

Ordinance Type	<b>District Operations</b>	Date Adopted	<b>June 28, 2006</b>
Ordinance Number & Title	<b>11000 - Prohibited Practices and Enforcement Measures</b>	Date Amended	<b>July 17, 2024</b>

The District may refuse to furnish water and may discontinue water service to any premises where apparatus, appliances or equipment using water is found by the District to be dangerous, unmaintained, inaccessible, or unsafe, where the use of water on such premises is found to be detrimental or injurious to the facilities or water service furnished by the District to other Customers, where negligent or wasteful use of water exists that affects the District’s water service, where a Customer violates any District ordinance, rule or regulation or breaches any agreement made with the District, or to protect the District from fraud or abuse.

No one except a District-authorized employee, agent, contractor or permittee shall at any time operate, interfere with or tamper with the District water service mains, pipes, meters, valves, connections, or any other parts or facilities of the water system.

No ground wire or electric circuit shall be attached or grounded to any District pipe, plumbing or other facilities. Any Person who makes, or permits to be made, such a connection will be liable to the District for any damage, loss or injury resulting from the connection.

**11000.01 Leaks or Wasteful Use of Water**

Water shall be used only for beneficial uses. All unnecessary and wasteful uses of water are prohibited. No Customer shall knowingly permit leaks or other wasteful use of water.

**11000.01.1 Wasteful Use of Water Defined**

Wasteful use of water shall be defined as including but not limited to, permitting water to escape onto roads or flow above or below ground to neighboring property, onto land previously irrigated and over-saturated or by flooding property to an unreasonable depth or in an unreasonable amount for any reason.

**11000.01.2 Water Service Discontinued**

Water service may be discontinued to Customers found to be wasting water until the conditions causing such waste have been remedied to the satisfaction of the District.

## **11000.02 Enforcement Measures**

In the event of violation of any terms of this Code of Ordinances, other than failure of a Customer to pay their bill, the General Manager may discontinue water service and disconnect the premises from the District water service system by the following procedures.

### **11000.02.1 Written Notice to Customers**

At least ten days before the proposed discontinuance, the District shall provide written notice to the Customer and the property owner, if other than the Customer, of the District's intent to discontinue service and the grounds upon which the action is taken. Notice shall be mailed to the address of record and hand delivered to the service address.

### **11000.02.2 Customer Right of Review**

Before discontinuance of service, the Customer or property owner shall have the opportunity to discuss the reason for the proposed discontinuance with the General Manager, or his or her designee, who shall be empowered to review all letters and statements, rectify any errors, and settle controversies pertaining to the discontinuance of service (including a decision to rescind or suspend the proposed discontinuance of service).

### **11000.02.3 Dates for Discontinuance of Service**

No service shall be discontinued on any Saturday, Sunday, legal holiday, or any time during which the District's business offices are not open to the public, except for an emergency condition that requires the service to be terminated to avoid property damage or health or safety concerns.

### **11000.02.4 Penalty for Unauthorized Service Connection**

A penalty plus costs incurred may be assessed for each unauthorized service found to be connected to a private or District pipeline. See District's Schedule of Rates, Fees, Charges, and Deposits for the current unauthorized connection fee.

## **11000.03 Non-Service Areas**

**11000.03.1** Except as provided in Section 12000 of this Code, no Customer may use or permit use of water for any premises other than that described in the application for service or for any premises outside the boundaries of the District.

**11000.03.2** Water service shall not be supplied to more than one parcel of land through one meter or service connection. A "parcel" shall be deemed to mean land or property identified as a parcel by the County Tax Assessor.

#### 11000.04 Resale of Water

Customer may not resell, transfer or assign any portion of the water furnished by the District except upon prior written approval from the District in accordance with Section 13000.05.

#### 11000.05 Fire Hydrants or Other District Facilities

No Person may withdraw water from any fire hydrant, blow-off valve, or other connection to the facilities of the District without a permit. Such permit shall provide that all withdrawals shall be made through a meter. Additional permit requirements are set forth in Section 12000.03.2, Class E. The provisions of this paragraph shall not apply to withdrawals of water made from fire hydrants or other facilities for fire department purposes or to withdrawals made by other governmental agencies with prior District approval.

#### 11000.06 Unauthorized Connection

Any property found to be connected to District water mains contrary to or in violation of any of the provisions of this Code of Ordinances shall be subject to immediate disconnection without notice. If a service is so disconnected, before service is restored, an unauthorized connection fee (as set forth in the District's current Schedule of Rates, Fees, Charges, and Deposits), plus the actual cost of the appropriate service installation and repair of any damage to District property, mains or other facilities and all other applicable capital facilities fees or other required fees, shall be paid to the District by the property owner of record.

#### 11000.07 Remote Meters

Remote meters shall not be permitted unless the District determines that a remote meter is necessary due to extraordinary circumstances.

#### 11000.08 Encroachments

Encroachments into District or public easements shall not be allowed without an executed encroachment agreement as defined in Ordinance 20000.

#### Revision History:

Revision Date	Description of Changes	Requested By
6/25/08	Ord. 08-001 repealed all prior ordinances	
7/17/24	To address situations that were not previously covered by ordinances.	Legal Affairs Committee