

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 hereafter as follows:

Size of Meter	Service Charge
5/8" x 3/4"	\$24.31
1" w/ fire sprinkler*	\$24.31
1"	\$60.76
1 1/2"	\$121.52
2"	\$194.43
3"	\$425.32
4"	\$729.11
6"	\$1,640.49
8"	\$3,402.50
10"	\$5,103.74
12"	\$6,440.43

- * 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 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:

Size of Meter	Service Charge
5/8”	\$104.53
1” w/ fire sprinkler*	\$104.53
1”	\$146.34
1 ½”	\$188.16
2”	\$303.14
3”	\$1,149.85

- * 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.

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

Section 1C.

An annual service charge of \$508.00 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 1D.

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 (M-24) as follows:

Size of Meter	Service Charge
5/8 x 3/4"	\$5.41
1"	\$13.51
1 1/2"	\$27.00
2"	\$43.19
3"	\$80.99
4"	\$134.98
6"	\$269.94
8"	\$431.90
10"	\$620.87
12"	\$1,160.74
14"	\$1,727.61
16"	\$2,472.64

Section 2. Water Usage Rates

A water usage rate 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) see rate code classes (customer type) listed below:

Residential (Single Family)	
Tier 1: 0-6 hcf	\$4.37
Tier 2: 7-14 hcf	\$6.04
Tier 3: 15-22 hcf	\$8.32

Tier 4: > 22 hcf	\$9.91
Multi-Family*	
All Usage	\$4.39
Non-Residential	
Tier 1: 0-34 hcf	\$4.35
Tier 2: > 34 hcf	\$8.00
Irrigation	
Tier 1: 0-113 hcf	\$7.78
Tier 2: > 113 hcf	\$11.91
Construction/Hydrant	
Tier 1: 0-115 hcf	\$7.78
Tier 2: > 115 hcf	\$11.91

* Multi-Family only applies to a water service connection that has three or more separate living units on the property.

b. For well water used within the boundaries of Subdivision 7562 (M-24), Contra Costa County, for irrigation and lake fill: \$1.54 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. Miscellaneous Charges

a. Late Charges

Payment for water service is due upon receipt. If a bill is not paid by the first day of the second month after the bill date, the bill is considered delinquent therefore, 7% 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.

b. Trip Charges

Thirty-five dollars (\$35) 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, \$35 will be charged and added to the bill for each additional trip.

Emergency repairs after hours 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 callout charge of \$300 per trip. If an after-hours 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 \$30 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, provided the request is received during regular business hours 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 regular business hours, the District will do so for a charge of \$300. At the time application is made to the District for new water service, a \$30 application fee shall be charged to the customer on the customer's first bill.

Section 6. Security Deposits

- a. 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.
- b. 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.
- 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 12 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. 13 months after a service is connected, the District shall review the property owner's service account for the previous 12 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(s) shall be credited to their account. 13 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 12 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(s) shall be credited to their account.

- 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 subject to review and approval, adjusted as set forth herein provided that each of the following conditions are met:
 - that the customer's meter has been and is operating accurately;
 - that there is no evidence that the excessive water delivery was caused by an intentional or negligent act of the customer;
 - that upon becoming aware of the excessive water delivery the customer promptly takes

reasonable action to discover the cause and to correct it;

- that the leak is proved to be fixed and the water usage is within range of customers' seasonal use;
- that the customer notifies the District of the excessive charge by submitting a leak adjustment request via the website or in writing and
- prior to issuing the adjustment, the customer must sign up for leak alerts via the online customer portal.

b. A customer shall have up to four months from when a leak occurred to submit a leak adjustment request to the District. The request must include the following information:

- what happened to cause the excess water usage;
- what dates the excess water usage occurred; and
- what the customer did to correct the leak, including providing supporting documentation that a leak actually existed with copies of receipts (parts purchased, vendor hired or with pictures if fixed by the customer).

c. 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 their designee. A reduction shall be credited to the customer's account.

d. All leak adjustments are not to exceed \$500 per adjustment. Adjustments exceeding \$500 must be approved by the Finance & Accounting Manager. Any adjustment in excess of \$1,000 will

require the General Manager's approval.

- e. In order to be eligible for any future leak adjustments on the account, the customer must remain signed up for leak alerts.
- f. Adjustments cannot be requested more than once in a 24-month period.
- g. If the leak continues beyond three billing periods, the customer will not be eligible for an adjustment due to negligence of getting the leak corrected in a timely manner.

Section 8. Income-Based Discount of Monthly Service Charge

- a. The Monthly Service Charge for residential water service shall be discounted by either 25% or 50%, 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 water meter no larger than one inch.
- b. To be eligible for a service charge discount, the water account holder registered with the District must meet the income guidelines below:
 - 100% of Federal Poverty Level (FPL) Income Limits - 25% per month discount on service charge
 - 200% of 100% Federal Poverty Level (FPL) Income Limits - 50% per month discount on service charge.
- c. Participation eligibility will be determined by evidence of the water account holder's participation in the PG&E Care Program, CalFresh, CalWORKS, Medi-Cal, Supplemental Security Income, or similar state or federally sponsored programs.
- d. Renewal of program eligibility will be required every three years.

Section 9: Methods of Payment

Payment for water service shall be by the following:

- Check;
- Money order;
- Cashier's check;
- Credit card;
- Cash (with not more than \$10 in coin or limited to one roll of each coin denomination per bill);
- Online 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.