# INSTRUCTIONS FOR CREATING A NEW TARIFF BOOK FOR A SMALL WATER SYSTEM

- 1. Find and Replace WATERCOMPANY with the name of the water company in CAPS followed by the utility number in parentheses (UXXXW).
- 2. Find and Replace LOCATION with the City, a comma and the State the General Office of the water company is in.
- 3. Find and Replace MAILING ADDRESS with the street address or Post Office box number, city, state and ZIP Code the General Office of the water company is in.
- 4. Find and Replace CITY AND COUNTY with the City, a comma and the County the General Office of the water company is in.
- 5. Find and Replace ISSUER with the name of the president or regulatory requirements employee (not the consultant).
- 6. Find and Replace ISSUERTITLE with the title of the president or regulatory requirements employee.
- 7. Find and Replace FILED DATE with the date the advice letter was filed.
- 8. Find and Replace EFFECTIVE DATE with the date the advice letter became effective.
- 9. Find and Replace DECISIONNO. with the number of the decision that certificated the utility (format D.XX-XX-XXX).
- 10. Find and Replace SERVICE TERRITORY with a description of the territory served.

WATERCOMPANY	Origin	nal Cal. P.U.C. Sheet No.	1-W
LOCATION	Cancelling	Cal. P.U.C. Sheet No.	
	TARIFF SCHEDU	LES	
	Applicable To		
	WATER SERVI	CE	
		_	
	including		
	Rates and Rule	S	
	Affecting Rates and S		
	of		
	WATERCOMPA	NV	
	(Name of Utility	<del></del>	
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	MAILING ADDR		
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	CAMAN TAND COATS	V-777 V	
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	(Mailing Address if different fr	om above)	
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		have been regularly filed with the Pub effective rates and rules of this utility.	
Cultures Commission of the	e State of Camorina and are the C	arcetive rates and rules of this utility.	,
-		lity has any authority to waive, alter o	or
amend these tariff schedul	es or any part thereof in any respe	ect.	
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Advice Letter No. 1-W	OWNER Name	<del>_</del>	
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	<b>Original</b>
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The following listed tariff sheets contain all effective rates and rules and regulations affecting the rates and service of the Utility, together with information relating thereto:

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LOCATION Canceling Cal. P.U.C. Sheet No. Revised

#### PRELIMINARY STATEMENT

# A. Territory Served by the Utility

The area in which service is or will be furnished under its extension rule by this utility is described as follows:

### SERVICE TERRITORY

# B. Types and Classes of Service

The types and classes of service rendered are described in Rule No. 2, "Description of Service", and as may be further limited or amplified in the section of each rate schedule designated "Applicability."

#### C. Procedure to Obtain Service

Service as described herein will be rendered to any applicant whose premises are within utility's service area, provided application is made in accordance with Rule No. 3, credit established as required in Rule No. 6 and a Contract signed in certain cases as specified in Rule No. 4. Where an extension of the utility's mains is necessary Rule No. 15 applies, and if the project is of a temporary or speculative nature, Rule No. 13 is applicable.

Applicants for service and customers must also conform to and comply with the other established Rules as provided herein.

# D. Margin Symbols

- (C) To signify changed listing rule, or condition which may affect rates or charges
- (D) To signify discontinued material, including listing rate, rule or condition
  - (I) To signify increase
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition
- $\ensuremath{({\tt N})}$  To signify new material including listing, rate, rule or condition
  - (R) To signify reduction
- (T) To signify change in wording of text but not change in rate, rule or condition.

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# PRELIMINARY STATEMENT

(Continued)

- F. CATASTROPHIC EVENT MEMORANDUM ACCOUNT (CEMA):
- 1. PURPOSE: The purpose of the CEMA is to recover the costs associated with the restoration of service and Any Water Co. facilities affected by a catastrophic event declared a disaster or state of emergency by competent federal or state authorities. The balance in the CEMA will be recovered in rates after CPUC review and audit of the recorded CEMA balance. The authority to establish this account was granted in CPUC Resolution E-3238, dated July 24, 1991 and Public Utilities Code Section 454.9.

Should a disaster occur, Any Water Co. will inform the Executive Director of the CPUC by letter within 30 days after the catastrophic event that Any Water Co. has started booking costs in the CEMA.

2. ACCOUNTING PROCEDURE: Any Water Company (AWC) may maintain a memorandum account for its expenses and other recovery/reimbursements in connection with a catastrophic event as defined in Section 454.0. These expenses must be additional or incremental to those allowed in AWC's last general rate case proceeding. AWC shall make entries to this account at the end of each month as follows:

Debit entries equal to the incremental or additional amounts recorded in AWC's operations and maintenance and administrative and general expense accounts that were incurred as a result of the catastrophe.

Debit entries equal to the depreciation and/or amortization amounts of new or replacement utility plant installed to continue the provision of uninterrupted services to customers.

Debit entries equal to the return on investment on the average monthly balance of new or replacement utility plant installed in (b) above.

Credit entries equal to the proceeds from the utility's insurance covering such events.

Credit or debit entries to transfer all or a portion of the balance in this memorandum account to other adjustment clauses for future rate recovery, as may be approved by the Commission.

In addition, the water utility shall file an advice letter to the Commission detailing any utility plant retired from service and the proposed rate making treatment for such plant.

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	SERVICE AREA MAP	
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**ISSUERTITLE** 

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### Schedule No. 1

# GENERAL METERED SERVICE

# APPLICABILITY

Applicable to general metered water service.

**TERRITORY** 

SERVICE TERRITORY

**RATES** 

Quantity Rates:

Per 100 cu. ft.....\$X.XXX

Service Charge Per Meter Per Month

For 5	/8 x 3/4-inch meter	\$ 1.00
For	1-inch meter	1.50
For	1-1/2-inch meter	2.50
For	2-inch meter	5.50
For	3-inch meter	8.00
For	4-inch meter	15.00
For	6-inch meter	50.00
For	8-inch meter	80.00
For	10-inch meter	115.00

The service charge is a readiness-to-serve charge which is applicable to all metered service and to which is added the charge for water used computed at the Quantity Rates.

(continued)

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

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	Schedule No.	1	
	(continued)		
SPECIAL CONDITIONS			
1. All bills are subject to the	reimbursement fee set forth on Sc	hedule No. UF.	
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### Schedule No. 1B

# GENERAL METERED SERVICE WITH AUTOMATIC FIRE SPRINKLER SYSTEM

### APPLICABILITY

Applicable to all detached single family structures whose automatic fire sprinkler system is served through the meter providing residential water service.

# **TERRITORY**

SERVICE TERRITORY.

# **RATES**

Quantity Rates:

Per 100 cu ft......1.266

Service Charge: Per Meter

#### Per Month

 For 5/8 x 3/4-inch meter
 \$ 6.54

 For 3/4-inch meter
 6.54

 For 1-inch meter
 11.10

 For 1 1/2-inch meter
 27.50

 For 2-inch meter
 44.10

Upsize Charge:

# SPECIAL CONDITIONS

1. Any service to a residential customer who requires a larger meter because of fire flow requirement to a fire sprinkler system will be billed a meter service charge, for the appropriate meter size determined based on the normal water use of the customer excluding the fire flow requirement; and (ii) an upsize charge, determined by the difference between the actual meter size required including the fire flow requirement and the appropriate meter size required without the fire flow requirement; and (iii) the quantity charge based on the quantity of water used.

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Schedule No. 1B

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		GENERAL METERED SE	DVICE WITH
		AUTOMATIC FIRE SPRIN	
	<u> </u>	(continued)	KEEK STSTEM
		(continued)	
be available from liability of the ut pressure, equipm	m time to time as a result tility resulting from a clai- nent or other fire protection	of its operation of the syster im regarding the provision o	ility will supply only such water at such pressure as may m. Section 774 of the Public Utilities Code limits the or maintenance of an adequate water supply, water stance of service under this tariff is acknowledgment of
3. All bills	s are subject to the reimb	ursement fee set forth on Sc	hedule No. UF.
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### Schedule No. 4

# PRIVATE FIRE PROTECTION SERVICE

# **APPLICABILITY**

Applicable to all water service furnished to privately owned fire protection systems.

### **TERRITORY**

SERVICE TERRITORY.

# **RATES**

Per Service Connection

_	Per Month
For each 2-inch service	\$ 6.00
For each 3-inch service	9.00
For each 4-inch service	12.00
For each 6-inch service	18.00
For each 8-inch service	24.00
For each 10-inch service	30.00
For each 12-inch service	36.00

### SPECIAL CONDITIONS

- 1. The fire protection service connection shall be installed by the utility and the cost paid by the applicant. Such payment shall not be subject to refund. The facilities paid for by the applicant shall be the sole property of the applicant.
- 2. If a distribution main of adequate size to serve a private fire protection system in addition to all other normal service does not exist in the street or alley adjacent to the premises to be served, then a service main from the nearest existing main of adequate capacity shall be installed by the utility and the cost paid by applicant. Such payment shall not be subject to refund.
- 3. Service hereunder is for private fire protection systems to which no connections for other than fire protection purposes are allowed and which are regularly inspected by the underwriters having jurisdiction, are installed according to specifications of the utility, and

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### Schedule No. 4

# PRIVATE FIRE PROTECTION SERVICE

(continued)

### SPECIAL CONDITION

3. continued

are maintained to the satisfaction of the utility. The utility may install the standard detector type meter approved by the Board of Fire Underwriters for protection against theft, leakage or waste of water and the cost paid by the applicant. Such payment shall not be subject to refund.

- 4. For water delivered for other than fire protection purposes, charges shall be made therefore under Schedule No. 1. General Metered service.
- 5. The utility undertakes to supply only such water at such pressure as may be available any time through the normal operation of its system.

Section 774 of the Public Utilities Code limits the liability of the utility resulting from a claim regarding the provision or maintenance of an adequate water supply, water pressure, equipment or other fire protection facility or service. Acceptance of service under this tariff is acknowledgment of notice of the provisions of Section 774 of the Public Utilities Code.

- 6. The minimum diameter for private fire protection service shall be two inches, and the maximum diameter shall be not more than the diameter of the main to which the service is connected.
- 7. All bills are subject to the reimbursement fee set forth on Schedule No. UF.

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### Schedule No. 6

# **RESALE SERVICE**

# **APPLICABILITY**

Applicable to all water service furnished for resale purposes.

# TERRITORY

SERVICE TERRITORY.

# **RATES**

Quantity Rate:

Service Charg	e: Per Mete	r Per Month
For 5	/8 x 3/4-inch meter	\$ 5.64
For	3/4-inch meter	5.64
For	1-inch meter	9.60
For	1-1/2-inch meter	23.70
For	2-inch meter	38.00
For	3-inch meter	71.00
For	4-inch meter	118.60
For	6-inch meter	237.20
For	8-inch meter	379.60
For	10-inch meter	545.60

The Service Charge is a readiness-to-serve charge which is applicable to all metered service and to which is added the charge for water used computed at the Quantity Rates.

# SPECIAL CONDITION

- 1. Due to the gain on sale of property, a flat surcredit of \$0.10 per service connection per month is to be subtracted from the bill for thirty-six months billing cycles commencing with billing cycle one on April 3, 1991.
- 2. All bills are subject to the reimbursement fee set forth on Schedule No. UF.

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### Schedule No. 9C

# CONSTRUCTION AND OTHER TEMPORARY METERED SERVICE

# **APPLICABILITY**

Applicable to all portable metered water service furnished for construction and other temporary purposes.

# **TERRITORY**

# **RATES**

Currently effective monthly service charge for the applicable 3/4, 1, 2 and 3 inch meter and quantity rates listed in Schedule No. 1 General Metered Service will apply to service furnished under this schedule.

### SPECIAL CONDITION

- 1.To obtain water service under this schedule an applicant must first apply for and obtain written permission from the utility.
- 2. Applicant will be required to deposit with the utility the amount, shown in the table below, which corresponds to the size and type of meter leased.

	Total	Size of	Refundable	Non-Refundable Handling
250.00	<u>Meter</u>	<u>Deposit</u> 3/4 inch	<u>Charge</u> \$ 240.00	<u>Deposit</u> 10.00 \$
250.00		1-inch 2-inch 3-inch	390.00 1,240.00 1,540.00	10.00 400.00 10.00 1,250.00 10.00 1,550.00

The refundable deposit is based on two times the cost of the applicable meter. The refundable deposit less (a) the cost of any repairs other than those due to normal depreciation, and (b) any outstanding unpaid water bills, will be returned to the customer upon return of the meter to the utility.

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Schedule No. 9C

### CONSTRUCTION AND OTHER TEMPORARY METERED SERVICE

Special Condition - (Continued)

- 3. On the last working day of each month the customer shall call-in or mail-in (post-marked) to the utility the readings on the meter or meters under permit to him. All such read information must contain the meter number and reading as of the last working day of the month. The utility will bill the customer monthly under its General Metered Service Schedule (Schedule No. 1) on the basis of such reading. Failure to so notify the utility will result in imposition of a monthly charge of \$25 per meter in addition to the monthly charges under such Metered Service Schedule. Failure to so notify the utility for a period in excess of 60 days will resultin loss of permit to retain such portable meter and forfeiture of meter deposit.
- 4. No such meter may be retained for a period in excess of one year. Failure to return a meter to utility at the end of one year will result in the denial in the future of such temporary service.
- 5. When a person takes water from a fire hydrant or other outlet without first having obtained written permission from the utility, the utility shall assess a fine of \$200.00 per occurrence against such person and shall confiscate any connections used for such unauthorized taking. When a person has written permission to draw water from the utility's service area, but fails to use the meter supplied while drawing water, the utility shall assess a fine of \$50.00 per occurrence against such person; the failure to use such meter a second time shall result in loss of permit to obtain a portable meter, forfeiture of meter deposit and denial in the future of such temporary service.
- 6. All bills are subject to the reimbursement fee set forth on Schedule No. UF.

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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<u>-</u>	·	Effective EFFECTIVE DATE
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WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	-W	
Cal.	P.U.C.	Sheet No.		

	Schedule No.	UF	
	SURCHARGE TO PUBLIC UTILITIES CO <u>REIMBURSEMEN</u>	OMMISSION	
<u>APPLICABILITY</u>			
This surcharge applies to all water b	oills rendered under all tariff rate	schedules authorized by the Commission.	
<u>TERRITORY</u>			
SEI	RVICE TERRITORY.		
<u>RATES</u> *			
A 1.4% surcharge	shall be added to all customers b	ills.	
sewer system corporations to fund t	heir regulation by the Commissic	Reimbursement Fee to be paid by all water and on. Public Utilities (PU) Code sections 401-442. ssion under authority granted by PU Code Section 403.	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	
Advice No. 1-W	ISSUER	Date Filed <u>FILED DATE</u>	
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Dec. No. <u>DECISIONNO.</u>	and Treasurer	Resolution No. M-4722	

TITLE

WATERCOMPANY LOCATION

<u>Orig</u>	inal
Canceling	Revised

Cal. P.U.C. Sheet No. <u>-W</u>
Cal. P.U.C. Sheet No. <u>-W</u>

# **List of Contracts and Deviations**

of Customer Service

Execution
Expiration Dates

Commission Authorization Number Date Most Comparable Regular Tariff

 $\begin{array}{c} \text{Schedule} & \text{Cont} \\ \underline{\text{No.}} & \text{ract} \\ & \text{Diff} \end{array}$ 

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(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed Jun 02 1987

Effective EFFECTIVE DATE

Dec. No. DECISIONNO. ISSUERTITLE Resolution No. \_\_\_\_\_\_\_\_

TITLE

Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>764-W</u> Cal. P.U.C. Sheet No. <u>478-W</u>

#### Rule No. 1

#### **DEFINITIONS**

Applicant: The person, association, corporation or governmental agency applying for water service

Authorizing agency: Any agency who supplies to, controls or allocates the water supply to the Company.

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations and the like.

Commercial Service: Provision of water to residential premises or business premises.

Customer: Any person, supplied or entitled to be supplied with water service for compensation by the utility. For Rule No. 15, see Rule No. 15 Main Extensions Section A.3.a

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the customer.

Elderly Customer: Any residential customer who is age 62 or over.

Flat Rate Service: Service for which the charges are based only upon the types and numbers of units served.

Handicapped Customer: Any residential customer whose health or physical condition may qualify him for special consideration.

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

Irrigation Service: Provision of water for commercial agricultural, floricultural or horticultural use and billed under distinct irrigation rates.

Main Extension: The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

Metered Service: Service for which the charges are computed on the basis of measured quantities of water delivered.

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WATERCOMPANY
LOCATION

Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>-W</u>
Cal. P.U.C. Sheet No. <u>-</u>

Rule No. 1 (continued)

#### **DEFINITIONS**

Person: Any individual, person, firm, partnership, association, corporation, company, organization or governmental entity.

Premises: The integral property or area, including improvements thereon to which water service is, or is to be, provided.

Process Water: Water used to manufacture, alter, convert, clean, grow, heat or cool a product, including water used in laundries and car wash facilities that recycle the water used.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities Commission" shall be construed to mean the Public Utilities Commission of the State of California.

Residential Service: Provision of water for household purposes, including water used on the premises for sprinkling lawns, gardens and shrubbery, washing vehicles, and other similar and customary purposes pertaining to single or multiple family dwellings.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service pipe or ditch owned by the utility.

Service Pipe: The connection between the utility's mains and the service connection, including all of the pipe, fittings and valves necessary to make the connection.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Utility: The public utility named herein.

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Cal. P.U.C. Sheet No. <u>525-W</u>
Cal. P.U.C. Sheet No. <u>270-W</u>

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# **DESCRIPTION OF SERVICE**

# A. Quantities

The utility will endeavor to supply water dependably and safely in adequate quantities to meet the reasonable needs and requirements of customers.

#### B. Pressures

# 1. Generally

The utility will endeavor to maintain normal operating pressures of not less than 40 pounds per square inch nor more than 125 pounds per square inch at the service connection, except that during periods of hourly maximum demand the pressure at the time of peak seasonal loads may not be less than 30 pounds per square inch and that during periods of hourly minimum demand the pressure may not be more than 150 pounds per square inch. Variations in pressure under normal operation will not exceed 50% of the average operating pressure. (The average operating pressure will be determined by computing the arithmetical average of at least 24 consecutive hourly pressure readings).

# C. Quality

Whenever furnished for human consumption or for domestic uses, the utility will endeavor to provide water that is
wholesome, potable, in no way harmful or dangerous to health and, insofar as practicable, free from objectionable odors,
aste, color and turbidity.

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Original		
Canceling	Original	

Cal. P.U.C. Sheet No. <u>351-W</u>
Cal. P.U.C. Sheet No. <u>014-W</u>

#### Rule No. 3

### APPLICATION FOR SERVICE

# A. Application for Service

#### 1. Content

Each applicant for service may be required to sign, on a form provided by the utility, an application which will set forth:

- a. Date and place of application.
- b. Location of premises to be served.
- c. Date applicant will be ready for service.
- d. Whether the premises have been heretofore supplied with

# water by the utility.

- e. Purpose for which service is to be used.
- f. Address to which bills are to be mailed or delivered.
- g. Whether applicant is owner or tenant of, or agent for the premises.
- h. Rate schedule desired where optional rates are in effect.
- i. Such other information as the utility may reasonably require.

### 2. Purpose

The application is merely a written request for service and does not bind the applicant to take service for a period of time longer than that upon which the flat rate charge, minimum charge, or readiness to service charge of the applicable rate schedule is based; neither does it bind the utility to serve, except under reasonable conditions.

# B. Individual Liability for Joint Service

Two or more parties who join in one application for service shall be jointly and severally liable for payment of bills and shall be billed bymeans of single periodic bills.

# C. Change in Customer's Equipment or Operations

A customer making any material change in the size, character or extent of the equipment or operations for which the utility's service is utilized shall immediately give the utility written notice of the extent and nature of the change.

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	TITLE	

Original
Canceling Original

Cal. P.U.C. Sheet No. <u>352-W</u>
Cal. P.U.C. Sheet No. <u>015-W</u>

# Rule No. 4

# **CONTRACTS**

A contract, as a condition precedent to receiving service from the utility, will be required only under any of the following circumstances:

- 1. Where required by provisions in a filed rate schedule.
- 2. When a main extension to be made under the provisions of Rule No. 15 requires an advance for construction.
- 3. For temporary service supplied under the provisions of Rule No. 13.
- 4. For standby service, except where furnished under a filed rate schedule not requiring a contract.
- 5. For any service to be furnished at rates or under conditions other than the rates and conditions contained in these tariff schedules, such contract to become effective only after such authorization as may be required by the Public Utilities Commission has first been obtained.

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
Advice No. 1-W	ISSUER	Date Filed <u>FILED DATE</u>
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Original		
Canceling	Revised	

Cal. P.U.C. Sheet No. <u>821-W</u>
Cal. P.U.C. Sheet No. <u>576-W</u>

#### Rule No. 5

# SPECIAL INFORMATION REQUIRED ON FORMS

#### A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission;

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

2. Unless otherwise not required by the Public Utilities Commission;

"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained."

B. Bill for Service

On each bill for service will be printed substantially the following language:

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

"Should the amount of this bill be questioned, an explanation should be requested from the utility. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission, consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102

# telephone numbers are (public) (415) 703-1170 and (hearing impaired - TDD) (415) 703-2032, the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission" and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings."

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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Cal. P.U.C. Sheet No. <u>822-W</u>
Cal. P.U.C. Sheet No. <u>577-W</u>

# Rule No. 5 (continued)

### SPECIAL INFORMATION REQUIRED ON FORMS

#### B. Bill for Service

The Commission will not, however, accept deposit when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel or power.

# C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statement:

This deposit may be applied to unpaid balances where service has been discontinued by the utility for non-payment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 7/12 per cent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment.

### D. Discontinuance of Service Notice

Every notice of discontinuance of service for nonpayment of bills shall include all of the following information:

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
  - (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.

(Continued)

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

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Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. DECISIONNO.

ISSUERTITLE

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(11) The estimated monthly cost of service.

Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>823-W</u>
Cal. P.U.C. Sheet No. <u>578-W</u>

Rule No. 5 (continued)

# SPECIAL INFORMATION REQUIRED ON FORMS

D. (7) The title, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.
(8) The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. The number of Consumer Affairs Branch is (415) 703-1170 (public) or (415) 703-2032 (hearing impaired - TDD).
Where water service is provided to residential users in a multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include:
(9) The date on which service will be discontinued.
(10) What the users are required to do in order to prevent the discontinuance or to reestablish service.

(12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

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Original		
Canceling	Original	

Cal. P.U.C. Sheet No. <u>354-W</u>
Cal. P.U.C. Sheet No. <u>017-W</u>

#### Rule No. 6

### ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

# A. Establishment of Credit

Each applicant for metered service will be required to establish credit, which will be deemed established upon qualifying under any <u>one</u> of the following:

- 1. Applicant owns the premises for which service is requested, or owns other real estate within the same service area of the utility.
  - 2. Applicant makes the deposit prescribed in Rule No. 7 under "Amount to Establish Credit".
  - 3. Applicant arranges a guarantor satisfactory to the utility for the payment of applicant's bills for service.
- 4. Applicant has been a customer of the utility and during the last 12 consecutive months of that prior service has paid all bills for service without having been disconnected for non-payment thereof.

### B. Re-establishment of Credit

- 1. An applicant who previously has been a customer of the utility and during the last 12 months of that prior service has had service discontinued for non-payment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored and may be required to re-establish credit by making the deposit prescribed in Rule No. 7 under "Amount to Re-establish Credit".
- 2. A customer whose service has been discontinued for non-payment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored and may be required to pay a reconnection charge as prescribed in Rule No. 11 under "Restoration Reconnection Charge" and to re-establish credit by making the deposit prescribed in Rule No. 7 under "Amount to Re-establish Credit" before service is restored.

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<u>Original</u>	
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Cal. P.U.C. Sheet No. <u>355-W</u>
Cal. P.U.C. Sheet No. <u>300-W</u>

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### **DEPOSITS**

# A. Amount to Establish Credit

#### 1. Metered Service

- a. To establish credit by deposit, the amount for all service will be twice the estimated average monthly bill.
- b. To establish credit by deposit, the amount for all other service will be twice the estimated average periodic bill when bills are rendered monthly or bimonthly, but in any event not more than twice the estimated monthly bill nor less than the amounts set forth above.

#### 2. Flat Rate Service

No deposit will be required, except as prescribed for temporary service in Rule No. 13.

#### B. Amount to Re-establish Credit

#### 1. Former Customers

To re-establish credit for an applicant who previously has been a customer of the utility and during the last 12 months of that prior service has had service discontinued for non-payment of bills, the amount will be twice the estimated average monthly or bimonthly bill to be rendered for the service requested.

# 2. Present Customer

To re-establish credit for a customer whose service has been discontinued for non-payment of bills, the amount will be twice the average monthly or bimonthly bill to be rendered for that service.

# C. Applicability to Unpaid Accounts

Deposits made under this rule will be applied to unpaid bills for service when service has been discontinued.

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WATERCOMPANY LOCATION

Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>356-W</u>
Cal. P.U.C. Sheet No. <u>298-W</u>

Rule No. 7

<u>DEPOSITS</u> (Continued)

# D. Return of Deposits

- 1. Upon discontinuance of service, the utility will refund the balance of the customer's deposit in excess of unpaid bills for that service for which the deposit was made.
- 2. After the customer has, for 12 consecutive months, paid bills for service on the average within 15 days after presentation, the utility will refund the customer's deposit with interest as provided in Paragraph E of this rule.

# E. Interest on Deposits

- 1. Interest on deposits held will be paid by the utility at the rate of 7% per annum for the first 12 consecutive months during which the customer has paid bills for service within an average period of 15 days after presentation, and for additional time thereafter up to the date of refund; provided, however, that no interest shall accrue after mailing to the customer or the customer's last known address the refund or a notice that the refund is payable.
  - 2. No interest will be paid if service is discontinued within the initial 12-month period.

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Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>824-W</u>
Cal. P.U.C. Sheet No. <u>579-W</u>

Rule No. 8

#### **NOTICES**

# A. Notice to Customers

### 1. In Writing

Notice to a customer will normally be in writing and, depending on the type of notice, will either be delivered or mailed to the customer's last known address.

# 2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

#### 3. Discontinuance of Service

- a. The utility shall make a reasonable attempt to contact an adult person on the residential customers' premises by telephone or in person at least 24 hours prior to any discontinuance of service, except that, whenever telephone or personal contact cannot be accomplished, the utility shall post in a conspicuous location at the premise, a notice of discontinuance of service at least 48 hours prior to discontinuation.
- b. For elderly or handicapped residential customers, the utility shall provide at least 48 hours' notice by telephone or in person. For these customers, if a personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance.
- c. Where water service is provided to residential users in a multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager, or operator is listed by the utility as the customer of record, the utility will inform the users by means of a notice, when the account is in arrears, that service will be discontinued. The notice will inform the users that they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

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WATERCOMPANY LOCATION

Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>825-W</u>
Cal. P.U.C. Sheet No. <u>580-W</u>

581-W

Rule No. 8	
(continued)	

#### **NOTICES**

- A. 3. c. Where said users are master metered by the utility, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice will be in English and, to the extent practical, in any other language that the utility determines is the primary language spoken by a significant number of the occupants. The notice will be as prescribed in Rule 5, and shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.
  - d. Discontinuance and restoration of service procedure is outlined in Rule No. 11.
  - 4. Third-Party Notification

Notice of availability of third-party notification shall be given annually to all residential customers, commencing at time of first full billing after the effective date of this tariff schedule.

- B. Notice from Customers
- 1. A customer may make notification in person, by telephone or by letter to the utility at its commercial office, or to an authorized representative of the utility.
- 2. Customers who are elderly or handicapped must have presented evidence to the utility establishing their status if they wish to qualify for consideration under Rule No. 8.A.3.b. (above) or under Rule No. 11.B.1.e.
- 3. Elderly or handicapped customers who desire third-party notification must so inform the utility with certification of status and with a letter from the third party accepting the responsibility.
- 4. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse or social worker.

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Canceling	Revised	

Cal. P.U.C. Sheet No. <u>1-W</u>
Cal. P.U.C. Sheet No. <u>021-W</u>

# Rule No. 9

### RENDERING AND PAYMENT OF BILLS

# A. Rendering of Bills

Bills for service will be rendered each customer on a monthly basis, unless otherwise provided in the rate schedules.

#### 1. Metered Service

- a. Meters will be read bimonthly with the interim month estimated to provide for a regular monthly bill. Metered services 3" and larger will be read at regular monthly intervals. Metered services (5/8" 2") exhibiting irregular usage will be read monthly at the discretion of the utility. All metered services will be read as required for the preparation of open-ing bills, closing bills and special bills.
- b. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience of necessity may require the use of more than one meter, or a battery of meters. In this case, the monthly readiness to serve charge will be computed upon the resultant diameter of the total combined discharge areas of such meters.
- c. It may not always be possible to read meters regularly on the same day of each period. Should a monthly billing period contain less than 27 days or more than 33 days a pro rata correction in the bill will be made. Proportionate adjustments will be made when other billing periods are used.
- d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered or the letter E, which indicates "Estimated," and the meter constant, if any, the number and kinds of units, and the date of the current meter reading.

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<u>Original</u>	
Canceling	Revised

Cal. P.U.C. Sheet No. <u>257-W</u>
Cal. P.U.C. Sheet No. <u>022-W</u>

### Rule No. 9

# RENDERING AND PAYMENT OF BILLS

(Continued)

#### 2. Flat Rate Service

- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service will be the established monthly charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one.

### 3. Proration of Bills

a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

### (1) Metered Service

The amount of the readiness to serve charge and the quantity in each of the quantity rate blocks will be prorated on the basis of the ratio of the number of days in a period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.

### (2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

# (3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing period in a year. (It is 30.4 days for a monthly billing period.)

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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Canceling Original

Cal. P.U.C. Sheet No. <u>642-W</u> Cal. P.U.C. Sheet No. <u>258-W</u>

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# RENDERING AND PAYMENT OF BILLS

(Continued)			
B. Payment of Bills			
Bills for service are due and payable upon presentation and payment may be made at the commercial office of the utility or to any representative of the utility authorized to make collections. Collection of closing bills may be made at the time of presentation. If a customer tenders a check in payment of any bill and such check is payment of any bill and such check is not honored by the customer's bank, the utility may assess the customer a bad check service charge of \$4.75.			

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Cal. P.U.C. Sheet No. <u>484-W</u>
Cal. P.U.C. Sheet No. <u>358-W</u>

#### Rule No. 10

### **DISPUTED BILLS**

### A. Correctness of Bills

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such compliant or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, State Building, San Francisco, California 94102,\* the amount of the bill claimed by the utility to be due.

# C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

- 1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission at its office in the State Building, San Francisco, California 94102, the amount claimed by the utility to be due.
- 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
- 3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.

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Original
Canceling Original

Cal. P.U.C. Sheet No. <u>485-W</u>
Cal. P.U.C. Sheet No. <u>359-W</u>

Rule No. 10

## DISPUTED BILLS

(Continued)

- 4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
- 5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1 will Rule 10 B.1 will warrant discontinuance of service.
- 6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

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Cal. P.U.C. Sheet No. <u>826-W</u>
Cal. P.U.C. Sheet No. <u>582-W</u>

#### Rule No. 11

## **DISCONTINUANCE AND RESTORATION OF SERVICE**

- A. Customer's Request for Discontinuance of Service
- 1. A customer may have service discontinued by giving not less than two days' advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
- 2. When such notice is not given, the customer will be required to pay for service until two days after the utility has knowledge that the customer has vacated the premises or otherwise has discontinued water service.
- B. Discontinuance of Service by Utility
  - 1. For Non-payment of Bills
- a. Past-Due Bills. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The utility shall allow every residential customer at least 19 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill. The utility may not discontinue residential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance, at least 10 days prior to the proposed discontinuance, by means of a notice mailed, postage prepaid, to the customer to whom the service is provided if different than to whom the service is billed, not earlier than 19 days from the date of mailing the utility's bill for services. The 10-day discontinuance of service notice shall not commence until five days after the mailing of the notice.
- b. When a bill for water service has become past due and a 10-day discontinuance of residential service notice or a 7-day discontinuance of nonresidential service notice for nonpayment has been issued, service may be discontinued if bill is not paid within the time required by such notice. The customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

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Cal. P.U.C. Sheet No. <u>827-W</u>
Cal. P.U.C. Sheet No. <u>583-W</u>

Rule No. 11 (continued)

#### DISCONTINUANCE AND RESTORATION OF SERVICE

- B.1. c. Any customer, residential as well as nonresidential, who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill or who has, before discontinuance of service made a request for extension of the payment period of a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment, shall not have residential water service discontinued for nonpayment during the pendency of an investigation by the utility of such customer complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the utility. The review shall include consideration of whether a residential customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the utility, provided the customer also keeps current his account for water service as charges accrue in each subsequent billing period. If a residential customer fails to comply with an installment payment agreement, the utility will give a 10-day discontinuance of service notice before discontinuing such service, but such notice shall not entitle the customer to further investigation by the utility.
- d. Any customer whose complaint or request for an investigation pursuant to subdivision has resulted in an adverse determination by the utility may appeal the determination to the Commission. Any subsequent appeal of the dispute or complaint to the Commission shall be in accordance with the commission adopted Rules of Practice and Procedure.
- e. Service to a residential water customer will not be discontinued for nonpayment when the customer has previously established to the satisfaction of the utility that:
- (1) The customer is elderly (age 62 or over) or handicapped,\* or upon certification of a licensed physician or surgeon that to discontinue water will be life threatening to the customer; and

\*Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, surgeon, public health nurse or social worker.

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WATERCOMPANY LOCATION Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>828-W</u>
Cal. P.U.C. Sheet No. 584-W

Rule No. 11 (continued)

## DISCONTINUANCE AND RESTORATION OF SERVICE

- B. 1. e.(2)The customer is temporarily unable to pay for such service in accordance with the provisions of the utility's tariffs; and
- (3) The customer is willing to arrange installment payments satisfactory to the utility, over a period not to exceed 12 months, including arrangements for prompt payment of subsequent bills.

However, service may be discontinued to any customer who does not comply with an installment payment agreement or keep current his account for water service as charges accrue in each subsequent billing period.

- f.A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered him at any location served by the utility.
- g. Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public.

h. Where water service is provided to residential users in a multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager, or operator is listed by the utility as the customer of record, the utility will make every good faith effort to inform the users, when the account is in arrears, that service will be discontinued. Notice will be in as described in subdivision (a) above, and in Rules Nos. 5 and 8.

(1) Where said users are individually metered.

The utility is not required to make service available to these users unless each user agrees to the terms and conditions of service and meets the requirement of the law and the utility's rules and tariffs. However, if one or more users are willing and able to assume responsibility for subsequent charges by users to the account to the satisfaction of the utility, and if there is a practical

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Cal. P.U.C. Sheet No. <u>829-W</u>
Cal. P.U.C. Sheet No. <u>585-W</u>

# Rule No. 11 (continued)

### DISCONTINUANCE AND RESTORATION OF SERVICE

- B. 1. h. physical means, legally available to the utility of selectively providing services to these users who have met the requirements of the utility's rules and tariffs, the utility will make service available to these users. For these selected users establishment of credit will be as prescribed in Rule No. 6, except that where prior service for a period of time is a condition for establishing credit with the utility, proof that is acceptable to the utility of residence and prompt payment of rent or other credit obligation during that period of time is a satisfactory equivalent.
  - (2) Where said users are master metered.

The utility is not required to make service available to these users unless each user agrees to the terms and conditions of service, and meets the requirements of the law and the utility's rules and tariffs and the following.

The same Rule 11 item B.1.h. (1) above which applies to individually metered users also applies to master metered users, except a representative may act on the behalf of a master metered user, and the utility will not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the utility of a master-metered customer dispute or complaint.
- (b) When the master-metered customer has been granted an extension of the period for repayment of a bill.

For an indebtedness owed by the master metered customer to any other person or corporation or when the obligation represented by the delinquent account or other indebtedness was incurred with a person or corporation other than the utility demanding payment therefor.

When a delinquent account relates to another property owned, managed, or operated by the master-metered customer.

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Cal. P.U.C. Sheet No. 830-W Cal. P.U.C. Sheet No. 586-W

Rule No. 11 (continued)

## DISCONTINUANCE AND RESTORATION OF SERVICE

- B. 1. h. (e) When a public health or building officer certifies that determination would results in a significant threat to the health or safety of the residential occupants or the public. Proof of age or handicap are described in Rule 11.B.1.e.
- i. A reasonable attempt must be made by the utility to personally contact an adult person on the residential customer's premises either by telephone or in person, at hours prior to discontinuance. For elderly or handicapped residential customers, the utility shall provide at least 48 hours' notice by telephone or personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance. Such notice shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.
  - j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice
- If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he must contact the utility before discontinuance of service to make payment arrangements to avoid discontinuance of service.
- If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the utility he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. This action must be taken within the 10-day discontinuance of service notice.
- The CAB's resolution of the matter will be reported to the utility and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, he must file, within ten business days after the date of the CAB's letter, a formal complaint with the Commission under Public Utilities Code Section 1702 on a form provided by the CAB.

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(To be inserted by utility) (To be inserted by Cal. P.U.C.) Date Filed FILED DATE Advice No. 1-W **ISSUER** Effective EFFECTIVE DATE

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Cal. P.U.C. Sheet No. <u>831-W</u>
Cal. P.U.C. Sheet No. <u>643-W</u>

Rule	No.	11
(con	tinue	ed)

### DISCONTINUANCE AND RESTORATION OF SERVICE

- B. 1. j. (4) Failure of the residential as well as nonresidential customer to observe these time limits shall entitle the utility to insist upon payment or, upon failure to pay, to discontinue the customer's service.
  - k. Designation of a Third-Party Representative (Elderly or Handi-capped only).
- (1) Customer must inform utility if he desires that a third party receive discontinuance or other notices on his behalf.
- (2) Utility must be advised of name, address, and telephone number of third party with a letter from third party accepting this responsibility.
- Only customers who certify that they are elderly or handi-capped are entitled to third-party representation.\*
- 1. The utility may require payment of a collection charge of \$7.50 when Utility's representative makes a call to a customer's premises to discontinue service for non-payment, and to avoid discontinuance of service, the customer makes payment in full.
  - 2. For Noncompliance with Rules

The utility may discontinue service to any customer for violation of these rules after it has given the customer at least five days' written notice of such intention. Where safety of water supply is endangered, service may be discontinued immediately without notice.

#### 3. For Waste of Water

- a. Where negligent or wasteful use of water exists on a customer's premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.
- b. In order to protect itself against serious and unnecessary waste or misuse of water, the utility may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste water beyond five days after the utility has given the customer written notice to remedy such practices.

\*Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse, or social worker.

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Original
Canceling Original

Cal. P.U.C. Sheet No. <u>832-W</u>
Cal. P.U.C. Sheet No. <u>588-W</u>

Rule No. 11 (continued)

### DISCONTINUANCE AND RESTORATION OF SERVICE

B. 4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers

If an unsafe or hazardous condition is found to exist on the customer's premises, or if the use of water there on by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

5. For Fraudulent Use of Service

When the utility has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The utility will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of fraudulent use.

- C. Restoration of Service
  - 1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge \$15.00 for reconnection of service during regular working hours or \$20.00 for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours.

2. To Be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made.

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590-W

Rule No. 11 (continued)

## **DISCONTINUANCE AND RESTORATION OF SERVICE**

C. 3. To Be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the utility, must be restored without charge for the restoration to the customerwithin 24 hours.

- D. Refusal to Serve
  - 1. Conditions for Refusal

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

## 2. Notification to Customers

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

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Cal. P.U.C. Sheet No. <u>364-W</u>
Cal. P.U.C. Sheet No. <u>026-W</u>

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#### Rule No. 12

### INFORMATION AVAILABLE TO PUBLIC

## A. General Information

The utility will maintain, open for public inspection at is more important commercial offices, pertinent information regarding the service rendered, including the following:

### 1. Characteristics of Water

A description in writing of the kind of water to be furnished, whether filtered or unfiltered and whether treated or untreated and the extent thereof.

#### Rates and Rules

A copy of the tariff schedules consisting of rates, general rules of the utility, service area maps and forms of contracts and applications applicable to the territory served from that office.

### 3. Reading Meters

Information about method of reading meters.

## 4. Bill Analysis

A statement of the most recent past readings of the meter or meters serving a customer's own premises for a period of two years.

## B. Rates and Optional Rates

The utility will explain to every applicant for service each rate schedule which is applicable, and of the applicant's right to elect therefrom the option under which service is desired.

## C. New or Original Rates

Should new or Original rates be established, the utility will duly notify all customers affected.

## D. Change of Rate Schedule by Customer

1. Should a customer elect to take service under a different applicable rate schedule, the change will become effective immediately.

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WATERCOMPANY
LOCATION

<u>Original</u>	
Canceling	

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Rule No. 12

## INFORMATION AVAILABLE TO PUBLIC

(Continued)

D. Change of Rate Schedule by Customer (continued)

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end of a regular billing period.			
	e is furnished on an annual or seasonal	basis, a change in schedule may be made only at the	•
justify immediate transfer to a c		or of the customer's operations have so changed as to	,
	-	s than 12 months, except such change will be permitted or the customer's operations have so changed as to	
billing period next following su	ich request for flat rate service. The u	tility may refuse to permit such a change unless serv	ice
after the regular meter reading	next following the date of such reques	t for metered service and at the beginning of the regu	ılar

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Cal. P.U.C. Sheet No. <u>366-W</u>
Cal. P.U.C. Sheet No. <u>027-W</u>

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#### Rule No. 13

## TEMPORARY SERVICE

## Establishment of Temporary Service

- 1. The utility will, if no undue hardship to its existing customers would result therefrom, furnish temporary service when the applicant has requested service on this basis or the utility reasonable expects the service to be temporary and the applicant therefor has:
- a. Advanced to the utility the estimated net cost of installing and removing the facilities necessary to furnish the service; and,
- b. (1) Deposited a sum of money equal to the estimated bill when the duration of service is to be for a period of one month or less, subject to adjustment and refund or repayment in accordance with the actual bill due upon discontinuance of the service,

or

- (2) Established credit in the same manner as is prescribed for permanent service when the duration of service is to exceed one month.
- 2. Adjustment of any difference between the estimated net cost advanced and the actual cost of installing and removing the facilities necessary to furnish the service, including reasonable costs for depreciation and consumption of such facilities, will be made within 10 days after the utility has ascertained such actual cost. The actual cost thus advanced is not subject to refund except as hereinafter provided.
- B. Change to Permanent Status
- 1. In the event a temporary service becomes permanent, the utility will refund the amount advanced for the temporary service when a main extension is not involved.
- 2. Where a main extension to an individual is involved, exclusive of an extension to serve a real estate development or subdivision,

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LOCATION

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Rule No. 13 (continued)

## **TEMPORARY SERVICE**

B. Change to Permanent Status (continued)

service which was initiated as temporary service hereunder when continued for 36 consecutive months, and at the end of that period appears to be of permanent and established character and is received at a premises improved with structures of a permanent nature, will be then treated as though it had been initially furnished on a permanent basis in accordance with Rule No. 15, Main Extensions. The amount advanced for the temporary service will be applied in full by the utility to the balance of any advance then due under such application of said main extension rule; any excess thereof over any such balance will be refunded by the utility.

C. Rates, Charges and Conditions for Service

Rates, charges and conditions for temporary service will be the same as those prescribed for permanent service as are herein otherwise provided.

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Cal. P.U.C. Sheet No. <u>368-W</u> Cal. P.U.C. Sheet No. <u>028-W</u>

#### Rule No. 14

### CONTINUITY OF SERVICE

1. Emergency interruption	A.	Emergency	Interru	ption
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- 1. The utility will make all reasonable efforts to prevent interruptions to service and when such interruptions occur will endeavor to re-establish service with the shortest possible delay consistent with the safety to its customers and the general public.
- 2. Where an emergency interruption of service affects the service to any public fire protection devise, the utility will promptly endeavor to notify the Fire Chief or other public official responsible for fire protection of such interruption and of subsequent restoration of normal service.
- B. Scheduled Interruptions
- 1. Whenever the utility finds it necessary to schedule an interruption to its service, it will, where feasible, notify all customers affected by the interruption, stating the approximate time and anticipated duration of the interruption. Schedule interruptions will be made at such hours as will p-rovide least inconvenience to the customers consistent with reasonable utility operations.
- 2. Where public fire protection is provided by the mains affected by the interruptions, the utility will promptly endeavor to notify the Fire Chief or other officials responsible for fire protection, stating the approximate time and anticipated duration. In addition, the Fire Chief or other official responsible for fire protection will be notified promptly upon restoration of service.
- C. Apportionment of Supply During Times of Shortage

During times of threatened or actual water shortage, the utility will apportion its available water supply among its customers as directed by the Public Utilities Commission. In absence of direction from the Commission, it will apportion the supply in the manner that appears most equitable under circumstances then prevailing and with due regard to public health and safety.

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Canceling	Revised

Cal. P.U.C. Sheet No. 722-W Cal. P.U.C. Sheet No. 417-W

Rule	No.	15
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## MAIN EXTENSIONS

- General Provisions and Definitions A.
- 1. Applicability
- a. All extensions of distribution mains, from the utility's basic production and transmission system or existing distribution system, to serve new customers, except for those specifically excluded below, shall be made under the provisions of this rule unless specific authority is first obtained from the Commission to deviate therefrom. A main extension contract shall be executed by the utility and the applicant or applicants for the main extension before the utility commences construction work on said extensions or, if constructed by applicant or applicants, before the facilities comprising the main extension are transferred to the utility.
- b. Extensions primarily for fire hydrant, private fire protection, resale, temporary, standby, or supplemental service shall not be made under this rule.
- c. The utility may, but will not be required to, make extensions under this rule in easements or rights-of-way where final grades have not been established, or where street grades have not been brought to those established by public authority. If extensions are made when grades have not been established and there is a reasonable probability that the existing grade will be changed, the utility shall require that the applicant or applicants for the main extension deposit, at the time of execution of the main extension agreement, the estimated net cost of relocating, raising or lowering facilities upon establishment of final grades. Adjustment of any difference between the amount so deposited and the actual cost of relocating, raising or lowering facilities shall be made within ten days after the utility has ascertained such actual cost. The net deposit representing actual cost is not subject to refund. The entire deposit related to the proposed relocation, raising or lowering shall be refunded when such displacements are determined by proper authority to be not required.

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(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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Cal. P.U.C. Sheet No. <u>723-W</u>
Cal. P.U.C. Sheet No. <u>418-W</u>

Rule No. 15 (continued)

#### MAIN EXTENSIONS

### A. 2. Limitation of Expansion

- a. Whenever the outstanding advance contract balances reach 40 percent of total capital (defined, for the purpose of this rule, as proprietary capital, or capital stock and surplus, plus debt and advances for construction) the utility shall so notify the Commission within thirty days.
- b. whenever the outstanding advance contract balances plus the advance on a proposed new extension would exceed 50 percent of total capital, as defined in Section A.2.a. plus the advance on the proposed new extension, the utility shall not make the proposed new extension of distribution mains without authorization of the Commission. Such authorization may be granted by a letter from the Executive Director of the Commission.

Whenever the outstanding advance contract balances reach the above level, the utility shall so notify the Commission within thirty days.

#### 3.. Definitions

- a. A "bona-fide customer," for the purposes of this rule, shall be a customer (excluding any customer formerly served at the same location) who has given satisfactory evidence that service will be reasonably permanent to the property which has been improved with a building of a permanent nature, and to which service has commenced. The provision of service to a real estate developer or builder, during the construction or development period, shall not establish him as a bona-fide customer.
- b. A "real estate developer" or "builder," for the purposes of this rule, shall include any individual, association of individuals partnership, or corporation that divides a parcel of land into two or more portions, or that engages in the construction and resale of individual structures on a continuing basis.

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Cal. P.U.C. Sheet No. <u>724-W</u>
Cal. P.U.C. Sheet No. <u>419-W</u>

Rule No. 15 (continued)

#### MAIN EXTENSIONS

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- 3. The "adjusted construction cost," for the purposes of this rule, shall be reasonable and shall not exceed the costs recorded in conformity with generally accepted water utility accounting practices, and as specifically defined in the Uniform System of Accounts for Water Utilities prescribed by the Commission for installing facilities of adequate capacity for the service requested. If the utility, at its option, should install facilities with a larger capacity or resulting in a greater footage of extension than required for the service requested, the "adjusted construction cost," for the purpose of this rule, shall be determined by the application of an adjustment factor to actual construction cost of facilities installed. This facto shall be the ratio of estimated cost of required facilities to estimated cost of actual facilities installed.
- 4. Ownership, Design, and Construction of Facilities

Any facilities installed hereunder shall be the sole property of the utility. In those instances in which title to certain portions of the installation, such as fire hydrants, will be held by a political subdivision, such facilities shall not be included as a part of the main extension under this rule, and will neither be owned by the utility nor subject to refund under the provisions of Section C.2. of this rule.

- b. The size, type, quality of materials, and their location shall be specified by the utility; and the actual construction shall be done by the utility or by a constructing agency acceptable to it.
- c. Where the property of an applicant is located adjacent to a right-of-way, exceeding 70 feet in width, for a street, highway, or other public purpose, regardless of the width of the traveled way or pavement; or on a freeway, waterway, or railroad right of way, the utility may elect to install a main extension on the same side thereof as the property of the applicant, and the estimated, and the adjusted construction costs in such case shall be based upon such an extension.

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Cal. P.U.C. Sheet No. <u>725-W</u>
Cal. P.U.C. Sheet No. <u>420-W</u>

Rule No. 15 (continued)
MAIN EXTENSIONS
A. 4. d. When an extension must comply with an ordinance, regulation, or specification of a public authority, the estimated and adjusted construction costs of said extension shall be based upon the facilities required to complete therewith.
e. If the following provisions for water conservation are included in local building codes and/or ordinances, the main extension contract shall contain these provisions.
(1) All interior plumbing in new buildings shall meet the following requirements:
(a) Toilets shall not use more than 1.6 gallons per flush, except that toilets and urinals with flush valves may be installed.
(b) Shower heads shall contain flow controls which restrict flow to a maximum of approximately 3 gallons per minute.
Kitchen and lavatory faucets shall have flow controls which restrict flow to a maximum of approximately 2 gallons per minute.
(2) All new parks, median strips, landscaped public areas and landscaped areas surrounding condominiums, townhouses, apartments and industrial parks shall have a well-balanced automatic irrigation system designed by a landscape architect or other competent person, and shall be operated by electric time controller stations set for early morning irrigation.
5. Estimates, Plans, and Specifications
a. Upon request by a potential applicant for a main extension of 100 feet or less, the utility shall prepare, withou charge, a preliminary sketch and rough estimates of the cost of installation to be advanced by said applicant.

(To be inserted by utility)

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Advice No. 1-W

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Cal. P.U.C. Sheet No. <u>726-W</u>
Cal. P.U.C. Sheet No. <u>421-W</u>

Rule No. 15	
(continued)	

MAIN EXTENSIONS
A. 5. b. Any applicant for a main extension requesting the utility to prepare detailed plans, specifications, and cost estimates shall be required to deposit with the utility an amount equal to the estimated cost of preparation of such material. The utility shall, upon request, make available within 45 days after receipt of the deposit referred to above, such clans, specifications, and cost estimates of the proposed main extension. If the extension is to include oversizing of facilities to be done at the utility's expense, appropriate details shall be set forth in the plans, specifications, and cost estimates.
c. In the event a main extension contract with the utility is executed within 180 days after the utility urnishes the detailed plans and specifications, the deposit shall become a part of the advance, and shall be refunded in ccordance with the terms of the main extension contract. If such contract is not so executed, the deposit to cover the cost of reparing plans, specifications, and cost estimates, shall be forfeited by the applicant for the main extension and the amount of the forfeited deposit shall be credited to the account or accounts to which the expense of preparing said material was harged.
d. When detailed plans, specifications, and cost estimates are requested, the applicant for a main xtension shall furnish a map to a suitable scale showing the street and lot layouts and, when requested by the utility, ontours or other indication of the relative elevation of the various parts of the area to be developed. If changes are made ubsequent to the presentation of this map by the applicant, and these changes require additional expense in revising plans, pecifications, and cost estimates, this additional expense shall be borne by the applicant, not subject to refund, and the dditional expense thus recovered shall be credited to the account or accounts to which the additional expense was charged.

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Cal. P.U.C. Sheet No. <u>727-W</u>
Cal. P.U.C. Sheet No. <u>470-W</u>

Rule No. 15 (continued)

#### MAIN EXTENSIONS

### A..6. Timing and Adjustment of Advances

- a. Unless the applicant for the main extension elects to arrange for the installation of the extension himself, as permitted by Section C.1.c., the full amount of the required advance or an acceptable surety bond must be provided to the utility at the time of execution of the main extension agreement.
- b. If the applicant for a main extension posts a surety bond in lieu of cash, such surety bond must be replaced with cash not less than ten calendar days before construction is to commence; provided, however, that if special facilities are required primarily for the service requested, the applicant for the extension may be required to deposit sufficient cash to cover the cost of such special facilities before they are ordered by the utility.
- c. An applicant for a main extension who advances funds shall be provided with a statement of actual construction cost and adjusted construction cost showing in reasonable detail the costs incurred for material, labor, any other direct and indirect costs, overheads, and total costs; or unit costs; or contract costs, whichever are appropriate.
- d. Said statement shall be submitted within sixty days after the actual construction costs of the installation have been ascertained by the utility. In the event that the actual construction costs for the entire installation shall not have been determined within 120 days after completion of construction work, a preliminary determination of actual and adjusted construction costs shall be submitted, based upon the best available information at that time.
- e. Any differences between the adjusted construction costs and the amount advanced shall be shown as a revision of the amount of advance and shall be payable within thirty days of date of submission of statement.

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WATERCOMPANY
LOCATION

Cal. P.U.C. Sheet No. <u>728-W</u> Cal. P.U.C. Sheet No. <u>423-W</u>

Rule No. 15 (continued)

## MAIN EXTENSIONS

## A. 7. Assignment of Main Extension Contracts

Any contract entered into under Sections B and C of this rule, or under similar provisions of former rules, may be assigned, after settlement of adjusted construction costs, after written notice to the utility by the holder of said contract as shown by the utility's records. Such assignment shall apply only to those refunds which become due more than thirty days after the date of receipt by the utility of the notice of assignment. The utility shall not be required to make any one refund payment under such contract to more than a single assignee.

8. Interpretations and Deviations

In case of disagreement or dispute regarding the application of any provision of this rule, or in circumstances where the application of this rule appears unreasonable to either party, the utility, applicant or applicants may refer the matter to the Commission for determination.

- B. Extensions to Serve Individuals
  - 1. Payment

Extensions of water mains to serve new individual customers shall be paid for an contributed to the utility by the individual customer requesting the main extension. Calculation of payment shall be on the basis of a main not in excess of 6" in diameter, except where a larger main is required by the special needs of the new customer. The utility shall be responsible for installing and paying for service pipes, meter boxes, and meters to serve the new individual customer; provided, however, a Class C or Class D utility, or a Class A or Class B utility district or subsidiary serving 2,000 or fewer connections, may accept from individual customers amounts in contribution as a connection fee calculated pursuant to the Commission's Connection Fee Data Form contained in the utility's tariffs.

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WATERCOMPANY
LOCATION

Cal. P.U.C. Sheet No. <u>729-W</u>
Cal. P.U.C. Sheet No. <u>423-W</u>

471-W

Rule No. 15 (continued)

#### MAIN EXTENSIONS

## B. 2. Refunds

If subsequent applications for water service are connected directly to the main extension contributed by the original individual customer, such subsequent applicants shall pay to the utility an amount equal to the cost of 100 feet of the original extension. Such amounts shall be immediately refunded by the utility to the initial customer who originally paid for and contributed the main extension to the utility. Total payments to the initial customer by subsequent applicants for water service who are connected directly to the extension shall not exceed the original cost of the extension. No refunds shall be made after a period of ten years from completion of the main extension.

- C. Extensions to Serve Subdivisions, Tracts, Housing Projects, Industrial Developments, Commercial Buildings, or Shopping Centers.
- 1. Advances
- a. Unless the procedure outlined in Section C.1.c., is followed, an applicant for a main extension to serve a new subdivision, tract, housing project, industrial development, commercial building, or shopping center shall be required to advance to the utility, before construction is commenced, the estimated reasonable cost of the extension to be actually installed, from the nearest utility facility at least equal in size or capacity to the main required to serve both the new customers and a reasonable estimate of the potential customers who might be served directly from the main extension. The costs of the extension shall include necessary service stubs or service pipes, fittings, gates and housing therefore, and meter boxes, but shall not include meters. To this shall be added the cost of fire hydrants when requested by the applicant for the main extension or required by public authority, whenever such hydrants are to become the property of the utility.
- b. If special facilities consisting of items not covered by Section C.1.a. are required for the service requested and, when such facilities to be installed will supply both the main extension and other parts of the utility's system, at least 50 percent of the design capacity (in gallons, gpm, or other appropriate units) is required to supply the main extension, the cost of such special facilities may be included in the advance, subject to refund, as hereinafter provided, along with refunds of the advance of the cost of the extension facilities described in Section C.1.a. above.

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WATERCOMPANY
LOCATION

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Rule No. 15	
(continued)	

#### MAIN EXTENSIONS

C.	1.	c.	In lieu of providing the advances in accordance with Sections C.1.a. and C.1.b., the applicant for a
main e	extension	n shall be	e permitted, if qualified in the judgment of the utility, to construct and install the facilities himself, or
arrang	e for the	ir install	ation pursuant to competitive bidding procedures initiated by him and limited to the qualified bidders.
The co	st, inclu	ding the	cost of inspection and supervision by the utility, shall be paid directly by applicant. The applicant
shall p	rovide t	he utility	with a statement of actual construction cost in reasonable detail. The amount to be treated as an
advan	ce subjec	ct to refu	nd shall be the lesser of (1) the actual cost, or (2) the price quoted in the utility's detailed cost estimate.
The in	stallatio	n shall b	e in accordance with the plans and specifications submitted by the utility pursuant to Section A.5.b.

d. If, in the opinion of the utility, it appears that a proposed main extension will not, within a reasonable period, develop sufficient revenue to make the extension self-supporting, or if for some other reason it appears to the utility that a main extension contract would place an excessive burden on customers, the utility may require nonrefundable contributions of plant facilities from developers in lieu of a main extension contract.

If an applicant for a main extension contract who is asked to contribute the facilities believes such request to be unreasonable, such applicant may refer the matter to the Commission for determination, as provided for in Section A.8. of this rule.

## 2. Refunds

a. The amount advanced under Sections C.1.a., C.1.b., and C.1.c. shall be subject to refund by the utility, in cash, without interest, to the party or parties entitled thereto as set forth in the following two paragraphs. The total amount so refunded shall not exceed the total of the amount advanced and for a period not to exceed 40 years after the date of the contract.

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WATERCOMPANY
LOCATION

Cal. P.U.C. Sheet No. <u>731-W</u>
Cal. P.U.C. Sheet No. <u>472-W</u>

473-W

Rule No. 15 (continued)

#### MAIN EXTENSIONS

- C. 2. b. Payment of refunds shall be made not later than June 30 of each year, beginning the year following execution of contract, or not later than 6 months after the contract anniversary date if on an anniversary date basis.
- c. Whenever costs of main extensions and/or special facilities have been advanced pursuant to Section C.1.a., C.1.b., or C.1.c., the utility shall annually refund to the contract holders an amount equal to 2 1/2 percent of the advances until the principal amounts of the contracts have been fully repaid.

Whenever costs of special facilities have been advanced pursuant to Sections C.1.b., or C.1.c., the amount so advanced shall be divided by the number of lots (or living units, whichever is greater) which the special facilities are designed to serve, to obtain an average advance per lot (or living unit) for special facilities. When another builder applies for a main extension to serve any lots for which the special facilities are to be used, the new applicant shall, in addition to the costs of his proposed main extension, also advance an amount for special facilities. This amount shall be the average advance per lot for special facilities for each lot to be used less 2 1/2 percent of the average advance for each year in which refund have been due and payable on the original contract, prorated to June 30, or the contract anniversary date on a monthly basis.

The amount advanced to the utility by the new applicant shall be immediately refunded to the holder of the original contract, which included the cost of the special facilities, and the original contract advance will be reduced accordingly. The utility will thenceforth refund 2 1/2 percent annually on each of the contract amounts, as determined above, to the holders of the contracts.

Advances and refunds based on additional builder participation will be determined in a similar manner.

In no case shall the refund on any contract exceed the amount

advanced.

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Cal. P.U.C. Sheet No. <u>473-W</u>

428-W

Rule No. 15 (continued)

#### MAIN EXTENSIONS

## C.3. Termination of Main Extension Contracts

a. Any contract whose refunds are based on a percentage of the amount advanced may be purchased by the utility and terminated provided that the terms are mutually agreed to by the parties or their assignees and Section C.3.c. and Section C.3.d. are complied with. The maximum price that may be paid by the utility to terminate a contract shall be calculated by multiplying the remaining unrefunded contract balance times the appropriate termination factor set out below. No contract that has been in effect for less than 10 years shall be terminated without prior Commission approval.

#### **Termination Factors**

Years Factor Remain'g	Years Factor	Years	Factor	Years	Factor	Remain'g	<u>Remain</u>	<u>'g</u>	Remain'g
110111111111111111111111111111111111111									
1	.8929	11		.5398	21		.3601	31	.2608
2	.8450	12		.5162	22		.3475	32	.2535
3	.8006	13		.4941	23		.3356	33	.2465
4	.7593	14		.4734	24		.3243	34	.2399
5	.7210	15		.4541	25		.3137	35	.2336
6	.6852	16		.4359	26		.3037	36	2276
7	.6520	17		.4188	27		.2942	37	.2218
8	.6210	18		.4028	28		.2851	38	.2136
9	.5920	19		.3877	29		.2766	39	.2111
10	.5650	20		.3729	30		.2685	40	.2061

b. Any contract with refunds based upon percentage of revenues and entered into under Section C. of the former rule, may be purchased by the utility and terminated, provided the payment is not in excess of the estimated revenue refund multiplied by the termination factor in the following table, the terms are otherwise mutually agreed to by the parties or their assignees and Section C.3.c. and Section C.3.d. herein are complied with. The estimated revenue refund is the amount that would otherwise be refunded, at the current level of refunds, over the remainder of the twenty-year contract period or shorter period that would be required to extinguish the total refund obligation. It shall be determined by multiplying 22 percent of the average annual revenue per service for the immediately preceding calendar year

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## Rule No. 15 (continued)

## MAIN EXTENSIONS

C. 3. b. by the number of bona fide customers at the proposed termination date, times the number of years or fractions thereof to the end of the twenty-year contract period or shorter period that would be required to refund the remaining contract balance.

**Termination Factors** 

Years	Factor	Years	Factor	Rema	aining	Remaining	
	1	.8925		11	.5398		
	2	.8450		12	.5162		
	3	.8006		13	.4941		
	4	.7593		14	.4734		
	5	.7210		15	.4541		
	6	.6852		16	.4359		
	7	.6520		17	.4188		
	8	.6210		18	.4028		
	9	.5920		19	.3877		
	10	.5650					

- c. The utility shall furnish promptly to the Commission the following information in writing and shall obtain prior authorization by a formal application under Sections 816-830 of the Public Utilities Code if payment is to be made other than in cash:
- (1) A copy of the main extension contract, together with data adequately describing the development for which the advance as made and the total adjusted construction cost of the extension.
- (2) The balance unpaid on the contract and the calculation of the maximum termination price, as above defined, as of the date of termination and the terms under which the obligation was terminated.
  - (3) The name of the holder of the contract when terminated.
- d. Discounts obtained by the utility from contracts terminated under the provisions of this section shall be accounted for by credits to Ac. 265, Contributions in Aid of Construction.

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Cal. P.U.C. Sheet No. <u>734-W</u>
Cal. P.U.C. Sheet No. <u>474-W</u>

Rule No.	15
(continue	ed)

#### MAIN EXTENSIONS

Э.	Extension	on Des	signed	to Inc	lude	Fire 1	Protection

- 1. The cost of distribution mains designed to meet the fire flow requirements set forth in Section VIII.1(a) of General Order No. 103 is to be advanced by the applicant. The utility shall refund this advance as provided in Sections B.2. and C.2. of this rule.
- 2. Should distribution mains be designed to meet fire flow requirements in excess of those set forth in Section VIII.1(a) of General Order No. 103, the increase in cost of the distribution mains necessary to meet such higher fire flow requirements shall be paid to the utility as a contribution in aid of construction.
- 3. The cost of facilities other than hydrants and distribution mains required to provide supply, pressure, or storage primarily for fire protection purposes, or portions of such facilities allocated in proportion to the capacity designed for fire protection purposes, shall be paid to the utility as a contribution in aid of construction.

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Cal. P.U.C. Sheet No. 658-W

659-W

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#### SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

#### A. General

- 1. Utility's Responsibility
- a. (1) In urban areas with dedicated front streets, rear service roads, or public utility easements the utility will furnish and install the service pipe, curb stop, meter and meter box at its own expense for the purpose of connecting its distribution system to the customer's piping, except for temporary services and as otherwise provided in Rule No. 15 Main Extensions. The service connection, curb stop, meter and meter box will be installed at a convenient place between the property line and the curb, or inside the customer's property line where necessary.
- (2) In areas which do not have dedicated front streets, rear service roads, or public utility easements, the utility will furnish and install the service pipe, curb stop, meter and meter box as above provided but at a convenient point on or near the customer's property except for service beyond the service area.
  - b. The service connection will determine the point of delivery of water service to the customer.
  - 2. Customer's Responsibility
  - a. Condition Precedent to Receiving Service

The customer as a condition precedent to receiving service shall:

- (1) Furnish and lay the necessary piping to make the connection from the service connection to the place of consumption and shall keep such piping in good repair in accordance with such reasonable requirements of the utility as may be incorporated in its rules herein.
  - (2) Provide a main valve on the piping between the service connection and the point of customer use.
- (3) Where service is rendered at or near the service area boundary for use beyond the service area, install, operate, and maintain the facilities necessary to provide service.

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Cal. P.U.C. Sheet No. <u>659-W</u>

Rule No. 16 (continued)

## SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

- A. 2. b. The customer's piping shall extend to that point on the curb line or property line of easiest access to the utility from its existing distribution system or requiring the least extension of the existing distribution main. The utility shall be consulted before installation thereof and its approval of location secured.
  - 3. Ownership and Absence of Rental Obligation Where Facilities Are on Premises of Customer.
- a. The service pipe, curb stop, meter, and meter box furnished by or on behalf of the utility and located wholly or partially upon a customer's premises are the property of the utility.
- b. No rent or other charge will be paid by the utility where the utility-owned service facilities are located on a customer's premises.
  - 4. Access to Premises of Customer
- a. The utility shall at all reasonable hours have access to meters, service connections and other property owned by it which may be located on customer's premises for purposes of installation, maintenance, operation or removal of the property at the time service is to be terminated. The customer's system should be open for inspection at all reasonable times to authorized representatives of the utility.
- b. Any inspection work or recommendations made by the utility or its agents in connection with plumbing or appliances or any use of water on the customer's premises, either as a result of a complaint or otherwise, will be made without charge.
  - 5. Responsibility for Loss or Damage
- a. The utility will not be responsible for any loss or damage caused by any negligence or wrongful act of a customer or of a customer's authorized representatives in installing, maintaining, operating or using any or all appliances, facilities or equipment for which service is supplied.

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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	TITI E	

Original	
Canceling	Revised

Cal. P.U.C. Sheet No. <u>737-W</u>
Cal. P.U.C. Sheet No. <u>660-W</u>

Rule No. 16 (continued)

### SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

A. 5.b. The customer will be held responsible for damage to utility's meters and other property resulting from the use or operation of appliances and facilities on customer's premises, including, but not limited to damage caused by steam, hot water, or chemicals.

#### B. Services

#### 1. Charge for Service Connections

Except as provided in subparagraphs a., b., or c. below, the utility shall make nor charge to a customer for making a service connection except in case of connections for private fire protection service, connections for temporary service, changes made at the request and for the convenience of the customer, where additional connections are requested because of divisions of land ownership when the land before division was receiving service, and as otherwise provide in the utility's main extension rules.

#### a. Individual Customer Connection Fee

A Class C or Class D utility, or a Class A or Class B utility district or subsidiary serving 2,000 or fewer connections, may accept from individual customers amounts in contribution as a connection fee calculated pursuant to the Commission's Connection Fee Data Form contained in the utility's tariff.

b. In lieu of paying the connection fee, an applicant for a service connection may retain a licensed contractor, qualified in the judgment of the utility, to install the service connection. Cost to the utility of inspection and supervision of the installation, including gross-up for tax required by a contribution, shall be paid by the applicant. The applicant shall provide the utility with a statement of actual construction cost in reasonable detail. The amount shall be treated as contribution by the utility. The installation shall be in accordance with plans and specifications of the utility.

#### c. Individual Customer Facilities Fee

A Class C or Class D utility, or a Class A or Class B utility district or subsidiary serving 2,000 or fewer connections, may accept from individual customers amounts in contribution as a facilities fee calculated pursuant to tariff approved by the Commission.

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WATERCOMPANY
LOCATION

Cal. P.U.C. Sheet No. 738-W Cal. P.U.C. Sheet No. 660-W

661-W

Rule No. 16 (continued)

### SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

Size of Service Pipe

- a. The minimum size of service pipe installed by the utility will not be less than 3/4-inch nominal size.
- b. The utility may require the customer to provide such data as may be necessary for the utility to properly size a service larger than 3/4-inch nominal size consistent with pressure requirements.

#### 3. Installation

Only duly authorized employees or agents of the utility (or contractors, upon approval of the utility) will be permitted to install a service pipe from the utility's main to the location of the service connection. The connection from the meter to the customer's piping will be made by the utility; provided, however, that if the customer's piping requires repair or replacement, the connection may, at the option of the utility, be made by the customer or his agent.

### C. Cross Connections

#### Protective Regulation 1.

No physical connection between the potable water supply system of the public utility and that of any other water supply or source of actual or potential contamination will be permitted except in compliance with the regulations of the State Department of Public Health contained in Title 17, Sections 7583-7605 of the California Code of Regulations under "Regulations Relating to Cross-Connections."

## 2. Backflow Preventers Required

The utility will evaluate the degree of potential health hazard to the public water supply which may be created as a result of conditions existing on a user's premises. As a minimum, the evaluation will consider: the existence of cross-connections, the nature of materials handled on the property, the probability of a backflow occurring, the degree of piping system complexity and the potential for piping system modification.

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Original	
Canceling	Revised

Cal. P.U.C. Sheet No. <u>739-W</u>
Cal. P.U.C. Sheet No. <u>661-W</u>

662-W

Rule	No.	16
(con	tinue	ed)

#### SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

C.	2.	The utility will require the installation of approved backflow
preve	enters of required type under any of the following condition	is:

- a. Where a fresh water supply which has not been approved by the State Department of Health Services is already available from a well, spring, reservoir or other source. (If the customer agrees to abandon this other supply and agrees to remove all pumps and piping necessary for the utilization of this supply, the installation of backflow preventers will not be required.
- b. Where salt water, or water otherwise contaminated, is available for industrial or fire protection purposes at the same premises.
- c. Where the premises are or may be engaged in industrial processes using or producing process waters or liquid industrial wastes, or where the premises are or may be engaged in handling sewage or any other dangerous substances.
- d. Where fresh water hydrants or other outlets are or may be installed on piers or docks.
- e. Where the circumstances are such that there is special danger of backflow of sewage or other contaminated liquids through plumbing fixtures or water-using or treating equipment, or storage tanks and reservoirs.
- f. Premises that have internal cross-connections that are not abated to the satisfaction of the utility or the health agency.
- g. Premises where cross-connections are likely to occur and entry is restricted so that cross-connection inspections cannot be made with sufficient frequency or at sufficiently short notice to assure that cross-connections do not exist.
- h. Premises having a repeated history of cross-connections being established or re-established.

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	TITLE	

WATERCOMPANY
LOCATION

Cal. P.U.C. Sheet No. <u>740-W</u>
Cal. P.U.C. Sheet No. <u>663-W</u>

664-W

Rule No. 16 (continued)

## SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

## C. 3. Type and Expense of Backflow Preventers

Any backflow preventer utilized shall be of the type and design specified and approved for the circumstances in Section 7604, Title 17 of the California Code of Regulators, except that a customer may utilize an approved backflow preventer providing greater protection than required by Section 7604. Such backflow preventers shall be installed by and at the expense of the customer, in a manner approved by the utility and the public health agency having jurisdiction. Backflow preventers shall be installed as close as practical to the customer's connection to the utility and in a location which is readily available for periodic inspection.

Backflow preventers shall be tested, repaired or replaced at the expense of the customer.

4. Periodic Testing of Backflow Preventers

Whenever a backflow preventer is installed, relocated, or repaired, the customer shall have it tested by persons who have demonstrated their competency in testing of these preventers to the utility or health agency. Backflow preventers shall be tested at least annually or more frequently if determined to be necessary by the health agency or utility. The utility shall notify the customer when testing of backflow preventers is needed. The notice shall give the date when the test must be completed. Reports of testing and maintenance shall be maintained by the utility for a minimum of three years.

5.Refusal to Serve or Discontinuance of Service

The utility may refuse or discontinue service:

- a. Until there has been installed on the customer's piping an approved backflow preventer of the required type, if one is required.
  - b. Where the utility has been denied access to the customer's premises to make an evaluation.
  - c. Where the customer refuses to test a backflow preventer, or to repair or replace a faulty backflow preventer.

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Canceling	Revised	

Cal. P.U.C. Sheet No. <u>741-W</u>
Cal. P.U.C. Sheet No. <u>664-W</u>

665-W

#### Rule No. 16

## SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES (continued)

- C. 5. d. Where there is a direct or indirect connection between the public water system and a sewer line.
- e. Where there is an unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
- f. Where there is an unprotected direct or indirect connection between the public water system and auxiliary water system.
  - g. When there is a situation which presents an immediate health hazard to the public water system.
- C. 6. Pumps and Boosters

When a customer receiving service at the utility's main or service connection must, by means of a pump of any kind, increase the pressure of the water received, the pump shall not be attached to any pipe directly connected to the utility's main or service pipe. Such pumping or boosting of pressure shall be done, at the option of the utility, either:

- a. From a sump, cistern or storage tank which must be served through an air gap connection, or
- b. From a combination of an approved backflow preventer plus a device approved by the water utility to prevent the booster pump from drawing the utility's system pressure below 20 psig.

This requirement shall not apply to American Water Works Association (AWWA) Class 2 Fire Protection systems, except as provided for in the Information Bulletin issued by the Office of State Fire Marshal on December 10, 1984.

AWWA Class 2 fire protection systems have direct connections from public water mains only; no pumps, tanks or reservoirs, except that booster pumps may be installed in the connections from the street mains to the fire protection systems; no physical connection from other water supplies; no antifreeze or other additives of any kind; all sprinkler drains discharging to atmosphere, dry wells, or other safe outlets.

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WATERCOMPANY LOCATION

Original
Canceling Revised

Cal. P.U.C. Sheet No. 742-W Cal. P.U.C. Sheet No. 665-W

Rule No. 16 (continued)

(continued)			
SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES			
C. 7. Automatic Valves			
Quick closing or opening valves shall not be installed on customer's pipes which are directly attached to the Utility's mains or service pipes A customer whose operation requires the use of a quick opening or closing valve must operate such device from a tank, cistern, sump or other facility which may be served by but not directly connected with the Utility's distribution mains or service pipes. This restriction does not apply to quick closing or opening valves used in connection with normal household appliances such as automatic dishwashers or washing machines			
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Canceling	Revised	

Cal. P.U.C. Sheet No. 375-W Cal. P.U.C. Sheet No. 072-W

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No.

Rule No. 17			
STANDARDS FOR MEASUREMENT OF SERVICE			
The Standards for Measurement of Service are	contained in		(L,T)
General Order No. 103 and therefore are not cov	ered under this rule.		
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.	C.)

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Cal. P.U.C. Sheet No. 376-W Cal. P.U.C. Sheet No. 260-W

Rule No. 18

#### METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

#### A. Tests on Customer Request

#### 1. Compliance by Utility

The utility will within one week after request by a customer proceed to test the meter serving the customer's premises, except where service is rendered from open conduits such test may be deferred for a reasonable length of time when it would necessitate the interruption of service to any other customer. Such test of meters, other than displacement meters for which standards of accuracy are established in General Order No. 103, Measurement of Service, will consist of an acceptable method of verifying the accuracy of the meter.

#### Charge for Test

No charge will be made for the test of a meter made at the request of a customer, except where a customer requests a test within six months after installation of the meter or more often then once a year, in which cases the customer shall be required to deposit with the utility the following amount to cover the cost of each such test:

Size of Meter	Amount of Deposit
One inch or smaller	\$2.00
Larger than one inch	\$3.50

#### 3. Test Procedure

Every meter tested at the request of a customer will be tested in the condition as found in the customer's service prior to any alteration or adjustment in order to determine the average meter error. This test will consist of testing at the three rates of flow as determined in General Order No. 103 under Accuracy Requirements of Water Meters, and in addition, at twice the minimum test flow. The average meter error will be considered to be the algebraic average of the errors of the three highest test flows.

#### 4. Return of Deposit

Any deposit made under paragraph 2, above, will be returned to the customer if the average meter error is found to be more than 2%, fast. The customer will be notified not less than five days in advance of the time and place of the test.

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	TITLE	

WATERCOMPANY LOCATION Original
Canceling Revised

Cal. P.U.C. Sheet No. <u>383-W</u> Cal. P.U.C. Sheet No. 073-W

#### Rule No. 18

#### METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

(Continued)

#### 5. Location of Test

A customer will have the right to require the utility to conduct the test in such customer's presence or in the presence of a representative of such customer. Where the utility has no proper meter testing facilities available locally, the meter may be tested by a meter manufacturer or its agency, or by any other reliable organization equipped for water meter testing or by the utility's meter testing plant where located in some other community, in which latter case the utility upon demand of the customer will furnish the customer with a notarized statement certifying as to the method used in making the test and as to the accuracy of the meter.

6. Report of test to Customer

A report showing the results of the test will be furnished to the customer within 15 days after the completion of the test.

- B. Adjustment of Bills for Meter Error
  - 1. Fast Meters

When, upon test, a meter is found to be registering more than 2% fast, the utility will refund to the customer the amount of the overcharge based on corrected meter readings for the period the meter was in use but not to exceed a period of six months.

- 2. Slow Meters
  - a. Commercial Service

When, upon test, a meter used for commercial (residential and business) service is found to be registering more than 25% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

(continued)

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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	TITLE	

Cal. P.U.C. Sheet No. <u>384-W</u>
Cal. P.U.C. Sheet No. <u>074-W</u>

Rule	No.	18
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### METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR (Continued)

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۷.	210M	wieters (	(continued	L

#### b. Other than Commercial Service

When upon test, a meter used for other than commercial service, is found to be registering more than 5% slow the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

#### 3. Nonregistering Meters

The utility may bill the customer for water consumed while the meter was nonregistering, but not to exceed a period of three months, at the minimum monthly meter rate, or upon an estimate of the consumption based upon the customer's prior use during the same season of the year if conditions were unchanged, the use of other customers during the same period receiving the same class of service under similar circumstances and conditions.

#### 4. General

When it is found that the error in a meter is due to some cause, the date of which can be fixed, the overcharge or the undercharge will be computed back to but not beyond such date.

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Cal. P.U.C. Sheet No. <u>495-W</u>
Cal. P.U.C. Sheet No. <u>377-W</u>

#### Rule No. 19

#### SERVICE TO SEPARATE PREMISES AND MULTIPLE UNITS, AND RESALE OF WATER

A. Number of Services to Separate Premises

Separate premises under single control of management will be supplied through separate individual service pipes unless the utility elects otherwise.

B. Service to Multiple Units on Same Premises

Separate houses, buildings, living or business quarters on the same premises or on adjoining premises, under a single control or management, may be served by either of the following methods:

#### 1. Separate Service Pipe

<u>Serve</u> through separate pipes to each or any unit provided that the piping system from each service is independent of the others, and is not interconnected.

#### 2. Single Service Pipe

- a. <u>Serve</u> through a single service pipe to supply the entire premises, in which case only one minimum or readiness to serve charge will be applied.
- b. Owners or operators of a mobilehome park or a multiple unit residential complex who receive water service pursuant to B.2.a. above may submeter each individual residential unit in the park or complex. Such owners or operators are exempted from the Commission's jurisdiction, control, and regulation provided that each submetered user is charged at the rate which would be applicable if the user were receiving the water directly from the serving public utility water company.
- c. <u>Upon written request by such owner or operator, the utility will provide on a continuing basis, copies of the current rates applicable</u>. The utility shall have no responsibility for monitoring or enforcing the provisions of B.2.b.)

The responsibility for payment of charges for all service furnished to combined units through a single service pipe, in accordance with these rules, must be assumed by the applicant.

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	TITLE	

WATERCOMPANY	
LOCATION	

C.

<u>Original</u>	
Canceling	

Cal.	P.U.C.	Sheet No.	496-W
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Resale Water

Except by special agreement with the utility, or except as provided in B.2.b. above, no customer shall resell any of the water received from the utility, nor shall such water be delivered to premises other than those specified in such customer's application for service.

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

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Effective EFFECTIVE DATE
Resolution No. W-3160

Dec. No. <u>DECISIONNO.</u>

<u>ISSUERTITLE</u>

WATERCOMPANY (U168W	)
LOCATION	

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Cal. P.U.C.	Sheet No.	318-W
Cal. P.U.C.	Sheet No.	

Rule No. 20

#### **WATER CONSERVATION**

#### A. Purpose

The purpose of this rule is to ensure that water resources available to the utility are put to a reasonable beneficial use and that the benefits of the utility's water supply and service extend to the largest number of persons.

B. Waste of Water Discouraged

Refer to Rule 11 B.(3).

C. Use of Water-Saving Devices and Practices

Each customer of the utility is urged to install devices to reduce the quantity of water to flush toilets and to reduce the flow rate of showers. Each customer is further urged to adopt such other water usage and reusage practices and procedures as are feasible and reasonable.

D. Water-Saving Kits

The utility will make available, without initial cost to the customer, for use in each residence receiving water service from the utility, a water-saving kit containing the following:

- (1) A device or devices for reducing toilet flush water requirements;
- (2) A device or devices for reducing shower flow rates;
- (3) A dye tablet or tablets for determining if a toilet tank leaks;
- (4) Other devices from time to time approved by the utility;
- (5) Installation and other instructions and information pertinent to conservation of water.

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
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Canceling	Original

Cal. P.U.C. Sheet No. 378-W Cal. P.U.C. Sheet No. <u>040-W</u>

	<u> </u>		
	Form No. 1		
"APPLICA"	ΓΙΟΝ FOR WATER SERV	ICE" - NEW	
PLEASE REFER	TO TARIFF BOOK FOR	R SAMPLE FORM	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	

Advice No. 1-W

ISSUER **ISSUERTITLE** and Treasurer Date Filed FILED DATE Effective EFFECTIVE DATE Resolution No.

Dec. No. <u>DECISIONNO.</u>

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	379-W
Cal.	P.U.C.	Sheet No.	

Form No. 1A

### APPLICATION FOR WATER SERVICE (ON, OFF, IN, OUT, AND CHANGE)

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE
ISSUERTITLE Effective EFFECTIVE DATE

Dec. No. DECISIONNO. and Treasurer Resolution No. \_\_\_\_\_\_\_
TITLE

WATERCOMPANY
LOCATION

<u>Original</u>	
Canceling	

Cal.	P.U.C.	Sheet No.	534-W
Cal.	P.U.C.	Sheet No.	

Form	No.	2

#### PORTABLE METER DEPOSIT

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by

(To be inserted by Cal. P.U.C.)

Advice No. <u>1-W</u>

ISSUER

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No.

Dec. No. <u>DECISIONNO.</u>

ISSUERTITLE TITLE

WATERCOMPANY
LOCATION

<u>Original</u>	
Canceling	

Cal.	P.U.C.	Sheet No.	689-W
Cal.	P.U.C.	Sheet No.	

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#### Form No. 2A

#### PORTABLE METER CUSTOMER - TERMS

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE

Dec. No. DECISIONNO. ISSUERTITLE Resolution No. \_\_\_\_\_

Cal. P.U.C. Sheet No. 836-W Cal. P.U.C. Sheet No. <u>681-W</u>

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	Form No. 3		
	MONTHLY BILL I	FORM	
PLEASE I	REFER TO TARIFF BOOI	X FOR SAMPLE FORM	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	

Advice No. 1-W

ISSUER

Date Filed FILED DATE Effective <u>EFFECTIVE DATE</u>

Dec. No. <u>DECISIONNO.</u>

ISSUERTITLE TITLE

Resolution No.

Cal. P.U.C. Sheet No. 837-W Cal. P.U.C. Sheet No. <u>682-W</u>

	Form No. 3		
	15-DAY NOT	<u> </u>	
PLEASE RE	CEER TO TARIEF BOO	OK FOR SAMPLE FORM	
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(To be inserted by utility)	Issued by	(To be incerted by Cal. D.U.C.)	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Dec. No. <u>DECISIONNO.</u>

ISSUERTITLE TITLE

Effective <u>EFFECTIVE DATE</u> Resolution No.

Cal. P.U.C. Sheet No. 838-W Cal. P.U.C. Sheet No. <u>683-W</u>

	Form No. 3B		
<u>4-1</u>	DAY TERMINATION NO	<u> TICE</u>	
PLEASE REFER	R TO TARIFF BOOK FO	R SAMPLE FORM	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	

Advice No. 1-W

ISSUER

Date Filed FILED DATE Effective <u>EFFECTIVE DATE</u>

Resolution No.

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ISSUERTITLE TITLE

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Dec. No. <u>DECISIONNO.</u>

<u>Original</u> Canceling Revised Cal. P.U.C. Sheet No. <u>839-W</u>
Cal. P.U.C. Sheet No. <u>684-W</u>

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	Form No. 3	C	
<u>4-DAY '</u>	TERMINATION NOTICE	(Third Party Notification)	
DIEACE		OK FOR SAMPLE FORM	
PLEASE	REFER TO TARIFF BUC	OK FOR SAMPLE FORM	
	-	(D. 1	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	

ISSUER

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TITLE

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No.

Cal. P.U.C. Sheet No. 800-W Cal. P.U.C. Sheet No. <u>685-W</u>

	Form No. 3D	)	
	48-Hour Notic	ce	
	(Individually metered	customers)	
PLI	EASE REFER TO TARIFF BOO	K FOR SAMPLE FORM	
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)	

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Dec. No. <u>DECISIONNO.</u>

ISSUERTITLE TITLE

Effective <u>EFFECTIVE DATE</u> Resolution No.

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal. P.U.C. Sheet No. 801-W
Cal. P.U.C. Sheet No.

#### Form No. 3E

#### 48-Hour Notice

(For individual metered customers with a returned check)

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

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Advice No. 1-W ISSUER Date Filed FILED DATE

Dec. No. DECISIONNO. ISSUERTITLE Effective EFFECTIVE DATE

Resolution No. \_\_\_\_\_\_

WATERCOMPANY
LOCATION

<u>Original</u>	
Canceling	

Cal.	P.U.C.	Sheet No.	687-W
Cal.	P.U.C.	Sheet No.	

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Form	No.	3F

#### Closing Bill

(For customers that are closing their account)

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE

Effective EFFECTIVE DATE

Date No. DECISIONNO ISSUEDITIES

Date Filed FILED DATE

Effective DATE

Dec. No. DECISIONNO. ISSUERTITLE Resolution No. TITLE

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	688-W
Cal.	P.U.C.	Sheet No.	

Form	No.	3G

#### FIRST NOTICE/FINAL NOTICE BILL

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. DECISIONNO. ISSUERTITLE Resolution No.

Cal. P.U.C. Sheet No. <u>802-W</u>
Cal. P.U.C. Sheet No. <u>686-W</u>

Form	No	2LI
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#### 10-Day Termination Notice

(For master metered customers)

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE

Dec. No. DECISIONNO. ISSUERTITLE Resolution No. \_\_\_\_\_

Original
Canceling Revised Original

Cal. P.U.C. Sheet No. 813-W Cal. P.U.C. Sheet No. 451-W

Form No. 4

MAIN EXTENSION CONTRACT "B RULE" - INDIVIDUAL UTILITY INSTALL

PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.) Advice No. 1-W ISSUER Date Filed FILED DATE

TITLE

Effective <u>EFFECTIVE DATE</u> Dec. No. <u>DECISIONNO.</u> Resolution No.

ISSUERTITLE

Original
Canceling Revised Original

Cal. P.U.C. Sheet No. <u>814-W</u> Cal. P.U.C. Sheet No. 452-W

Form No. 5

MAIN EXTENSION CONTRACT "B RULE" - INDIVIDUAL APPLICANT INSTALL

PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.) Advice No. 1-W Date Filed FILED DATE ISSUER

Effective <u>EFFECTIVE DATE</u> Dec. No. <u>DECISIONNO.</u> ISSUERTITLE Resolution No.

Original Canceling

Cal. P.U.C. Sheet No. <u>453-W</u>
Cal. P.U.C. Sheet No. \_\_\_\_

# Form No. 6 MAIN EXTENSION CONTRACT "C RULE" DISTRIBUTION PLANT FIRE FLOW REQUIREMENTS MEET GENERAL ORDER NO. 103

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

ISSUERTITLE

Dec. No. DECISIONNO.

and Treasurer

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No.

TITLE

WATERCOMPANY
LOCATION

Original Canceling

Cal.	P.U.C.	Sheet No.	454-W
Cal.	P.U.C.	Sheet No.	

Form No. 7

# MAIN EXTENSION CONTRACT "C RULE" <u>DISTRIBUTION PLANT</u> FIRE FLOW REQUIREMENTS EXCEED GENERAL ORDER NO. 103

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. DECISIONNO.

ISSUERTITLE

TITLE

Resolution No.

Cal. P.U.C. Sheet No. <u>517-W</u>
Cal. P.U.C. Sheet No. <u>455-W</u>

# Form No. 8 MAIN EXTENSION CONTRACT "C RULE" SPECIAL FACILITIES AND DISTRIBUTION PLANT FIRE FLOW REQUIREMENTS MEET GENERAL ORDER NO. 103

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
Advice No. 1-W	ISSUER	Date Filed <u>FILED DATE</u>
		Effective <u>EFFECTIVE DATE</u>
Dec. No. <u>DECISIONNO.</u>	ISSUERTITLE	Resolution No.
	TITLE	

Cal. P.U.C. Sheet No. <u>518-W</u>
Cal. P.U.C. Sheet No. <u>456-W</u>

# Form No. 9 MAIN EXTENSION CONTRACT "C RULE" SPECIAL FACILITIES AND DISTRIBUTION PLANT FIRE FLOW REQUIREMENTS EXCEED GENERAL ORDER NO. 103

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
Advice No. 1-W	ISSUER	Date Filed FILED DATE
· · · · · · · · · · · · · · · · · · ·	<del>.</del>	Effective EFFECTIVE DATE
Dec. No. <u>DECISIONNO.</u>	<u>ISSUERTITLE</u>	Resolution No.
	TITLE	

Original
Canceling

Cal. P.U.C. Sheet No. <u>457-W</u>
Cal. P.U.C. Sheet No. \_\_\_\_

Form No. 10
MAIN EXTENSION CONTRACT
"C RULE"
DISTRIBUTION PLANT
FIRE FLOW REQUIREMENTS MEET GENERAL ORDER NO. 103
SUBDIVIDER INSTALL

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

ISSUERTITLE

Dec. No. DECISIONNO.

and Treasurer

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No. \_\_\_\_\_\_\_

<u>Original</u>	
Canceling	

Cal.	P.U.C.	Sheet No.	458-W
Cal.	P.U.C.	Sheet No.	

Form No. 11

# MAIN EXTENSION CONTRACT "C RULE" DISTRIBUTION PLANT FIRE FLOW REQUIREMENTS EXCEED GENERAL ORDER NO. 103 SUBDIVIDER INSTALL

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

ISSUERTITLE

Dec. No. DECISIONNO.

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No.

TITLE

Cal. P.U.C. Sheet No. <u>459-W</u>
Cal. P.U.C. Sheet No. <u>290-W</u>

Form No. 12

MAIN EXTENSION CONTRACT

"C RULE"

DISTRIBUTION PLANT

FIRE FLOW REQUIREMENTS EXCEED GENERAL ORDER NO. 103

SUBDIVIDER INSTALL - UTILITY OVERSIZING

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

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(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

ISSUERTITLE

Dec. No. DECISIONNO.

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No.

TITLE

<u>Original</u>	
Canceling	

IMPROVEMENT DISTRICT

Cal. P.U.C. Sheet No. <u>460-W</u>
Cal. P.U.C. Sheet No. \_\_\_\_

Form No. 13
MAIN EXTENSION CONTRACT
"C RULE"
INSTALLATION OF WATER FACILITIES

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

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(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

ISSUERTITLE

Dec. No. DECISIONNO.

and Treasurer

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed FILED DATE

Effective EFFECTIVE DATE

Resolution No. \_\_\_\_\_\_\_

Cal. P.U.C. Sheet No. 461-W
Cal. P.U.C. Sheet No. 414-W

# Form No. 14 <u>UNIFORM FIRE HYDRANT</u> <u>SERVICE AGREEMENT</u>

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(10 be inserted by utility)	issued by	(10 be inserted by Car. P.O.C.)
Advice No. 1-W	ISSUER	Date Filed FILED DATE
	ISSUERTITLE	Effective EFFECTIVE DATE
Dec. No. <u>DECISIONNO.</u>	and Treasurer	Resolution No.
	TITLE	

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal. P.U.C. Sheet No.	840-W
Cal. P.U.C. Sheet No.	

#### Form No. 15

#### NEW BUSINESS CASH RECEIPT FORM

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Dec. No. <u>DECISIONNO.</u> <u>ISSUERTITLE</u> <u>Effective <u>EFFECTIVE DATE</u>

Resolution No. \_\_\_\_\_</u>

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	841-W
Cal.	P.U.C.	Sheet No.	

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Form	No	- 1	6
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#### RELOCATION OF WATER FACILITIES AGREEMENT

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE

Effective EFFECTIVE DATE

WATERCOMPANY
LOCATION

Original	_
Canceling	

Cal.	P.U.C.	Sheet No.	842-W
Cal.	P.U.C.	Sheet No.	

Form	NI.	17
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#### RELOCATION OR RESIZING OF WATER SERVICE ONLY, 3 INCH AND SMALLER

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. <u>DECISIONNO.</u> <u>ISSUERTITLE</u> TITLE

Effective EFFECTIVE DATE
Resolution No. \_\_\_\_\_

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	843-W
Cal.	P.U.C.	Sheet No.	

Form No. 18

#### FIRE MAIN EXTENSION, HYDRANT AND/OR PRIVATE FIRE PROTECTION SERVICE

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

Date Filed FILED DATE

FIGURE DATE

Dec. No. <u>DECISIONNO.</u> <u>ISSUERTITLE</u> <u>Effective <u>EFFECTIVE DATE</u>

Resolution No. \_\_\_\_\_</u>

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	844-W
Cal.	P.U.C.	Sheet No.	

Form No. 19

## WATER FACILITIES CONSTRUCTION CONTRACT REDEVELOPMENT AGENCY OF THE CITY OF SAN JOSE

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

TITLE

Advice No. 1-W ISSUER Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. <u>DECISIONNO.</u> <u>ISSUERTITLE</u> Resolution No. \_\_\_\_\_

WATERCOMPANY
LOCATION

Original	
Canceling	

Cal.	P.U.C.	Sheet No.	845-W
Cal.	P.U.C.	Sheet No.	

### RELOCATION OF WATER METER NOT REQUIRING THE REMOVAL OF THE EXISTING SERVICE NOR THE ADDITON OF A NEW SERVICE

Form No. 20

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. DECISIONNO.

ISSUERTITLE

TITLE

Resolution No.

Original Canceling Cal. P.U.C. Sheet No. <u>846-W</u>
Cal. P.U.C. Sheet No. <u>\_\_\_\_\_\_</u>

Form No. 21

### $\frac{\text{NEW SERVICE TO EXISTING SERVED PROPERTY INCLUDING, IF NEEDED,}}{\text{RELOCATION OF EXISTING WATER FACILITIES}}$

PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility) Issued by (To be inserted by Cal. P.U.C.)

Advice No. 1-W ISSUER Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. <u>DECISIONNO.</u> <u>ISSUERTITLE</u> Resolution No. \_\_\_\_\_

WATERCOMPANY
LOCATION

Original	_
Canceling	

Cal. P.U.C. Sheet No.	847-W
Cal. P.U.C. Sheet No.	

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#### QUESTIONNAIRE FOR DOMESTIC SERVICE INSTALLATIONS LARGER THAN 1"

#### PLEASE REFER TO TARIFF BOOK FOR SAMPLE FORM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice No. 1-W

ISSUER

Date Filed FILED DATE

Effective EFFECTIVE DATE

Dec. No. DECISIONNO.

ISSUERTITLE

Resolution No.

TITLE