as the General Manager estimates will equal the applicant's bill for an average billing period, but in the minimum amount established by the District's Rate and Fee Schedule shall be required. Said deposit may be applied, without notice, to the payment of any water bill or other indebtedness which may become past due and owing to the District. Such deposit shall be replenished if it has been applied to the payment of any bill or indebtedness to the District, and any such amount shall constitute an additional indebtedness. The General Manager may, in his or her sole discretion, require the amount of such deposit to be increased, if a customer's average water consumption charges exceed the amount of such deposit, or if payments are repeatedly delinquent, or for other good cause, as determined in the discretion of the General Manager, as a condition of continued service. Any portion of a deposit in the possession of the District when the closing bill is paid, less the amount of any outstanding indebtedness, shall be refunded to the customer. On order of the Board of Directors, a deposit may be refunded to the customer, or the amount thereof reduced. No interest shall be paid on any amount deposited with the District pursuant to these rules

C. *Service Connection*

1. Upon receiving the application of the owner or user, upon his compliance with the other provisions of this resolution, and in the event that a service connection and meter has been installed to serve the property for which application for water has been made, then and in that event the water shall be turned on and no connection fee charged. In the event no service connection or meter has been installed, a service connection fee shall be charged according to the District's Rate and Fee Schedule.
2. All service connections and meters shall be and remain the properties of the District and shall not be altered or moved by anyone other than an authorized employee of the District. A service connection is defined as an assembly consisting of the District-owned pipeline from the water main to the outlet side of the water meter, the meter box, fittings, and water meter.
3. Said meters and service connections shall be maintained, repaired and renewed by the District when rendered unserviceable through ordinary wear and tear; but in the event that any replacement, repair or adjustment of any water service or meter shall be made necessary by the act or negligence of the customer, his family or employee, any expense connected with said adjustment, renewal or repair shall be charged to and collected from the customer. The District shall not be responsible for open or faulty fixtures or for broken or damaged pipes beyond the District meter. The District reserves the right to

determine the minimum size meter which the applicant may install based on area of property, anticipated water consumption or other means.

D. Rates and Charges

The rate schedule for the various water services rendered by the District has been established by separate resolution. Rates shall be charged in accordance with the terms of the District's Rate and Fee Schedule Resolution as it now exists or hereafter may be amended.

E. Extensions and Water System Improvements

Regulations regarding extensions of service and water system improvements have been established by separate resolution. All extensions of service and water system improvements shall be accomplished in accordance with the terms of said resolution as it now exists or hereafter may be amended.

F. Service Control Valve

The owner of the property to be served shall install a control valve on the pipe between the District meter and the first fixture outlet on the premises. When old premises to which a service pipe has previously been connected are being altered, such control valve shall be installed by the owner of the property if such is not already provided. Where any owner to be served or being served has also a separate and different water supply connected with pipes served by those of the District, he must make suitable provisions whereby water from such separate and different supply may not enter the mains of the District. For such purpose he must install and maintain a double check valve connection according to a plan approved by and satisfactory to the District.

G. Reserved

H. Meter Error Relief/Meter Error or Leak

Any customer that receives an unusually high water bill may request that the District test the meter through which water is being furnished to determine if it is leaking or incorrectly registering. If the Manager determines that the unusually high bill is attributable to a leak or other circumstance that exists on the customer's side of the meter, it shall remain the responsibility of the customer. If the meter is found to be leaking or incorrectly recording water usage, the meter shall be properly adjusted or replaced, and the water bill for the current month shall be adjusted accordingly. In rare cases, if a customer presents clear and convincing evidence satisfactory to the Manager that a leak was caused by circumstances beyond the customer's control and could not have been avoided by the exercise of reasonable care, and that appropriate measures have been taken to prevent similar future occurrences, then relief from an unusually high bill may be granted in the discretion of the Manager, provided that the amount of relief shall not exceed 25% of the difference between the amount of the high bill and the amount of the average of the prior years' bills, or \$500.00, whichever amount is less. The Manager's determination shall be final and not appealable to the Board of Directors.

I. Use of Hydrants

Fire hydrants connected to the main of the District are provided for the sole purpose of being used to furnish water to fight fires, shall be opened and used only by persons to fight fires and shall be opened and used only by persons authorized by the District in writing, the Half Moon Bay Fire District hereby being so authorized. In the event that the District authorizes one other than the Half Moon Bay Fire District to use any such hydrants or any other hydrant of the District for the purpose of securing water, said person shall furnish a deposit fixed by the District Manager sufficient to cover any water used or damage to the temporary meter connection from such fire hydrant or other hydrant at the time of the granting of such permission.

J. Bills and Payment

1. All water services are metered and all meters are read on either a monthly or a bi-monthly basis.
2. Bills are rendered monthly or bi-monthly and are mailed approximately fifteen (15) days after meter reading date. Customers may be billed on a bi-monthly or monthly basis depending on type of meter, customer class, service address, or water usage.
3. Periodic bills are due and payable on presentation. Twenty-five (25) days will be allowed after bills are mailed before the bill becomes delinquent.

K. Termination of Service

1. Residential Water Service Termination Policy (effective February 1, 2020)

Background: This policy is adopted to satisfy the Coastside County Water District's (District) obligations under California Government Code Section 60370 *et seq.*, California Public Utilities Code Section 10001 *et seq.* and Health and Safety Code Section 116900 *et seq.*, which govern the termination of certain utility service. Health and Safety Code Section 116900 *et seq.*, the Water Shutoff Protection Act enacted by SB 998, requires urban water suppliers and urban and community water systems, such as the District, to adopt a written policy regarding the discontinuation of residential service due to non-payment. The District can be contacted by phone at (650) 726-4405 to discuss options for averting discontinuation of water service for non-payment under the terms of this policy.

This policy will be available and posted on the District's website (www.coastsidewater.org) in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language that is spoken by at least 10% of the residents in the service area.

Payment for Residential Water Service: Every person receiving water service from the District is required to pay for such service within 25 calendar days of mailing of the statement or billing. Except as prohibited by statute, the District will have the right to discontinue water service for the failure to make complete and timely payment. The District will not discontinue residential service for nonpayment until the subject account has been delinquent for at least 60 calendar days.

Delinquency Notice Fee: If payment for a bill is not received by close of business on the 25th calendar day after the bill date, the account is considered “delinquent” and a Delinquency Notice Fee will be assessed as established in the District’s Rate and Fee Schedule.

Payment Arrangements: Any customer who is unable to pay for water service or any other fees assessed in accordance with the District’s Rate and Fee Schedule or this policy and within the normal payment period may request a payment arrangement to avoid disruption of service. The District will grant a payment arrangement or amortization plan as specified in this policy for any customer who does not already have an active payment arrangement or amortization plan.

Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and confirmed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the customer, not to exceed 12 months from date of the amortization agreement. The amortized payments may be combined with, and subject to the due date of, the customer’s future regular bills. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan.

A customer who enters into and abides by an amortization or payment arrangement plan shall not be considered delinquent. Failure to comply with the terms of an amortization or payment arrangement plan will result in the customer being considered delinquent. The customer will then be subject to disconnection once the account is delinquent for 60 calendar days and additional arrangements or extensions will not be available for any new delinquent balance, and the customer will not be granted future alternative payment arrangements until the delinquent balance has been paid. No less than 7 business days before disconnection, the District will make a good faith effort to contact the customer of pending disconnection by telephone, mail or email notice. In addition, a final Shut-Off Warning Notice will be provided by means of a door hanger delivered to the premises no less than 5 business days in advance of discontinuance of service.

Notifications: As required by law, the District will notify the customer that the account remains past due and further collection action will be forthcoming. The means of notification will be by phone, mail, or notification at the premises. The District assumes no responsibility for phone, mail or email contact information that has not been kept up to date by the customer.

Written Disconnection Notice: The District shall not discontinue water service for non-payment until payment by the customer has been delinquent for at least 60 calendar days. The District will make a reasonable, good faith effort to contact the customer in writing at least 7 business days before discontinuation of water service for non-payment. The Written Disconnection Notice will be mailed to the mailing address designated on the account and delivered or mailed to the service address, if different from the mailing address. The Written Disconnection Notice will include:

- Customer's name and address
- Amount that is past due
- Date by which payment or payment arrangements are required to avoid discontinuation of service
- Description of the process and procedure to apply for an amortization plan
- Description of the process to dispute or appeal a bill
- District's phone number and a web link to the District's Residential Water Termination Policy

Notice to Residential Tenants/Occupants in an Individually Metered Residence: The District will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 calendar days before water service is shut off. The written notice will advise the tenant/occupant that they have the right to become customers of the District without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at that address. In order for the tenant/occupant not to be charged for the delinquent amount, the tenant/occupant must provide verification of tenancy in the form of a rental agreement or proof of rent payments and verify that the delinquent account holder was the landlord, property manager, or other agent of the property

Notice to Tenants/Occupants in a Multi-Unit Complex Served through a Master Meter: The District will make a reasonable, good faith effort to inform the occupants, by means of written notice hung on the door of each residence, when the water service account is in arrears and subject to disconnection at least 15 calendar days before water service is shut off. The written notice will advise the tenant/occupant that they have the right to become customers of the District without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at the address(es) served by the master meter. If one or more of the occupants are willing and able to assume responsibility for the subsequent charges for water service to the satisfaction of the District, or if there is a physical means, legally available to the District, of selectively terminating service to those occupants who have not met the requirements for service, the District will make service available to the occupants who have met those requirements.

If the Written Disconnection Notice is returned through the mail as undeliverable,

the District will make a reasonable, good faith effort to contact the customer by phone, and to visit the residence and leave a notice of discontinuance for non-payment.

Shut-Off Warning Notice: The District will make a reasonable, good faith effort to notify the customer in advance of disconnection of water service for non-payment as set forth in this Policy. The last means of notification will be in the form of a door hanger (Shut-Off Warning Notice) delivered to the premises no less than 48 hours in advance of discontinuance of service. A Shut-Off Warning Notice Fee will be applied to an account for any such notice as established in the Rate and Fee Schedule.

Disconnection of Water Service: The District will disconnect water service by turning off and locking the meter.

Re-establishment of Service: In order to resume or continue service that has been disconnected for non-payment, the customer must pay a Reconnection Fee, as established in the Rate and Fee Schedule. The District will reconnect service as soon as practicable but, at a minimum, will restore service before the end of the next regular working day following payment of any past due amount and delinquent fees attributable to the termination of service. Water service that is turned on by any person other than District personnel or without District authorization may be subject to fines or additional charges or fees. Any damages that occur as a result of unauthorized restoration of service are the responsibility of the customer.

Re-establishment of Service After Business Hours: Service restored after 5:00 pm Monday through Friday, weekends, or holidays will be charged an outside of normal business hours Reconnection Fee, as established in the Rate and Fee Schedule.

Notification of Disposition of Returned Payment: Upon receipt of a returned check (or other payment method) taken as payment of water service or other charges, the account shall be returned to the District's delinquency process as though no attempt was made to pay the balance due. The District will make a reasonable, good faith effort to notify the customer by phone, mail, or e-mail of the returned item and the account's delinquency status. All amounts paid to redeem a returned check and to pay a returned check charge (as specified in the District's Rate and Fee schedule) must be in cash, credit card or certified funds.

Returned Payment for Previously Disconnected Service: In the event a customer tenders a non-negotiable check or a disputed credit card as payment to restore water service previously disconnected for non-payment and the District restores service, the District may promptly disconnect service without providing further notice. No notice of termination will be given in the case of a non-negotiable check or fraudulent credit card tendered for payment of water charges that were subject to discontinuance.

Disputed Bills: If a customer believes he or she was overcharged for residential water service or charged for residential water service not rendered, the customer may contest the amount due by notifying the District in writing no later than 35 calendar days

from the original issue date of the disputed bill. The District will evaluate the information provided by the customer and investigate the matter. The General Manager, or designee, shall make a decision based upon all the information and shall have the authority to adjust the amount due in a fair and equitable manner, if appropriate.

If the customer disagrees, the customer may, within 10 calendar days from the General Manager's decision, appeal the decision, in writing, to the Board of Directors. The Board of Directors will review the record and make a determination at its next regular Board of Directors meeting. The decision of the Board of Directors shall be final.

2. Non-Residential Water Service Termination

- a. The District shall notify all customers whose bills are delinquent: (1) that their service is subject to termination if the amount past due, plus a Delinquency Notice Fee in such amount as may be established by the District's Rate and Fee Schedule, is not paid within ten (10) days of mailing of the delinquency notice (the "Late Notice"); and (2) that if the correctness of the bill is disputed, a meeting with the General Manager or his designee to resolve the dispute may be requested.
- b. If the amount past due, plus Delinquency Notice Fees, have not been paid ten (10) days after the Late Notice referred to above is mailed, and the customer has not within that time indicated to the District that the bill is disputed, a final forty-eight (48) hour notice of termination shall be posted at the property receiving service and, if the amount past due and all late fees are not paid upon expiration of the forty-eight (48) hour final notice period, the service shall be discontinued. A Shut-Off Warning Notice fee (as established in the District's Rate and Fee Schedule) will be charged to the customer's account when the (48) hour shut-off notice due to non-payment is provided to the customer.
- c. If, within the ten day period referenced in Section a above, the District is notified of a dispute as to the bill, the General Manager or his designee shall investigate the matter and meet with the customer if desired. Service shall not be discontinued pending the outcome of this review. If the customer does not pay the amount determined to be due by the later to occur of: five days after notice of the General Manager's determination, or fifteen (15) days after the Late Notice, service may be discontinued.
- d. Amortization of an amount found to be due and owing shall be permitted only if the customer demonstrates that he or she is unable to pay the full amount immediately without undue personal hardship. Amortization, if permitted, shall not exceed four (4) months. All current bills must be paid in full together with the share of the amortized past due amount. .

- e. Service will not be terminated for failure to pay amounts due on Saturdays, Sundays, legal holidays or other times when the District business office is not open to the public.
- f. The customer will be charged a reconnection fee for restoration of discontinued service as established in the District's Rate and Fee Schedule.

L. Request for Reduction of Size of Existing Water Service Connection and Request for Shut-off

1. Request for Reduction of Size of Existing Water Service Connection.

- a. The owner of an improved parcel of property with an existing water service connection of three quarters of an inch (3/4") or larger may request that the District approve a reduction in the size of the existing water service connection. The request shall be on an application form provided by the District and shall be accompanied by the applicable fee for processing such applications.
- b. The owner shall authorize a representative of the District to physically inspect the property to determine whether the peak supply capacity of the requested smaller water service connection is sufficient to meet the peak demand of all plumbing fixtures installed at the property.
- c. The General Manager is delegated full authority to act on requests for reductions in connection size. However, he may approve such a request only if he is satisfied that the peak capacity of the requested smaller water service connection is sufficient to meet the peak demand of all plumbing fixtures installed at the property.
- d. The property owner shall pay to the District the actual cost of changing the water meter to a smaller size. In addition, the property owner shall be solely responsible for changing the plumbing at the meter box at the owner's side of the connection.
- e. If a well exists on the property, the owner shall install, or have installed, an approved backflow prevention device at the premises prior to the installation of a smaller water service connection.
- f. The water service capacity originally assigned to the parcel of property shall remain assigned to the property. The property owner, or subsequent property owners, may request that the original water service capacity be restored to the property. Such request shall be authorized by the District upon payment by the applicant of the applicable fees and rates in effect at the time the request is made.
- g. This section of the District's General Regulations does not authorize the transfer of all or any part of the capacity originally assigned to a parcel to be transferred to a different parcel upon approval of a request for connection downsizing.

2. Request for Shut-Off.

The District will shut-off water service to a premise upon request by the person in whose name the account is maintained. At the same time a reading of the meter will be taken and a closing bill rendered. The bi-monthly service charge shall apply, whether water is used or not, until the District has shut-off service.

M. Emergency Shut-Off

The District shall have the right to turn off the water from the mains or pipes of the system in case of emergency without notice. The customer shall shut off all lawn sprinklers or any steady flow of water he may be using whenever a large fire occurs in any portion of the District or at the request of the District.

N. No Private Turn-On/No Unauthorized Connection

1. It shall be unlawful for any person to turn on water after the same shall be turned off as herein provided. A penalty will be imposed for each violation of this provision as provided for in the District's Rate and Fee Schedule.
2. It shall be unlawful for any person to connect to the District's water pipes without authorization or consent from the District and without paying the full lawful charge therefore. Any person who commits, solicits, aids or abets such unauthorized connection may be liable for a civil penalty of \$1,000 and criminal penalties, or both.

Additionally, the District shall have the right to refuse future connection to the District's water pipes to any person who violates this provision.

Any water meter that has been altered, tampered with, or bypassed so as to cause no measurement or inaccurate measurement of water service will create an inference that this provision has been intentionally violated.

O. No Booster Device

The District hereby prohibits the attachment of any booster pump to a service on the customer's side of the meter and the use of any other method whereby the customer's share of available water through the main to which the meter is attached is increased beyond the amount which would otherwise normally be delivered through such meter without written permission of the District.

P. Penalty for Violation

For the failure of the customer to comply with all of this resolution or with the terms of any other ordinance, resolution or order of this District fixing rates and charges, a penalty for the violation of which has not heretofore been specifically fixed, the customer's service shall be discontinued and water shall not be supplied such customer until he shall have complied with the ordinance, resolution or order which he has violated or, in the event that he cannot comply with said

ordinance, resolution or order, until he shall have satisfied the District that in the future he will comply with all the rules and regulations established by this resolution and with all rates and charges of this District. In addition thereto, he shall pay the District a sum to be fixed by the District for renewal of his service.

Q. Lien for Amount Due

Water delivered to real property by the District shall be deemed an improvement to said real property, and the legal charge therefore shall constitute a lien thereon which shall only be discharged by payment thereof. All delinquent and unpaid charges that remain delinquent and unpaid for a period of sixty (60) days or more on July 1st on each year shall be satisfied in the manner provided for by Sections 31701, 31701.5 and 31701.6 of the California Water Code, as said provisions now exist or hereafter may be amended.

R. Description of Service

1. Supply

The District will endeavor to furnish, so far as is reasonably possible, but cannot guarantee, a continuous supply of water to the customer at a reasonable pressure at the District's water meter, and will endeavor to avoid any shortage or interruption in water service.

In the event that the District is unable to provide satisfactory water service by reason of insufficient or high pressure, inadequate volume of water or intermittent supply, the District shall not be liable to any customer for any damage or inconvenience that may occur as a result thereof. The District reserves the right to implement temporary emergency shut downs of the system due to operational difficulties, natural catastrophes and other causes which may prevent the provision of water service. The District, whenever it shall find it necessary or convenient for the purpose of making repairs or improvements to its system shall have the right temporarily to suspend delivery of water and it shall not be liable for any loss or damage occasioned thereby. Repairs or improvements will be implemented as rapidly as is practicable and, so far as possible, at such times as will cause the least inconvenience to the customer. Whenever possible, and as time permits, all customers affected will be notified prior to such shutdowns.

2. Quality of Water:

The District will endeavor to supply safe and potable water at all times; provided, however, the District specifically disclaims and gives no warranty, express or implied, as to merchantability, fitness for purpose, chemical composition, quality or any other matter of water supplied. The District assumes no responsibility for loss or damage, including but not limited to personal injury, property damage and loss of profits, because of the lack of merchantability, fitness for purpose, chemical composition or quality of water supplied. The District shall not be responsible for any loss or damage arising from leaks, breaks or corrosion in or to District facilities or non-District facilities as a result of the quality of water supplied.

3. Pressure:

Certain areas of the District have high pressure in the water distribution lines. Customers in such areas must install and maintain a pressure regulator in their water service line on their property prior to its entering a structure. The District assumes no liability for damage to property or injury to persons if such a device is not installed and properly maintained by the customer.

S. Fire Protection Service Connections

1. Definitions

a. **Fire Protection Service Connection:** A service connection which is utilized solely for fire protection and through which no water usage occurs except for fire fighting purposes. The service connection consists of the District-owned pipeline from the water main (or other District-owned pipeline) to the outlet side of the gate valve downstream of the detector check device. Fire protection devices which may be connected to a fire protection service connection are fire sprinklers, standpipes and privately-owned fire hydrants.

b. **Fire Protection Agency:** The Half Moon Bay Fire Protection District, the agency responsible for fire protection within the service area of the District.

c. **Detector Check Device:** An assembly consisting of a water meter and check valve which is utilized to measure the amount of water flowing through the fire protection service connection and to prevent flow of water in a reverse direction through the service connection.

d. **Applicant:** The person requesting installation of a fire protection service connection. The applicant shall be the owner of the parcel of land for which the fire protection service connection is being requested except as otherwise permitted by the District.

2. General Installation Requirements for Fire Protection Service Connections

a. Each service connection shall be installed with a minimum of one detector check device.

b. Each parcel of land shall be provided with a minimum of one detector check device.

c. Installation shall be in accordance with District Standard Installation Details. For installation requirements which differ from these standards, service connection design will be performed by the District Engineer, and the engineering costs incurred by the District will be billed to the applicant.

d. Installation shall normally be within a public right of way with the detector check device located adjacent to the applicant's property line as approved by the District. Service connection components located on private property shall be located within an easement approved by and granted to the District prior to installation.

e. Construction shall be performed by a contractor selected by the applicant, except that at locations where the District is installing a water service connection it will also install the fire protection service connection and charge the applicant the actual cost of the fire protection service connection installation on a time and materials basis (District installation will be limited

to sizes 3/4 inch through 1-1/2 inch). Construction shall be in conformance with District ordinances, resolutions, policies, procedures, standards, and rules and regulations.

f. The applicant is solely responsible for obtaining all permits required for the project and complying with all federal, state, county and municipal laws, ordinances and regulations.

g. The applicant is solely responsible for determining that the installation meets the fire service requirements of the Fire Protection Agency.

h. The applicant shall pay all project costs including District design, inspection and administration; construction; tests; permits; and other applicable charges and deposits imposed by the District and other agencies.

i. The applicant shall pay all costs of damage to the District distribution system or other District and private property caused by the applicant's contractor. The District reserves the right to perform repair work with its own personnel or by a contractor hired by the District, and to charge the applicant the costs of the repair work.

j. The fire protection system piping shall be in conformance with State and local cross connection requirements. Where required, the applicant shall install a backflow prevention device as required by cross connection regulations. No fire pumps shall be connected to the fire protection system piping without the written approval of the District.

3. Sizing of Fire Protection Service Connections

a. Each service connection shall be sized to provide adequate fire protection service in conformance with the requirements of the Fire Protection Agency. The applicant is solely responsible for determining that the installation meets these requirements. The size of service connections shall be determined by the procedure described below:

b. Step 1. The applicant or the applicant's fire protection consultant shall obtain from the District available information regarding water service capabilities at the location of the proposed service connection for design of the fire protection system. A copy of the water distribution system map is available for review or purchase at the District office. Static pressure at existing fire hydrants is available or may be obtained. Flow data for some existing fire hydrants is also available.

c. Step 2. The applicant shall submit the fire protection system design to the Fire Protection Agency for approval. The applicant shall obtain from the Fire Protection Agency a letter to the District stating the approved fire flow requirements including, but not limited to, fire flow rate and water pressure.

d. Step 3. The applicant shall file an application with the District (Application for Fire Hydrant or Detector Check Assembly Installation) complete with the required information regarding water service requirements. The size of the service connection shall be (1) as stated in the letter from the Fire Protection Agency, or (2) as determined by the District to meet the fire flow requirements as stated in the letter from the Fire Protection Agency.

4. Procedure for Processing Applications for Fire Protection Service Connections

- a. Following receipt of the application, the District will analyze the project requirements. The District by letter will forward to the applicant copies of the applicable installation details and list of approved materials, and it will authorize the applicant to proceed with the construction work.
- b. Construction shall be performed by a contractor selected by the applicant. The contractor shall hold a valid contractor's license in the State of California for performing underground water pipeline work.
- c. The contractor shall provide notice to the District a minimum of 72 hours before beginning construction. Inspection of the work shall be performed by the District, and no work shall be backfilled until it has been inspected and found acceptable by the District. Prior to final acceptance, leakage testing shall be satisfactorily completed by the contractor.
- d. Connections to District Water Mains. Unless otherwise permitted to the District, all connection to District water mains shall be "hot-tap" connections of the type not requiring the water main to be taken out of service. Contractors shall be permitted to perform "hot-tap" operations as follows:
 - (1) 1-1/2 Inch and Smaller. Any contractor possessing a valid contractor's license for underground water pipeline work will be permitted to perform "hot-tap" operations for taps within this size range.
 - (2) 2 Inch and Larger. All "hot-tap" operations for taps 2 inch size and larger shall be performed only by District-approved contractors. A list of approved contractors may be obtained from the District.
- e. After satisfactory completion of all work, the District will refund any remaining portion of the applicant's deposit after deducting all District cost. If District costs are higher than the applicant's deposit, the applicant shall pay this additional amount prior to acceptance of the project by the District and before use of the fire service connection facilities.

5. Ownership and Maintenance Responsibilities of Facilities

- a. The District shall own and maintain the service connection pipeline from the water main (or other District-owned pipeline) to the detector check device. The applicant will, upon request, execute and deliver a deed or other document conveying title to this pipeline to the District.
- b. The applicant shall own and maintain the detector check device and all downstream piping, appurtenances, and fire protection facilities. No water usage will be permitted except for fire fighting purposes. Following notification by the District of water usage being registered on the meter for non-firefighting purposes, the owner shall perform the required repair work to the fire protection system to stop all unauthorized water usage. No additional connections or modifications shall be permitted to the privately-owned fire protection facilities without the written approval of the District. Any such additional connections or modifications shall be in

conformance with District rules and regulations including the installation of a separate detector check device for each separate parcel of land.

T. Portable Meters

Portable meters may be issued in the discretion of the General Manager to accommodate construction related activities carried out within the District and for other purposes when good cause is shown. All portable meters shall be issued on a temporary basis only and may be recalled by the General Manager at any time. The General Manager shall designate the hydrants to which portable meters may be attached.

U. Transfer of Uninstalled Water Service Connection Rights

1. All water service connection rights that have not been physically installed are issued for use at specific property described in the application for such connections and/or in contracts for the purchase of such connections. In all cases, the transfer of all or a portion of water service connection rights shall comply with all of the requirements of this section. In no case shall water service connection rights be transferred until the District has approved the transfer in writing.
2. In order to obtain approval for the transfer of uninstalled water service connection rights, the owner(s) of the property to which the connection rights are assigned must submit an application on a form prescribed by the District. Transfer Application forms will be provided by the District. Complete applications will contain all of the following information:
 - a. Identification of the property to which the connection rights were originally assigned, by Assessor's Parcel Number, lot and block number, and street address;
 - b. Identification of the number and size of the existing service connection rights;
 - c. Identification of the number and size of service connection rights requested for transfer to other property. Service connection rights to be transferred must be in standard sizes of physical connections, e.g. 5/8" (20 gpm), 3/4" (30 gpm), 1" (50 gpm); Transfers of partial capacity (less than 20 gpm) must result in capacity that equates to a standard size connection.
 - d. Identification of the property to which the service connection rights are to be transferred, by Assessor's Parcel Number, lot and block number, and street address ("transferee property"). If the applicant proposes to transfer service connection rights from more than one transferor property or to more than one transferee property, a separate application must be completed for each physically separate transferor and transferee property.
 - e. Evidence of the current ownership of both properties, and evidence that all persons having any ownership interest in both properties (1) consent to the transfer of the service connection rights, and (2) acknowledge that the property will no longer be

entitled to water service or, as the case may be, will be entitled to fewer connections, once the connection rights are transferred. Also, all parties holding a recorded security interest in the applicant's property or the connection rights must be disclosed and evidence of their approval of the transfer must accompany the application;

f. Documentation from the planning agency of the City of Half Moon Bay or the County of San Mateo, as applicable, establishing that the property to which the service connection rights are proposed to be transferred is potentially developable;

g. An acknowledgement that, if a water distribution pipeline does not serve the new location, the cost of the required pipeline extension will be paid by the applicants;

h. Applicable fees for service connection transfers, and for service connection and meter removal and installation, if applicable.

i. In the case of requests to transfer service connection rights from a parcel which was included in an assessment district formed by the District to finance the construction of the Crystal Springs Water Supply Project, the applicant must provide the following:

(1) Evidence that the assessment levied on the property from which the service connection rights are to be transferred has been paid;

(2) Evidence that the property from which the service connection rights are to be transferred has not previously been included as a part of a recorded parcel map or final subdivision map which the District has signed, or for which the District has signed a subdivision agreement, or furnished a will serve commitment letter to a governmental agency, unless all parcels on the map will continue to have the right to a water service connection after the transfer.

j. A document, suitable for recording, and signed by all owners of the property notifying prospective purchasers that, as the case may be, all or a portion of the service connection rights have been transferred to another property and that the subject property is not entitled to water service through the service connection or, as the case may be, is entitled to reduced capacity, and authorizing the District to record the document.

3. Requests for Transfers of Service Connection Rights will not be approved in any of the following cases:

a. If the property to which the service connection rights were originally assigned is included in an assessment district formed by the District in connection with the construction of the Crystal Springs Water Supply Project, unless the owners of the property furnish all of the evidence and documents required by Section U.2.i.

b. If the service connection was for a land use classified as a "priority use" by the City of Half Moon Bay or San Mateo County Local Coastal Plan unless the use at the proposed new location also constitutes a priority land use, unless otherwise approved by said agencies.

- c. If the transferee property is outside the District’s boundaries.
 - d. If the transferee property is not developable, as determined by the City of Half Moon Bay or County of San Mateo, as applicable.
4. Requests to transfer service connection rights that comply with this Section shall be approved by the General Manager. An applicant may appeal the General Manager’s decision denying a transfer application to the Board of Directors. All appeals shall be in writing, and shall contain a brief explanation of the basis for the appeal. To be considered, appeals must be received at the District office within ten calendar days of the date that notice of denial is deposited in the United States Mail. In exceptional cases, the Board of Directors may approve a transfer which does not meet the requirements of Section U.3 or which is not accompanied by all of the materials specified in subsection U.2, other than those required by Subsection U.2.h, which must be provided in all cases. In such exceptional cases, the application shall be accompanied by evidence that the transfer shall result in a specific public benefit which justifies the transfer and which, as a whole, will result in the preservation of water resources (such as evidence that the transfer will facilitate the preservation of property from which the connection rights will be transferred as permanent open space).
5. Written notice of transfer shall be provided to all agencies that have been furnished with a “will serve” letter issued by the District indicating that water service is available to the original property.

V. Transfer of Installed Water Service Connections Prohibited

All water service connections are issued for use at a specific property. No portion of an installed water service connection may be used at a specific property. No portion of an installed water service connection may be used at any property other than that at which it is installed.

W. Backflow and Cross-Connection Control (Ordinance 2013-01)

1. Cross-Connection Control – General Policy

- a. **Purpose:** The purpose of this regulation is:
 - i. To protect the public potable water supply of the Coastside County Water District (District) from the possibility of contamination or pollution from backflow; and,
 - ii. To promote the elimination or control of existing cross connections, actual or potential, between the customer’s potable water system(s) and nonpotable water systems, plumbing fixtures, appliances, and industrial piping systems.

- b. **Authority:** These regulations are adopted pursuant to the State of California Code of Regulations, Title 17 Sections 7583 – 7605, inclusive (State Regulations). The State Regulations, as they may be amended or revised, are incorporated into these regulations by this reference, except to the extent the State Regulations conflict with these regulations, in which case these regulations will govern.
- c. **Policy:** No Non Residential Single Family water service connection or Single Family Residential service connection that have an auxiliary water supply, cross connection, or a risk of backflow or contamination to any premises shall be installed or maintained by the District unless the water supply is protected as required by State Regulations and this regulation. Service of water to any premises shall be discontinued by the District under the following circumstances: (1) if a backflow prevention assembly required by this regulation is not installed, tested, and maintained; (2) if it is found that a backflow prevention assembly has been removed or bypassed, or (3) if an unprotected cross connection exists on the premises. Service will not be restored until such conditions or defects are corrected.

2. *Definitions*

Words used in this regulation, unless the context requires otherwise, shall be as defined below.

- a. **Approved Tester** means a person who holds a current and valid AWWA (American Water Works Association) Backflow Prevention Assembly Testers Certification and is in good standing with the District to perform backflow prevention device testing within the District's distribution system in accordance with established procedures as found in the latest edition of the Manual of Cross-Connection Control published by the Foundation for Cross-Connection Control and Hydraulic Research, University of Southern California.
- b. **Auxiliary Water Supply** Any water supply on or available to the premises other than the approved water supply as delivered by the District to the service connection. This includes storage tanks where water quality may degrade, private wells, natural or ornamental ponds, streams, storm water, rain barrels, gray water, and the ocean.
- c. **Backflow** means the reverse flow of water or any other fluid or substance or any combination or any mixture thereof from the customer's system into District's water distribution system.
- d. **Backflow Prevention Assembly** means an assembly of a type and manufacture approved by the District which will prevent backflow into District's distribution system. The District will approve all backflow prevention assemblies that meet the American Water Works Association standards at the time the backflow prevention assembly is installed.

- i. Air Gap Separation. The term “air gap separation” means a physical break between a supply pipe and a receiving vessel. The air gap shall be at least double the diameter of the supply pipe measured vertically above the top rim of the vessel, in no case less than 1 inch.
 - ii. Double Check Valve Assembly. The term “double check valve assembly” means an assembly of at least two independently acting check valves including tightly closing shut-off valves on each side of the check valve assembly and test cocks available for testing the water tightness of each check valve.
 - iii. Reduced Pressure Principle Backflow Prevention Device (RP). The term “reduced pressure principle backflow prevention device” or “RP device”, means a device incorporating two or more check valves and an automatically operating differential relief valve located between the two checks, a tightly closing shut-off valve on each side of the check valve assembly, and equipped with necessary test cocks for testing.
- e. **Contamination** means a degradation of the quality of the potable water by any foreign substance which creates a hazard to the public health, or which may impair the usefulness or quality of the water.
 - f. **Cross-Connection** means any connection, link or channel between District’s water distribution system and an auxiliary water supply, a pipe or piping system, plumbing fixtures, appliance, container, receptacle, vessel or other devices that may allow for contaminated or used water or fluid, or any other substance of whatsoever nature other than the water supplied by District, to enter any part of District’s water distribution system.
 - g. **Customer** means any person or organization who receives water from the Coastside County Water District.
 - h. **Customer’s System** means the water piping system located immediately downstream from a meter or service connection.
 - i. **Detector Check** means a by-pass metering device that detects any leakage or unauthorized use of water from fire or automatic sprinkler systems.
 - j. **District** means Coastside County Water District.
 - k. **District’s Water Distribution System** means the water distribution system owned and operated by the District including the service connections to water mains, up to and including the water meter.
 - l. **General Manager** means the General Manager of the District or his authorized representative is invested with the authority and responsibility for the implementation

of an effective cross-connection control program and for the enforcement of the provisions of this regulation.

- m. Master Meter** means a metered service connection that services more than one residential, commercial, industrial, institutional, agricultural, or governmental unit.
- n. Multifamily Residential Service** means a service that supplies water through a master meter to a residential premises, 4-plex, apartment complex or trailer village.
- o. Non Single Family Residential Service** means all services that are not a Single Family Residential Service. This includes all mixed use, fire, commercial, agricultural, institutional, governmental, multifamily or industrial water services.
- p. Premises** means a parcel of land including all buildings and appurtenances located thereon.
- q. Service Connection** means the meter and water piping system connecting the customer's system with the District's water distribution system.
- r. Single Family Residential Service** means a service connection to a single family home or premises.
- s. Temporary Water Use** means water used from a fire hydrant or other source on a temporary basis and metered through a portable water meter.

3. *Requirements for Backflow Prevention Assemblies*

- a. Existing Service Connections:** Unless otherwise specified by the District, a backflow prevention assembly must be installed on all existing Non Single Family Residence service connections and on Single Family Residential service connections that have an auxiliary water supply, a cross connection, a storage tank or other risk of backflow or contamination by March 31, 2014. Single family residential service fewer than three stories tall with no health threats, auxiliary water supply, or a second District water service and are not under a master meter typically are exempt or qualify for a single check, non testable device to be installed as part of the meter change out program.
- b. New Service Connections:** A backflow prevention assembly must be installed on all new Non Single Family Residential Services and all new Single Family Residential water service connections that have an auxiliary water supply, a cross connection, or a risk of backflow or contamination. At the time an application for a new water service is made by a potential customer in accordance with procedures established by the District, the General Manager will review the application to determine the need for an approved, backflow prevention assembly on the customer's service. If

a backflow prevention assembly is not required, a single check must be installed on the downstream end of the water meter.

c. Upgrading of Existing Backflow Prevention Assemblies: An existing backflow prevention assembly that does not provide adequate protection for the degree of potential hazard from backflow or contamination shall be upgraded at customer's expense.

d. Commercial Fire Sprinkler Systems: All services to commercial fire sprinkler systems require backflow protection at the point of connection to the District's supply. The type of backflow protection required is based on the sprinkler system construction. For the purposes of this determination:

- i. Systems utilizing only the District's water supply will require at least a double check valve assembly.
- ii. Systems utilizing the District's water supply and that also contain chemical additives, on site water storage, auxiliary water supplies, or fire booster pumps, shall require an RP device.
- iii. Existing systems with a single detector check will not require retrofit.
- iv. The District, in addition to the Coastside Fire Protection District, shall review and approve all applications for construction or retrofit of commercial fire sprinkler systems.

e. Residential Fire Sprinkler Systems: All services to residential fire sprinkler systems require backflow protection at the point of connection to the District's supply. The type of backflow protection required is based on the sprinkler system construction. For the purposes of this determination:

- i. Systems utilizing only the District's water supply will require at least a single detector check assembly.
- ii. Systems utilizing the District's water supply and that also contain chemical additives, on site water storage, auxiliary water supplies, or fire booster pumps, shall require at least an RP device.
- iii. Existing systems with a single detector check will not require retrofit.

f. Construction and Temporary Water Use:

- i. Construction and temporary water use shall be metered and equipped with either an air gap separation or an RP device.

- ii. Inspection of air gap separation and testing of reduced pressure principle backflow prevention assemblies shall be a condition of temporary service and at the expense of the customer.

4. *Ownership of Backflow Prevention Assemblies*

Backflow prevention assemblies installed or upgraded by the customer shall remain the property of the customer. Customer shall be responsible for maintenance, inspection, and testing of backflow prevention assemblies as required herein.

5. *Maintenance, Inspection and Testing of Backflow Prevention Assemblies*

- a. Customer shall at all times maintain backflow prevention assemblies serving customer's premises in proper working order and provide for unobstructed access by District to the backflow prevention assemblies as a condition of continued water service.
- b. The customer's system must be open for inspection at all reasonable times to authorized representatives of the District to determine whether cross connections or other structural or sanitary hazards, including violations of these regulations, exist.
- c. If the customer allows the backflow certification to lapse, the water will be turned off 48 hours after the expiration of the backflow certification.
- d. Backflow prevention assemblies must be inspected and tested before a service is connected.
- e. District will send a courtesy notice to the customer of the annual backflow prevention assembly testing requirement. The Customer is responsible for the inspection and testing of backflow prevention assemblies. If the Customer does not provide the District with the backflow testing Certificate documenting that the backflow prevention assembly is working properly within 30 days of notification by the District of the need for testing, the District may contract for the testing and charge the Customer for the expense, or discontinue water service.
- f. Backflow prevention assemblies must pass an annual inspection or more frequently if the risk of contamination warrants it, by being inspected, tested, and certified by an Approved Tester.
- g. All expenses for installation, inspection, testing, repair and maintenance of backflow prevention assemblies shall be borne by the customer.

6. *Enforcement*

Water service to any premises may be discontinued by the District if the backflow prevention assemblies have not met the conditions set forth in this regulation or if the General Manager has determined that a situation exists which could cause contamination of the District's water distribution system. All backflow prevention assemblies that do not pass a backflow prevention assembly test must be repaired and in proper working order within thirty (30) days, or such shorter time period as the District determines to be necessary to minimize the risk of contamination. Service will not be restored until the General Manager has determined that the risk of contamination to the District's water distribution system has been corrected.

7. *Severability*

If any provision or part of this Ordinance is held to be invalid, or unenforceable in particular circumstances, such invalidity shall not affect the remainder of the Ordinance which shall continue to be of full force and effect and the Board declares this Ordinance to be severable for that purpose.

8. *Publication*

The General Manager is hereby directed to arrange for this Ordinance to be published in a newspaper of general circulation in the District within ten (10) days of its adoption.

X. *Severability*

If any section, subsection, sentence, clause or phrase of this Resolution is, for any reason, held to be invalid or unconstitutional by a court of competent jurisdiction, such a decision shall not affect the validity of the remaining portions of the Resolution. The Board of Directors of the COASTSIDE COUNTY WATER DISTRICT hereby declares that it would have passed this Resolution by section, subsection, clause and phrase thereof, irrespective of the fact that any one or more other sections, subsections, sentences, clauses or phrases be declared invalid or unconstitutional.

Derivation Table

A	Res. 437
B	Res. 437, Res. 552, Res. 658, 2004-13
C	Res. 437, Res. 730
D	Res. 437
E	Res. 437
F	Res. 437
G	Res. 536, Res. 673, Res. 713, Res. 730, Res. 2018-09
H	Res. 437, Res. 658, Res 2006-23
I	Res. 437
J	Res. 552, 2015-07, 2016-08
K	Res. 552, Res. 652, Res. 658, 2004-13, 2015-07, 2019-07
L	Res. 850
M	Res. 437
N	Res. 437, Res. 825, 2015-07
O	Res. 437
P	Res. 437
Q	Res. 437
R	Res. 713
S	Res. 831
T	Res. 554
U	Res. 702, Res. 705, Res. 717, Res. 858, Res. 881, Res. 2001-08, Res. 2002-17, Res. 2003-19
V	Res. 855, Res. 881, Res. 910, Res. 2001-08
W	Res. 880, Res. 2001-08 (Appealed section) - - New Section Incorporated with Res. 2004-15, Ordinance 2013-01
X	Res. 437