

**BURNEY WATER DISTRICT**

**SERIES 7000 – RESIDENTAL SERVICE**

7000. APPLICATION FOR SERVICE. Applications for water service shall be made in person by completing and signing an application/service agreement form provided by the District. Such application will signify the customer’s intent and willingness to comply with this and other rules and regulations relating to water service and to make payment for the water service required.

7000.1. ACCOUNT TYPES.

- a. New Accounts: Application for Water/Sewer Service
- b. New Installations of Water Meters: Application for New Meter Installation
- c. New Sewer Requests: Application for New Sewer Service.

7000.2. PROOF OF IDENTITY REQUIRED

- a. Property Owners – Proof of Ownership plus one form of ID from Item C.
- b. Property Renters – Copy of the signed Rental Agreement plus one form of ID from Item C.
- c. Government issued identification – For Example: Driver’s License, Passport, Military ID or California Identification Card.

7000.3. PROPERTY OWNER. The property owner, or his/her agent designated in writing, shall make application for regular water and sewer service by personally signing an “Application for Water Service” form provided by the District and paying the necessary fees for new service. See Exhibit 1 – Copy of current form.

7000.3.1. RESPONSIBILITY. The Property owner shall be liable for any damage to District owned facilities (e.g., meter box service line, angle meter stop, meter service valves, etc.) when such damage is caused by actions originating on or near the premises by an act of the customer or his/her tenants, agents, employees, contractors, licensees, or permitted, including the breaking or destruction of locks on or near a meter, and any damage done if not paid in full by the responsible persons for the damage, shall then be paid by the property owner for the repairs and also will be responsible for the cost of any water theft. The Property owner shall be charged Labor cost, service truck fee, administrative fee, and damaged water service appurtenances.

7000.4. RENTERS OR TENANTS. If the property owner rents the premises, the property owner can maintain the service in their name or have the tenants complete and sign the application for service. When tenants end water service, the service will return to the property owner.

7000.5. PREVIOUS SERVICE- APPLICANT. If an applicant has an outstanding bill from a different or same property, an application for new water service will not be acted upon by the District unless payment in full has been made for water service previously rendered to the *applicant*.

7000.5.1. A customer's water service at a subsequent location may be discontinued if a bill for water service furnished at a previous location is not paid by the delinquency date.

7000.6. PREVIOUS SERVICE – SERVICE ADDRESS. All new customers applying for water services at a location where water service has been terminated as a result of nonpayment of a prior account must provide the Customer Service Department with proper identification and a signed rental agreement from the property owner or landlord. Any misrepresentation will subject the service address to disconnect for nonpayment. The account will be subject to all the fees and penalties associated with resuming service.

7000.6.1. Property owners with an outstanding balance will not be able to transfer their water service until such time that the outstanding balance and any applicable penalties are paid in full.

7000.7. SECURITY DEPOSITS FOR WATER SERVICES. The District requires a security deposit from new customers requesting water service. This deposit must be paid when the application is submitted. Review of customer accounts will be an ongoing process and security deposits will be refunded only if the customer has met the specified requirements.

7000.7.1. SPECIFIED REQUIREMENTS FOR REFUND.

- a. Customer has maintained an account in good standing for twelve consecutive months.
- b. Customers with open accounts will receive a credit on their account to be used towards future payments.
- c. Customers with closed accounts will receive a credit on their account to be applied towards the final billing. A check will be issued for any remaining amount after the final bill is paid.

7000.8. SERVICE REQUESTS. Water/sewer service will be established upon approval of the customer application. Such service will be connected during normal business hours Monday

through Friday. Any customer wishing to connect service after hours, on weekends, or on holidays will be charged an additional after hours on/off fee for the service.

7100.0. BILLING.

7100.1. The District will provide each customer with a monthly bill detailing water and sewer charges and consumption for the given period. Monthly billing shall represent the base rate for the month in which bills are due plus the usage derived from meter readings for the previous month. **See Burney Water District Water Rules and Regulations Ordinance, Exhibit "A".**

7100.1.1. METER READING. Meters will be read between the 15<sup>th</sup> and the 25<sup>th</sup> of each month. If the meter reading appears too high or too low, the meter is reread prior to the last day of the month. Meter reads will be estimated if meters are inaccessible due to snow, standing water, parked vehicles, or unsafe or hazardous conditions. Estimated reads will be indicated on the monthly bill.

7100.1.2. MASTER METERS. All master meters permitted shall be in the owner's name and all bills shall be the primary responsibility of and shall be paid by said owner. Any agent in writing of and shall be paid by said owner. An agent in writing of the owner shall have their name on file with the District. This is a person of record given written permission to act on the owner's behalf.

7100.2. SNOWBIRDS. "Snowbirds" are defined as any customer, who owns a property served by the District, resides there seasonally and requests to keep their accounts open, but their service shut off for a continuous period of three months or longer when they are not in residence and the property is vacated. Upon request from the customer, the District will lock off the water service at no charge during normal business hours and put a hold on billing for the base rate and usage. The customer will still be responsible for pool fees each month since all customers with open accounts are eligible for complimentary pool passes during the season. The customer should notify the District in advance of their return date so that the service can be restored, also at no charge, during normal business hours. Any disconnects or reconnects outside of normal business hours will incur an additional after hours on/off fee.

7100.2.1. Any snowbird requesting service to be reconnected before the continuous three month required period is reached will be charged base rate fees for each month as well as disconnect and reconnect fees during normal business hours. Any disconnects or reconnects outside of normal business hours will incur an additional after hours on/off fee.

7100.2.2. The District assumes no liability for damages to premises that may occur because/while water is locked off. Customers should consult their insurance carriers for coverage details.

7100.3. MONTHLY BILLS. All bills are due and payable upon presentation and are presumed to be received by the customer within five days of mailing. Failure to receive a bill does not relieve the customer of liability.

7100.3.1. ISSUE DATE. All bills are issued on or after the first working day of the month. If the customer has not received their bill by the fifth working day, they should contact the District Office to check the status of their account.

7100.3.2. DUE DATE. All bills are due and payable upon presentation. Deadline dates are clearly indicated on each bill. If the due date falls on a Friday, Saturday, Sunday, or legal holiday the delinquent date will be extended to the next business day.

7100.4. OPENING AND CLOSING BILLS. Opening and closing bills for less than the normal billing period shall be prorated according to the fraction of the time of service.

7200.0 FOR DISCONNECTION OF RESIDENTIAL WATER SERVICE FOR NONPAYMENT SEE POLICY NUMBER 2165