

DIABLO WATER DISTRICT
REGULATION NO. 1
RATES AND CHARGES FOR WATER SERVICE

Section 1A Monthly Service Charge

A monthly service charge shall be paid for each connection to the District's domestic water service system, except as provided in hereafter as follows:

<u>Size of Meter</u>	<u>Service Charge</u>
5/8" x 3/4"	\$ 17.52
1" *	43.80
1 1/2"	87.60
2"	140.16
3"	262.80
4"	438.00
6"	876.00
8"	1,401.60
10"	2,014.80
12"	3,766.80
14"	5,606.40
16"	8,024.13

- * The monthly service charge for a one (1) inch meter for residential services which is made necessary for the installation of a fire sprinkler system shall be the same as the charge for a five-eighth (5/8) inch meter for one- and two-family residential systems, for either new construction or retrofit.

Section 1B.

A monthly service charge, payable bimonthly, shall be charged to customers of the Knightsen Water System, formerly customers of the County of Contra Costa, hereinafter to be known as “M-25”, as follows:

<u>Size of Meter</u>	<u>Service Charge</u>
5/8"	\$ 74.09
1" *	103.73
1 1/2"	133.36
2"	214.86
3"	815.00

Said customers shall also be subject to Sections 3, 4, 5, and 6 of Regulation No. 1.

Section 1C.

An annual services charge of \$1,154.00 shall be charged to all customers of service area M-26 to be billed and collected through the real property tax statements for each property.

Section 1D.

An annual service charge of \$301.00 shall be charged to all customers of service area M-27 to be billed and collected through the real property tax statements of each property.

Section 1E.

A monthly service charge shall be paid for each connection to the District’s well water system for irrigation and lake fill within Subdivision 7562 as follows:

<u>Size of Meter</u>	<u>Service Charge</u>
5/8" x 3/4"	\$3.46
1"	\$8.65
1-1/2"	\$17.29
2"	\$27.67
3"	\$51.88
4"	\$86.47
6"	\$172.94
8"	\$276.70
10"	\$397.76
12"	\$743.63
14"	\$1,106.80
16"	\$1,584.11

Section 2. Quantity Charge

A quantity charge shall be paid for all water delivered by the District as follows:

- a. For all uses of water except as specified in (b) and (c) below: \$3.40 per hundred cubic feet for the first 8 hundred cubic feet of water used in a billing period and \$3.80 per hundred cubic feet for water used over 8 hundred cubic feet in a billing period.
- b. For well water used within the boundaries of Subdivision 7562, Contra Costa County, for irrigation and lake fill: \$0.98 per hundred cubic feet.
- c. For well water used within the boundaries of M-25 and M-27 for construction: \$0.84 per hundred cubic feet.

Section 3. Payment of Charges

a. Methods of Payment

Payment for water service shall be by check, money order, cashier's check, MASTERCARD, VISA, cash (with not more than \$10 in coin or limited to one roll of each coin denomination per bill), on-line bill payment through customer's bank, auto withdrawal from customer's checking or savings account, or other method that may be approved by the General Manager. Third party checks will not be accepted for payment of water service. Customers paying via credit, debit, ACH or other means that results in a merchant or transaction fee from a third party are responsible for paying the associated fee.

b. Delinquent Accounts

Payment for water service is due upon receipt. If a bill is not paid by the sixtieth day after the bill date, the bill is considered delinquent therefore, five percent of the amount of the bill shall be added to the bill; and the same percentage shall be added on the same day of each month thereafter that the bill remains unpaid.

c. Trip Charges

Thirty dollars (\$30) shall be added to the bill each time an employee of the District calls at the location of the service or the customer's address for the purpose of giving notice of the District's intent to disconnect the service for non-payment of charges, or to disconnect or reconnect the service. During normal working hours, if a field employee makes a trip to the customer's address to turn off or turn on the service for the customer to perform emergency repairs more than one (1) turn-off and one (1) turn-on service trip over the course of seven (7)

consecutive days, thirty dollars (\$30) will be charged and added to the bill for each additional trip.

Emergency repairs afterhours shall be at no cost to the customer up to one (1) turn-off and one (1) turn-on trip over the course of seven (7) consecutive days. Additional trips will be subject to a call out charge of \$100 per trip. If an afterhours trip requires an additional visit within the same (2) two-hour time window, only one trip charge shall be billed to the customer's account.

Section 4. Charge for Insufficient Funds

If any attempted payment tendered to the District for water service is not honored by the bank or credit card company, a charge of \$25 shall be added to the customer's account.

Section 5. Charge for Connection or Disconnection of Service

New water service will be connected or disconnected at the request of a customer during regular business hours without charge, provided the request is received prior to 4:00 p.m. on a business day and subject to the provisions of Section 3 (b) hereof. If a customer requests a new connection or disconnection of water service be made after the regular business hours of field personnel, the District will do so for a charge of \$100.

Section 6. Security Deposits

(a.1) At the time application is made to the District for water service by a property owner, a \$100 security deposit shall be charged to the customer on the customer's first bill for water service. At the time application is made to the District for water service by a

tenant, a \$200 security deposit will be split in half, \$100 due at the time the application is submitted and the other \$100 shall be charged to the customer on the customer's first bill for water service.

(a.2) At the time application is made to the District for water service by someone who is not the property owner or tenant of the service location or had previously left the District with monies owed to the District, a security deposit shall be paid by either cashier's check, money order, cash or credit card before the water service is turned on.

(b) The amount of the deposit shall be two times the customer's monthly bill for water service as estimated by the District, but not less than \$100 for property owners and \$200 for tenants.

(c) The District may apply the security deposit to any account owing by the depositor to the District that is delinquent for more than 30 days. The customer's account shall be charged the amount required to replenish the security deposit to two times the customer's average monthly water bill, but not less than \$100 for property owners and \$200 for tenants.

(d) If during any consecutive twelve months more than one notice of disconnection has been delivered by the District to a customer, the customer's credit shall be deemed to be unsatisfactory and the District may charge the customer's account for a security deposit, or an increase in an existing security deposit, equal to \$100 for property owners and \$200 for tenants, or two times the customer's monthly bill for water service, whichever is greater.

(e) A property owner's credit shall be deemed to be satisfactory if during any twelve consecutive months not more than one notice of delinquency in payment of an amount due the District has been delivered by the District to the property owner. Thirteen months after a service is connected the District shall review the property owner's service account for the previous twelve months and if during said period not more than one such notice has been delivered to the property owner, the property owner's security deposit shall be refunded to them by a credit or credits on their account. Thirteen months after each of said notices is delivered to the property owner the District shall review the property owner's service account for the previous twelve months and if during said period not more than one such notice has been delivered to the property owner, the property owner's security deposit shall be refunded to them by a credit or credits.

(f) Upon termination of service and full payment of all accounts owed by the customer to the District, any balance of the security deposit shall be refunded to the customer.

(g) If a customer moves from one location to another in the District no new or additional security deposit shall be required for service at the new location. Any security deposit with the District for the original location shall be transferred to the new location.

(h) No interest shall accrue or be paid on any security deposit.

Section 7. Adjustment of Charge Due to Leak

(a) The billing of a customer's charge for excessive water delivered caused by a leak or mechanical malfunction will be adjusted as set forth herein provided that each of the following conditions is met:

- first: that the customer's meter has been and is operating accurately;
- second: that there is no evidence that the excessive water delivery was caused by an intentional or negligent act of the customer;
- third: that upon becoming aware of the excessive water delivery the customer promptly takes reasonable action to discover the cause and to correct it;
and
- fourth: that the customer notified the District of the excessive charge.

(b) A customer shall have up to six months from when a leak occurred to write a letter to the District to request an adjustment due to the leak. In order to receive an adjustment, the letter must include the following information:

- first: what happened to cause the excess water usage;
- second: what dates the excess water usage occurred; and
- third: what the customer did to correct the leak, including any copies of invoices or receipts to make the repairs.

If the District determines that the quantity of water delivered to a customer exceeds the customer's normal use of water, the monthly water bill by which the customer first became aware of the excessive charge shall be reduced by one half the difference between said bill and the customer's bill from the same month of the previous year. If the customer does not have a usage history from the previous year, then the amount of excessive use shall be determined by the District by using the billing periods that are available or any other means considered to be applicable by the General Manager or his designee. A reduction shall be credited to the customer's account.

(c) No more than one water bill shall be adjusted among any 12 consecutive bills.

Section 8. Discount of Monthly Service Charge for Senior and Disabled Customers

(a) The Monthly Service Charge for residential water service for senior or disabled customers shall be discounted by twenty five percent (25 %) subject to the conditions set forth herein. The residential water service must be for a single-family dwelling unit occupied by the customer and must be furnished through a meter not larger than one inch.

(b) To be eligible for a water charge discount, the customer in whose name the water service is registered with the District must be 62 years of age or older, or be permanently and totally disabled, and must have a total annual household income of less than \$46,000.

(c) Applicants for the senior discount must prove age by a birth certificate, Medicare cards, or a Social Security certificate. Applicants for a discount for disability must have been determined to be permanently and totally disabled as proven by documentation from the Social Security Administration, the State Disability Program, or a qualified private disability insurance program.

Amendments

Resolution 2020-15 Section 1D Amended 7-22-2020 Effective 8-1/2020	Sections 1A and 2 Amended 1-20-16 Effective 2-1-16	Amended 9-26-12 Effective 9-26-12
Resolution 2020-10 Section 3 (a) Amended 4-22-2020 Effective 4-22-2020	Section 1B Amended 7-22-15 Effective 8-1-15	Section 1B and 1C Amended 7-25-12 Effective 8-1-12
Resolution 2020-01 Sections 1A and 1E And Section 2 Amended 1-22-2020 Effective 2-1-2020	Section 2 Amended 6-17-15 Effective 6-18-15	Section 4 Amended 5-22-12 Effective 5-22-12
Section 1D Amended 7-24-19 Effective 8-1-19	Sections 1A and 2 Amended 1-21-15 Effective 2-1-15	Section 1B and 1C Amended 3-28-12 Effective 4-1-12
Sections 1A and 1E And Section 2 Amended 1-23-19 Effective 2-1-19	Section 7 (b) Amended & Effective 11-19-14	Section 1B and 1C Amended 7-27-11 Effective 8-1-11
Section 1D Amended 7-25-18 Effective 8-1-18	Sections 1B, 1C, and 1D Amended 7-30-14 Effective 8-1-14	Section 3 Amended 7-27-11 Effective 7-27-11
Sections 1A and 1E And Section 2 Amended 1-17-18 Effective 2-1-18	Sections 1A and 2 Amended 2-26-14 Effective 3-1-14	Section 1A and 2 Amended 1-26-11 Effective 2-1-11
Section 1B Amended 6-28-17 Effective 6-28-17	Section 8 (b) Amended 11-20-13 Effective 11-20-13	Section 1A and 2 Amended 1-27-10 Effective 2-1-10
Sections 1A, 1E, and 2 Amended 1-25-17 Effective 2-1-17	Section 7 (b) Amended 8-21-13 Effective 8-21-13	Section 1B, 1C, and 1D Amended 7-22-09 Effective 7-1-08
Sections 3, 4, 6 Amended 6-22-16 Effective 7-1-16	Sections 1B, 1C, and 1D Amended 7-24-13 Effective 8-1-13	Section 6A Amended 4-02-09
Section 2A Amended 5-24-16 Effective 6-1-16	Sections 1A and 2 Amended 2-27-13 Effective 3-1-13	Section 2 Amended 9-19-08 Effective 10-1-08
	Section 3 Amended 9-26-12 Effective 9-26-12	Sections 1B, 1C, and 1D Amended 6-25-08 Effective 7-1-08
	Section 5	