Weott Community

Service District's

ORDINANCES

Recommendation to Adopt:

All Adopted:

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# Introduction

Welcome to Weott Community Services District; Providing water and sewer to the community of Weott. The WCSD was formed in\_\_\_\_\_\_\_\_. The board of the WCSD is an independent special district that is governed by five Board of Director positions, all elected residents of Weott.

The purpose of these ordinances is to provide fair guidelines to all customers and supply a reference guide to all public and board members. Each individual situation may require additional evaluation by the Board.

These ordinances supersede previous ordinances.

# 1.0 definitions

This ordinance defines the actions meant by the terms new hook-up, shut-off, turn on, bulk water, inactive meter, and terminate.

## 1.1 NEW HOOK-UP/CONNECTIONS

Means the new establishment of a physical connection of a user to the WCSD water distribution system in-accordance-with all current requirements of the WCSD.

## 1.2 SHUT OFF

Means the turning off, by physical closing of valves, the flow of water from the WCSD distribution system to the customer. Reasons a meter may be shut off include, but are not limited to, a request for an inactive service, or an outstanding balance on the account.

## 1.3 turn on

Means to turn on (by physically opening the valves) the flow of water from the WCSD distribution system to the customer after the hook-up was shut off.

## 1.4 Bulk Water

Water sold through a temporary hookup, usually a fire hydrant. Bulk water can only be used within the district boundaries, with the exception of emergency delivery for residential use in the Weott CSD area, reviewed on a case by case basis and per discretion of the WCSD.

## 1.5 Inactive Meter

An inactive meter is a meter temporarily shut-off or disconnected. Must submit in writing and have balance current to continue inactive charge.

## 1.6 Terminate

Means to permanently cancel service with the WCSD. To initiate service again the customer would need to apply for a new hook-up. New hook-up fees would apply. Termination may include the physical removal of the meter and components of hook up.

# 2.0 RATES AND FEES

## 2.1 Base Charges & Usage Rates

WCSD rates are based on the cost of providing the service.

WCSD water rates contain two components:

1. Fixed charges: these monthly charges remain constant, regardless of the quantity used by the customer. Fixed charges are based on the WCSD’s fixed costs.
2. Variable charges: these monthly charges vary with the customer’s water usage. Variable charges are based on the WCSD’s variable costs.

WCSD wastewater rates are a flat rate of fixed costs.

## 2.1.1 Fixed Monthly Base Charge

The fixed monthly water charge shall be according to meter size and does not include any water. This is a monthly charge and is due each month regardless of water use.

The fixed monthly charge varies by water meter size:

¾” 1 1/2” 3” .

1” 2” 4” .

The district does not offer any other size meters

## 2.1.2 Variable monthly water Usage Rate

WCSD water rates:

WCSD wastewater rates:

## 2.1.3 Inactive Meter

Inactive meters will be charged 1/3 of the monthly Base Charge of the wastewater and water rates. To be eligible for this reduced “Inactive Meter” charge, the customer’s account must be current and request it in writing.

## 2.1.4 Bulk water

Bulk water rates shall be $55 per 1000.00 gallons. The monthly billing cycle is defined as the 1st to the end of that month.

## 2.2Fees

## 2.2.1 Late payment

$10 monthly interest charged when a customer’s monthly bill is not paid in full by the next billing cycle.

$50 +0.5% monthly interest charged when customer has not paid for new hook-up charges.

### 2.2.2 Copies

$.25/page

### 2.2.3 New hook-up

$ payable upon application for service, plus all costs related to engineering and construction, payable before connection is completed, unless a payment plan is agreed upon, of no more than four months without board approval.

### 2.2.4 Turn-On

$25

### 2.2.5 TERMINATE

$50

### 2.2.6 Shut off

1/3 of the monthly base charges will continue to be billed each month for customer’s whose connections are inactive per section 1.0 Definitions. The full base rate will be charged monthly for customers whose connections were shut off involuntarily.

## 2.2.7 Deposits

Each tenant who’s connections are turned on (due to new hook-up or reactivation of delinquent account) will be billed a $100 deposit, which will be applied to their bill after 12 months of on-time payments. Property owners are not charged deposits.

## 2.2.8 Liens & Collections

If a Lien is filed on your property because of non-payment, a fee of $125 will be added.

When the WCSD starts legal action for the collection of charges of fees, the customer will be charged for those costs, regardless as to who prevails in the legal action.

If payment is not made and connections are shut off for three months a lien may be placed on the customer’s property.

If the debt is not paid after a year the hook up is terminated and new hook up fees are required, as well as all outstanding debt paid, in order to restore service.

## 2.2.9 Returned Check Fee

$35.00

## 2.3. Renters

By connecting to the WCSD water and wastewater system, the landlord assumes responsibility for the water charges of tenants. Landlords will receive monthly water bills as well as tenants. Landlords will be notified of any 10 day shut off notices.

## 2.4. Annexation

The district can not serve water outside its boundaries, with the exception of emergency, residential delivery as defined in section 1.4 Bulk Water. Should a customer outside the district wish to connect to the district, the customer will:

* Apply for annexation with the WCSD
* Upon approval of the WCSD board, apply for Humboldt County LAFCO to expand the district.
* Pay for all LAFCO fees and studies
* Upon approval of LAFCO, pay WCSD Hook-Up fees as per section 4 of these ordinances.

# 3.0 DELINQUENT ACCOUNTS

## 3.1 delinquency

Accounts are due upon receipt, and considered delinquent when not paid in full by the next billing cycle.

## 3.2 10-Day Shut-Off Notice

After an account is 60 days delinquent a 10-day water-shut off notice will be given to the customer to pay full amount due. The property owner is ultimately responsible for payment if tenants do not pay (Payment plans are available).

## 3.3 Payment Plans

Payment plans are available.

Staff has the authority to negotiate a payment plan, within the following terms:

* Term will be no more than 4 months.
* Half the balance must be paid in full. The other half enters into the payment plan.
* Customers must pay the current bill, plus the amount stipulated in the payment plan, monthly.
* When terms are not followed by the customer, the procedure in 3.2 will be followed and full balance is due within 10 days.
* Agreement must be in writing.

# 4.0 NEW HOOK-UPS

## 4.1 Service connections

Each parcel must be provided with separate service connections. Two or more buildings under same ownership and on the same lot or parcel may be supplied through the same service connections but will be charged based on the number of dwelling units on the parcel.

Multiple service connections for a single parcel, with a single owner, are allowed per discretion of the WCSD staff but new hook up connection fees will apply.

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## 4.2 Divided Property

When property provided with a service connection is divided, the new parcel will need to purchase a new hook-up. All new hook-up fees apply.

When a parcel is subdivided, the new hook-up fee is payable for each newly created parcel—to be paid before recordation of the parcel map or subdivision map.

*Example:*

*When a parcel is split in two parcels, one new hook-up fee is due before recordation of the split.*

*When a parcel is subdivided in 10 parcels, 9 new hook-up fees are due before recordation of the subdivision.*

New hook-up fees will only be charged once, at the time the parcel is first subdivided. All subsequent connections will either be reconnections (involves installation) or reactivations (involves activating the connections), as defined in Section 1 of these Ordinances.

## 4.3 Application

A property owner or his/her authorized agent may make an application for services. (See application form). The applicant must agree to share and share alike in water use reductions, should drought year(s) mandate a reduction in water use.

The WCSD is not currently requiring to see any building, trailer, or septic permits.

An application for service will not be honored unless payment in full has been made for services previously rendered to the applicant on all accounts, including annexation and new hook-up costs.

## 4.4 Size and Location

The District reserves the right to determine the size of service connections and their locations with respect to the boundaries of the premises to be served. Installation of a customer's connection lines should not be done until the WCSD connections have been installed. The WCSD staff must determine if the infrastructure will support new hookups and meter size being requested.

## 4.5 Maintenance of Service Connections

The District will maintain the service lines from the water and wastewater mains to the meter. This includes the meter and meter box. All pipes and fixtures extending or lying on the customer’s side of the meter, shall be installed and maintained by the owner of the property.

Problems with pressure, line size, meter size, etc., may be discussed with the General Manager for better service by the District.

It is a punishable offense to tamper with or alter any part of the public water system from a meter back to the original water source owned by the WCSD. Legal action will be taken by the WCSD or the State of California. A fine of $500, water lost, and employees hours will be assessed for first time offense. $1500, water lost, employee hours, and legal action taken will be assessed for second offense. Third offense will result in connection termination. New connection fees will apply to reconnect to the district's system.

The meter location is to be near the customer's property line, but in the public right-of-way, and where is accessible, at the discretion of WCSD.

## 4.6 Water shut off

## 4.6.1 Customer requested

If a customer would like to have their connections temporarily shut off at the meter for any reason they need to contact the WCSD staff.

If the customer wants their connections permanently terminated it must be requested in writing and submitted to the Board. To re-establish service the customer will have to apply for a new hook-up.

## 4.6.2 WCSD requested

The WCSD reserves the right to terminate a connection for non-payment of charges or fees, or for any violation of any WCSD ordinances.

## 4.7 Moratorium

When a moratorium is in effect no new hookups will be allowed until there is objective evidence that sufficient water is available from district sources to provide water required by the new hookup. Moratoriums can be implemented on the whole system, or for a specific pressure zone.

All customers must share and share alike in water use reductions should drought year(s) mandate a reduction in water use. During drought year(s) customers that are not sharing in water reductions may be shut off until the next meter reading cycle. If the customer has their own personal storage tanks, they can hire, at their own expense, a bulk water delivery company to haul water to their home.

# 5.0 SHARING WATER ACROSS PARCELS

Water from a single meter may not be shared across parcels, except as specified in section 6.2 Interruptions of Service.

A service connection shall not be used to supply adjoining property of a different owner or to supply property of the same owner on a different parcel. Each parcel must have its own hook-ups. Parcels outside the district can not be served with WCSD water.

Customers who share hook-ups across parcels will be charged 1000.00 fine for the first offense and $10,000 the second offense

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## 5.1 water theft

Customers who steal water from the WCSD, or other customers (must have undeniable proof) will be charged $1000.00 fine for the first offense and $10,000 the second offense. Authorities will also be called. All unauthorized customers involved in allowing water to be shared across parcels will be charged these same fees.

# 6.0 PCSD RESPONSIBILITIES

## 6.1 Road maintenance

The WCSD will take financial responsibility for damage done directly to the roads due to water leaks from the WCSD water system and will repair to original or better condition at discretion of the WCSD. Damage done to the road from alternate water sources or leaks from a customer's side of the meter is not WCSD's responsibility. WCSD will pay their fair share of road dues to maintain roads that they own real property and easements on. Details will be reviewed case by case and must be pre-approved by the Board.

## 6.2 Interruptions in Service

The District shall not be liable for damage that may result from an interruption in service from a cause beyond the control of the District.

Should the WCSD not be able to deliver the amount of water requested by the customer, the WCSD is not responsible and will not reimburse the customer for outside water purchases.

If the WCSD is not able to deliver water through its regular system for three or more days, and the customer has their own personal storage tanks, the WCSD may contract and pay a bulk delivery truck to haul water to the customer, depending on the WCSD financial status. The water will be billed to the customer as regular monthly usage. If a customer does not have their own personal storage tanks, the WCSD operator can run a (metered) line across parcels for temporary use until the problem is resolved. The amount of water transferred to the customer will be added to their regular monthly usage.

## 6.3 Ingress and Egress

Representatives from the District shall have the right of ingress and egress to the customer's premises at reasonable hours for any purpose connected with the furnishing of water service. Representatives from the district will attempt to contact the customer first.

50 feet in both directions from the water main must be clear of any trailers, new construction, or debris that is not immediately movable for safety and repair access.

## 6.4 Demarcation

The WCSD’s responsibility ends at the customer’s side of the meter.

# 7.0 BILLING

## 7.1 Billing Period

The regular billing period will be monthly. Bills will be sent within 15 days of meter readings.

## 7.2 Meter Readings

Meters will be read +/- 3 days from the 27th of every month.

## 7.3 Opening and Closing Bills

Opening and closing bills for less than the normal billing period shall be prorated as to quantity used.

## 7.4 Billing of Separate Meters

Separate bills will be rendered for each meter installation.

## 7.5 Payment of Bills

Bills for water service shall be rendered at the end of each billing period. Bills shall be payable on presentation and if not paid by the next billing period, shall bear a late charge.

If paying for multiple accounts it must be specified on the memo of the check or money order, otherwise it will be up to WCSD staff to apply the payment.

Any payment received will first be applied to late charges and interest, then to the oldest invoice.