

# DIABLO WATER DISTRICT

## REGULATION NO. 7

### CONDITIONS OF WATER SERVICE

#### Section 1. Service Subject to District Regulations

Water service shall be furnished by the District in accordance with the regulations of the District from time to time adopted or amended by the District's Board of Directors. By applying for or receiving water service from the District, each applicant or customer covenants and agrees to be bound by and to comply with all regulations of the District from time to time in effect.

#### Section 2. New Services

No new water service shall be connected to the District's water distribution system unless each of the following conditions are met:

- a. The land to be served is within the corporate territory of the District.
- b. The District solely and conclusively determines that its water treatment, storage and distribution facilities, including, without limitation, reservoirs, looping mains and pumps, are of sufficient structure, location and capacity to provide permanently a safe, reliable and adequate water supply to the land to be served. In determining the sufficiency of existing facilities, the District may take into consideration any fact or circumstance it considers relevant including, without limitation, future water requirements of all land to be served through the facilities, flows needed for firefighting, and the effect the new service will have on the present customers of the District.
- c. There is a District water main of adequate capacity and pressure in a public street or easement satisfactory to the District that is adjacent to the land to be served.

- d. The customer makes an application for water service and pays the connection charges provided by Regulation No. 3. Applications for new service shall be supported by such data as the District shall reasonably require and is approved by the General Manager, including but not limited to:
- a map or legal description of the property to be served;
  - the business day service is to begin;
  - the billing name and mailing address of the applicant and/or co-applicant;
  - driver's license or tax identification number;
  - date of birth (for non-business customers);
  - a contact telephone number;
  - whether the applicant is the owner, property manager or tenant of the property;
  - information regarding the deposit; and
  - a signature of the main applicant taking responsibility for the payment of the District's fees, charges and rates.
- e. All service lines shall be installed in accordance with the District's standard specifications.
- f. If the service address is bank owned, the Water Service Retention Agreement for Bank Owned Homes must be completed by the bank or by a person who is contracted with the bank to represent the sale of the property. The deposit must be paid in advance by cashier's check, cash, credit card or money order. Water Service Retention Agreements for new service shall be supported by such data as the District shall reasonably require and is approved by the General Manager, including but not limited to:
- a map or legal description of the property to be served;
  - the billing name, company name and contact name;

- a contact telephone number;
- a mailing address for billing purposes;
- the business day service is to begin; and
- a signature of the applicant taking responsibility for the payment of the District's fees charges and rates.

### Section 3. Extensions and Enlargements of the District's Facilities

- a. The design, size, type and location of all facilities necessary to meet the conditions in paragraphs (b) and (c) of Section 2 hereof shall be determined solely and conclusively by the District taking into consideration such factors as anticipated future land uses and water requirements of the entire area that can be supplied economically by the facilities and desirability of looping mains to provide multiple sources of water and multiple routes to move water to points of use. Mains shall be extended to the end of new street paving when such extension is required by the County or a city.
- b. All extensions and enlargements of the District's facilities shall be constructed in accordance with plans and specifications approved in writing by the District's general manager or engineer prior to commencement of construction.

### Section 4. Non-liability of the District

The District will exercise reasonable care and diligence to deliver to its customers a continuous and sufficient supply of water under proper pressure at the meter. However, the District is not, and will not be, liable for any loss, damage or inconvenience to any person by reason of shortage, insufficiency, suspension or discontinuance of water service or the increase or decrease of water pressure, when the same is caused by an act of God, and unavoidable accident, a disturbance or condition of any kind beyond the reasonable control of the District, or when the same is reasonably necessary for the repair, maintenance, alteration or extension of any of the District's facilities.

Section 5. Customer's Responsibility for Water Delivered

Title to water furnished by the District, the risk of loss thereof and full responsibility for the carriage, handling, storage, disposal and use thereof shall pass from the District to the water user at the outlet of a District meter, the operating stem (on/off) of a fire hydrant or the outlet of a backflow device.

Section 6. Access to and Non-Obstruction of Facilities

- a. By applying for or receiving water service from the District, each customer irrevocably licenses the District and its authorized employees and agents to enter upon the customer's property at reasonable times for the purpose of reading, inspecting, testing, checking, repairing, maintaining, or replacing the District's meters, valves, backflow prevention devices, and other District facilities on or adjacent to the customer's property.
- b. If an obstruction of a meter or other District facility on or adjacent to a customer's property prevents convenient reading or servicing of the facility, the District may deliver written notice to the property served, or to the address for billing service to the property, to remove the obstruction within a stated number of days not less than ten. If the customer fails to do so the District may thereafter cause the obstruction to be removed and its costs and expenses thereby incurred, including overhead, shall be charged to the customer.

Section 7. Service Interruption

The District reserves the right at any and all times to shut off water delivery for the purpose of maintenance, making repairs and alterations to its system. Wherever possible, advance notice of interruption of services will be given to all water users affected.

第 8 节 水务局中止供水的规定

a. 中止供水的情形

在下列任一情形下，水务局保留中止与其供水系统连接的服务管线或其他连接，或中断

供水服务的权利：经水务局或州/县卫生官员认定，存在危害用户或本水务局其他用水者健康或安全的情况；

- 用户违反水务局任一管理条例；
- 供水服务未通过正规申请程序获得，或基于虚假/欺诈性申请取得；
- 有证据表明用户存在非法篡改或干扰水务局设施的行为；
- 经州水资源控制委员会、加州水资源部或水务局调查认定，通过该连接提供的水资源存在浪费现象，或用水用途/方法显失合理；
- 用户经水务局要求后，仍未移除妨碍便于水表读数的障碍物；
- 用户在账单日届满 60 日后仍未缴纳水务局费用或账单。

#### b. 中止供水的时间要求

- 若中止供水旨在消除或预防危害健康或安全的情况，则无需提前通知用户。
- 对于未签订分期偿还协议的居民用户，水务局应在中止供水前至少七天通过电话或信函通知用户，说明中止服务的意向及理由。
- 对于已签署分期偿还协议但未履行协议或未支付当期账单的居民用户，水务局应在物业显著醒目位置张贴中止服务意向最终通知，并至少等待五个工作日后方可中止供水。

#### c. 中止供水通知的语言要求

因欠费中止居民用水服务的通知，应提供以下语言版本：英语、《民法典》(Civil Code) 第 1632 条所列语言、水务局服务区内至少 10% 居民使用的任何其他语言。

#### d. 中止供水通知

1. 水务局应向用户提供关于欠费中止居民服务的书面政策（即本条例），并告知可

避免因欠费中止居民服务的相关方案，包括但不限于：替代性付款计划、延期付款、最低还款额、申请未付余额分期付款的程序、账单复核及申诉流程。

2. 付款逾期书面通知及中止服务预告通知应邮寄至居民供水地址对应的用户。若用户地址与居民供水物业地址不一致，通知应同时寄往居民供水物业地址，收件人注明“住户”。邮寄通知后，用户账户将予以收取 \$10 美元服务费。通知须以清晰易读的格式包含但不限于以下所有信息：

- 用户姓名及地址。
- 逾期金额。
- 避免居民供水服务中止的最后付款/协商截止日期。
- 申请延长逾期费用付款期限的流程说明。
- 请求账单复核及申诉程序的说明。
- 申请延期、减免或替代性付款计划（包括居民供水服务逾期费用分期偿还）的程序说明。
- 供水服务中断后重新开通申请方式的说明。

3. 若通过电话无法联系用户或住户成人，且书面通知因无法投递被退回，水务局应尽合理努力上门送达因欠费中止居民供水服务预告通知，并附上城市和社区供水系统关于因欠费中止居民供水服务的相关政策。

4. 当住户成人通过水务局所提供申诉表格提出账单申诉时，申诉期间不得中止居民供水服务。

5. 若用户在最终通知截止日营业结束前未付款，账户将就员工时间和最终中止供水通知材料准备加收 \$30 美元费用。

e. 中止供水限制条款

符合以下所有条件时，不得因欠费而中止居民供水服务：

1. 用户或其租户向水务局提交初级医疗提供者证明，证实中止居民供水将威胁供水地址居民的生命，或严重危害其健康安全。
2. 用户证明其经济困难，无法在城市和社区供水系统正常计费周期内支付居民供水服务费用。符合以下情形之一即视为用户经济困难，无法在城市和社区供水系统正常计费周期内支付居民供水服务费用：用户家庭任一成员正在领取 CalWORKs、CalFresh、普通援助、Medi-Cal、补充保障收入 (SSI)/州补充付款计划 (SSP) 或加州妇女、婴儿和儿童 (WIC) 计划补助，或用户通过水务局所提供表格书面声明家庭年收入低于联邦贫困线 200%。
3. 用户同意签订不超过 12 个月的分期偿还协议。
  - 水务局可酌情批准其他替代性付款安排，或减免付款。

f. 恢复供水服务规定

1. 家庭年收入低于联邦贫困线 200% 的居民用户，若符合以下任一条件：（家庭任一成员正在领取 CalWORKs、CalFresh、普通援助、Medi-Cal、补充保障收入 (SSI)/州补充付款计划 (SSP) 或加州妇女、婴儿和儿童 (WIC) 计划补助，或用户通过水务局所提供表格书面声明家庭年收入低于联邦贫困线 200%），可自动享受以下两项优惠：
  - 正常工作时间恢复供水：服务费用不超过五十美元（\$50），若实际成本低于 \$50 美元则按实际成本收取。
  - 非工作时间恢复居民供水：服务费用设定为一百五十美元（\$150），若实际

成本低于 \$150 美元则按实际成本收取。

- 每 12 个月可免除一次逾期账单利息费用。

## 2. 所有其他居民用户收费标准：

- 正常工作时间恢复供水：服务费用 \$35 美元。
- 非工作时间恢复居民供水：费用设定为 \$300 美元。
- 每 12 个月可免除一次逾期账单利息费用。

## g. 涉及房东与租户的中止供水规定

1. 若水务局在断水前获知物业存在合法租户，应在账户欠费且拟终止服务至少 10 日前，以书面通知形式诚信告知实际居住人。书面通知应告知居住人享有以下权利：可申请成为新用户、服务将直接向其计费、无需承担支付逾期账户可能既有欠费。
  - 自确认租赁关系之日起，水务局应至少提前七日发送终止服务通知。
2. 各户居住人同意服务条款与条件，并满足水务局开户所有其他要求后，水务局方可恢复供水至居住人。
3. 对于多户住宅物业，只要至少一户居住人具备法律资格且自愿承担后续费用，同意满足水务局开户要求，即应维持供水服务。
4. 若新用户（现居住人）申请豁免原逾期账户欠费，须提供证明文件证实原逾期账户用户为或曾为房屋业主、管理方或代理人。验证方式可能包括但不限于：租约或租赁协议、租金收据、表明居住者正在租赁该物业的政府文件，或根据《民法典》第 1962 条披露的信息。

## h. 中止供水数据报告

1. 水务局每年将于其官网上公布一份报告，显示居民因无力支付而遭断水统计数据。

2. 该报告同时须提交水务委员会。

Section 9. Place of Use of Water; Resale Prohibited

Except with the prior written authorization of the District, no customer shall use, or permit the use of, any water furnished by the District on any premise other than that specified in his application for service, nor shall any customer resell any water furnished by the District.

Section 10. Electric Grounds

No electric circuit shall be grounded to the District's facilities or to any plumbing or metal in contiguity therewith. Any person who makes, or permits to be made, such connection will be liable for damages to the District's facilities and for personal injury resulting therefrom.

Section 11. Disconnection of Service at the Request of the Customer

The customer responsible for the water bill must submit a Request to Disconnect Water service form in order to disconnect their service. The customer is responsible for all charges incurred up through the first business day that the Request to Disconnect Water service form has been received and processed by the District. Request to Disconnect Water service forms shall be supported by such information as the District shall reasonably require and is approved by the General Manager, including but not limited to:

- requested disconnect date on a business day;
- billing names on account;
- service address to be disconnected;
- the name of the person requesting the service to be disconnected;
- a contact telephone number;
- the date-of-birth of the person requesting the service to be disconnected;

- the driver's license number of the person requesting the service to be disconnected;
- a forwarding address; and
- a signature and date of the person requesting the service to be disconnected.