

Motion to Accept Corrected Attachments

August 11, 2014

**ATTACHMENT 3 – CORRECTED TARIFF RULES**

CALIFORNIA WATER SERVICE COMPANY  
 1720 North First Street, San Jose, CA 95112  
 (408) 367-8200

Revised      Cal. P.U.C. Sheet No. \_\_\_\_\_  
~~Canceling~~ Revised      Cal. P.U.C. Sheet No. \_\_\_\_\_

**Rule No. 1**

**DEFINITIONS**

- Applicant:** The person, association, corporation or governmental agency applying for water service.
- Utility:** The public utility named herein.
- Customer:** Any person, association, corporation, or governmental agency supplied or entitled to be supplied with water service for compensation by the utility.
- "Older" Customer:** Any residential customer who is age 62 or over may qualify for special consideration under Rule No. 8.A.3.b and Rule No. 11.B.1, subsections (e), (i), and (k). Upon request, proof of age must be supported by certificate of birth, driver's license, passport, or other reliable document. (N)
- Disabled Customer, or Customer With Medical Condition:** Any residential customer whose health or physical condition may qualify him/her for special consideration under Rule No. 8.A.3.b and Rule No. 11.B.1, subsections (e), (i), and (k). Upon request, proof of a disability, or of a medical condition for which the discontinuance of water would be life-threatening, must be certified by a licensed physician, public health nurse, or social worker. (N)
- Premises:** The integral property or area, including improvements thereon, to which water service is, or is to be, provided. (T)
- Metered Service:** Service for which the charges are computed on the basis of measured quantities of water. (N)
- Flat Rate Service:** Service for which the charges are based upon the types and numbers of units served.
- Commercial Service:** Provision of water to residual premises or business premises.
- 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.
- 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. (N)
- 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.
- Date of Presentation:** The date upon which a bill or notice is mailed or delivered by the utility to the customer. (N)

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**Rule No. 3**

**APPLICATION FOR SERVICE**

**A. Application for Service**

Each applicant for water service may be required to complete a form provided by the Utility, an application which will set forth: (N)

- 1. Date and place of application.
- 2. Location of premises to be served.
- 3. Date applicant will be ready for service.
- 4. Whether the premises have been heretofore supplied with water by the Utility.
- 5. Purposes for which service is to be used.
- 6. Address to which bills are to be mailed, or delivered.
- 7. Whether applicant is owner or tenant of, or agent for, the premises. (T)
- 8. Rate schedule desired where optional rates are in effect.
- 9. Such other information as the utility may reasonably require.

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 rates and minimum charge of the applicable rate schedule are 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 by means of single periodic bills.

**C. Change in Customer's Equipment**

Customers making any material change in the size, character or extent of the utilizing equipment or operations for which the Utility is supplying water service shall immediately give the Utility written notice of the extent and nature of the change.

**D. Use of Water Without Application for Service Having Been made**

Any person or firm taking possession of and using water without having made application to the Utility for service, shall be held for the full amount of the service rendered.

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**Rule No. 5**

Sheet 1 of 2 (T)

**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 the 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 number is (public) 415-703-2074 and (hearing impaired - TDD) 866-836-7825, 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 bill. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

" The commission will not, however, accept deposits when the deposit 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 source of fuel or power."

\* For service rendered in Southern California, 320 W 4th Street, Room 500, Los Angeles, CA 90013, Telephone number is (public) 800-365-0550\_and (hearing impaired - TDD) 866-836-7825

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**Rule No. 5**

Sheet 2 of 2 (T)

**DESCRIPTION OF SERVICE**

(continued)

**C. Customer's Deposit Receipt**

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

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

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided a service has not been discontinued for nonpayment

**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 of 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 installment payments for the unpaid charges. (T)
- (6) The procedure for the customer to obtain information on the availability of financial assistance , including private, local, state, or federal sources, if applicable.
- (7) A local address and telephone number of the water utility for users to obtain additional information and assistance 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. For water utilities operating in Northern California, the number of Consumer Affairs branch is 800-649-7570 or 866-836-7825 (hearing impaired - TDD). For water utilities operating in Southern California, the telephone number of Consumer Affairs Branch is 800-365-0550 (public) or 866-836-7825 (hearing impaired - TDD). (T)

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**Rule No. 7**

Sheet 1 of 1 (T)

**DEPOSITS**

**A. Amount to Establish Credit**

**1. Metered Service**

To establish credit by deposit, the amount will not exceed twice the estimated average monthly bill.

**2. Flat Rate Service**

To establish credit by deposit, the amount will not exceed the estimated average monthly bill for one month.

**B. Amount to Re-Establish Credit**

**1. Former Customers**

For an applicant who is a former customer and whose service was discontinued during the last 12 months of his or her former service for non-payment of bills, an amount equal to twice the estimated average monthly bill for the service desired.

**2. Present Customers**

For a customer whose service has been discontinued for non-payments of bills, an amount equal to twice his or her average monthly bill for that service.

**C. Applicability to Unpaid Accounts**

Deposits prescribed herein are applied to unpaid bills for water service when such service has been discontinued. (T)

**D. Return of deposits**

1. When service has been for less than 12 consecutive months, upon customer's request for the discontinuance of service, the company will refund the customer's deposit or the balance of the deposit in excess of any unpaid bills for that service, and any interest payable under Section E of this rule. (T)

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**Rule No. 8**

Sheet 1 of 2 (T)

**NOTICES**

A. Notice to Customers

- 1. 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.

In some cases, customers may have the option to receive notices via electronic means (such as email, text message, or portable device "apps") as an alternative to, or in addition to, written notice on paper, depending on the type of notice. (N)

- 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 (T)

- a. The utility shall make a reasonable attempt to contact 1) the customer of record by mailing a separate notice at least 5 business days prior to any discontinuance, 2) an adult a person on the residential customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

- b. For-residential customers that are 62 years or older, disabled, or have a medical condition (as defined in Rule No. 1), 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 conspicuous location at the service address at least 48 hours prior to discontinuance. (T)

- c. Whenever the utility furnishes residential service through a master meter or whenever individually metered residential service is furnished in a multi-unit residential structure or mobilehome park, where the owner or manager is listed by the utility as the customer of record, the utility shall make every good faith effort to inform the residents, by means of a notice, that service will be discontinued within 15 days as outlined in Rule No. 11. The notice shall further inform the residents that they have the right to become utility customers, to whom the service will then be billed, without being required to pay any amount which may be due upon the delinquent account. (N)

- d. Discontinuance and restoration of service procedure is outlined in Rule No. 11.

- 4. Third Party Notification

Third party notification is the option to have a copy of a customer's notices or bills provided automatically to another individual. The customer is still fully responsible for the bill, but the third party has the option to make payment arrangements on the customer's behalf. (N)

A customer electing this option must provide the Company with the name and contact information of the third party. The Company may require written acknowledgement that the third party agrees to receive the notices and bills." (N)

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

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**Rule No. 8**

Sheet 2 of 2 (T)

**NOTICES**

(continued)

B. Notice from Customers (T)

1. A customer may make notification in person, by telephone, or by letter to the company at its customer service office, to an authorized representative of the company, by electronic mail, or by a message on the utility's website. (N)  
(N)

2. Customers who are older, disabled, or have a medical condition may be required to present evidence to the company as specified in Rule 1 to establish their status if they wish to qualify for consideration under Rule No. 8.A.3.b (above), and Rule No. 11.B.1.e., i., and k. (T)  
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**Rule No. 9**

Sheet 1 of 4 (T)

**RENDERING AND PAYMENT OF BILLS**

A. Rendering of Bills

Bills for service will be rendered to each customer on a monthly or bimonthly basis at the option of the utility, unless otherwise provided in its rate schedules. (T)

At the customer's request and the utility's approval, paper bills, electronics bills, or access to electronic bills for service will be rendered monthly, bimonthly, or at other intervals. (T) (N) (D) (D)

1. Metered Service

- a. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills, and special bills.
- b. The opening bills for metered service will not be less than the established monthly minimum or readiness-to-serve charge for the service. Any amount paid in excess of the prorated charges against the charge for the succeeding regular billing period, except that no such credit shall accrue of the total period of service is less than one month.
- c. It may always be practicable to read meters at intervals which will result in billing periods of equal number of days.
  - (1) Should a monthly billing period contain less than 27 days or more than 33 days, a pro rata correction in the amount of the bill will be made.
  - (2) The charge for metered service for a bimonthly period will be computed by doubling the monthly minimum or readiness-to-serve charge and the number of cubic feet to which each block rate is applicable on a monthly basis.
  - (3) For billing periods other than monthly or bimonthly, adjustments will be made proportionate to that for a monthly billing period.
- 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, the meter constant, if any, the number and kinds of units, and the date of the current meter reading.

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**Rule No. 9**

Sheet 3 of 4 (T)

**RENDERING AND PAYMENT OF BILLS**

(continued)

3. Proration of Bills (continued)

and the quantity in each of the each quantity rate blocks will be prorated on the basis of the ratio of the number of days in the 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 periods in a year. (It is 30 days for a monthly billing period.)

(N)

4. Electronic Bill Presentation and Payment

At the mutual option of the Customer and Cal Water, the Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with Cal Water's electronic transmittal; except, however, all notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30 days prescribed notice.

B. Payment of Bills

(1) Bills for service are due and payable upon presentation.

Collection of closing bills may be made at the time of presentation.

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**Rule No. 9**

Sheet 4 of 4 (T)

**RENDERING AND PAYMENT OF BILLS**

(continued)

**B. Payments of Bills (Continued)**

- Payment may be made to any representative of the utility authorized to make collections. Payment may also be made:
  - (1) through a third-party operated pay-by-phone service available through an 800-number;
  - (2) at Cal Water's local customer service center;
  - (3) through Cal Water online at [www.calwater.com](http://www.calwater.com); and
  - (4) through third party vendors.
- Options (1) through (3) include both one-time payments and a recurring billing payment option. If a customer signs up for e-billing, all future paper bills will also be suppressed in accordance with Rule 9.A.4.
- (2) Bills for customers under the utility's Automatic Payment Service (APS) are due and payable monthly in accordance with the utility's approved payment schedule.
- (3) A credit card or debit card option, on a pilot basis, will be available to customers. All credit and debit card payment options will be available to all customers. This program will either continue indefinitely, continue as modified by Cal Water or Commission decision, or be terminated by Cal Water or the Commission decision rendered at the conclusion of the pilot program.
- 4. Balanced Payment Plan:
  - Residential and small commercial customers who wish to minimize variations in monthly bills may elect to participate in the Balanced Payment Plan (BPP). This plan is detailed as follows:
    - (a) A customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by the utility or the customer.
    - (b) Participation is subject to approval by the utility.
    - (c) Meters will be read and billed at regular intervals.
    - (d) Customers will be expected to pay the BPP amount shown due.
    - (e) The BPP amount will be one-twelfth of the annual bill as estimated by the utility, based on the customer's historical billings for the most recent year at the time of calculation, or, if that is not available, the usage pattern of a premise on which a comparable customer is similarly situated.
    - (f) BPP amounts will be reviewed at least three times a year and adjusted no more than three times a year if required to reduce the likelihood of a large imbalance between actual charges and BPP charges. Customers will be notified on their bill of any changes in the BPP amount.
    - (g) Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid BPP amount becomes delinquent as defined in Rule 11.

**C. Customer Checks or Electronic Fund Transfer Not Honored**

The utility may charge \$10.00 for any bad check or electronic fund transfer not honored. (L)

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**Rule No. 10**

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**DISPUTED BILLS**

**A. Correctness of Bill**

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 complaint 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 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 non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298,\* 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, 505 Van Ness Avenue, San Francisco, California 94102-3298,\* the amount claimed by the utility to be due. (T)
- 2. Checks or other forms of remittance for such a 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 thru dispute of the amount of the bill. (T)
- 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.

\* For service rendered in Southern California, substitute - 320 W. 4th Street Room 500, Los Angeles, CA 90013 for "State Building, San Francisco, 505 Vane Ness Avenue, San Francisco, CA 94102-3298." (T)

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**Rule No. 11**

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**DISCONTINUANCE AND RESTORATION OF SERVICE**

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

d. Any customer whose complaint or request for an investigation pursuant to subdivision (c) has resulted in an adverse determination by the company 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 customer will not be discontinued for nonpayment when the customer has previously established to the satisfaction of the company that:

- (1) The customer is older, disabled, or has a medical condition, as defined in Rule 1;
- (2) The customer is temporarily unable to pay for such service in accordance with the provisions of the company'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.

(D) (N)

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

(D)

f. A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered to him or her at any location served by the company.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered to him or her at any location served by the company.

The discontinuance of service notice required in (b) above will be given in both cases stated in (b) before service is discontinued.

Residential service will not be discontinued for nonpayment of bills for separate nonresidential service

g. Service will be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, Legal Holiday, or at any time which the business offices of the company are not open to the public.

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**DISCONTINUANCE AND RESTORATION OF SERVICE**

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

h. Where water service is provided to residential users through a master meter, the company shall make every good faith to inform the actual users, by telephone, in person, or by means of a notice when the account is in arrears that service will be discontinued in 10 days. The 15-day discontinuance notice shall be posted within a conspicuous place of each residential unit. The notice shall further inform the actual users that they have the right to become company customers without being required to pay the amount due on the account. The company shall not be obligated to make service available unless and until each and every actual user of the water service then residing on the premises shall agree to the terms and conditions of service and shall meet the requirements of the company's rules and tariffs provided, however, that if (1) one or more actual users are willing and able to assume responsibility for the entire account to the satisfaction of the company, or (2) if there is a physical means, legally available to the company, of selectively discontinuing service to those actual users who have not met the requirements of the company's rules and tariffs, the company shall make service available to the actual users who have met those requirements

(N)

i. A reasonable attempt must be made by the company to personally contact an adult person on the residential customer's premises either by telephone, in person, or by mail delivery, at least 24 hours prior to discontinuance.

For elderly and handicapped residential customers, the company shall provide at least 48 hours' notice by telephone or in person. For elderly or handicapped customers, if 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

j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice

(1) If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he or she must contact the company before discontinuance of service to make payment arrangements to avoid discontinuance of service.

(2) If, after contacting the company, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the Company he or she 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

(3) The CAB's resolution of the matter will be reported to the Company and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, he or she 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

(4) Failure of the residential customer to observe these time limits shall entitle the Company to insist upon payment or, upon failure to pay, to discontinue the customer's service

(continued)

(To be inserted by utility)

Issued by

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

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CALIFORNIA WATER SERVICE COMPANY  
 1720 North First Street, San Jose, CA 95112  
 (408) 367-8200

Revised Cal. P.U.C. Sheet No. \_\_\_\_\_  
Canceling Revised Cal. P.U.C. Sheet No. \_\_\_\_\_

**Rule No. 11**

Sheet 4 of 5 (T)

**DISCONTINUANCE AND RESTORATION OF SERVICE**

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

- k. Designation of a Third Party Representative (D)  
 Customers that are older, disabled, or have a medical condition, as defined in Rule 1 may designate (N)  
 a third party representative providing that: (T)  
 (1) Customer must inform Company if he or she desires that a third party receive termination or other (L)  
 notices on his behalf. |  
 (2) Company must be advised of name, address and telephone number of thirds party with a letter from |  
 a third party accepting this responsibility. |  
 (3) Only customers who certify that they are older, disabled, or have a medical condition, according (T) |  
 to Rule 1, are entitled to third-party representation. (N) (L)
- l. The Company may require payment of a collection charge of \$15.00 when Company's (T)  
 representative goes to a customer's premises to discontinue service for nonpayment (T)  
 of a bill and the customer makes a payment to avoid discontinuance of service.

2. For Noncompliance with Rules

The Company may discontinue service to any customer for violation of these rules after it has given the customer at least 5 days written notice of such intention. Where safety of water supply is endangered; service may be discontinued immediately without notice.

3. For Waste Water

- a. Where negligent or wasteful use of water exits on a customer's premises, the Company may discontinue the service if such practices are not remedied within 5 days after it has given the customer written notice of such effect.
- b. In order to protect itself against serious and unnecessary waste or misuse of water, the company may meter any flat rate service if such practices are not remedied within 5 days after it has given the customer written notice of such effect.

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Company or Its Customers

If an unsafe or hazardous condition is found to exist on the customer's premises, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the company or its customer, the service may be shut off without notice. The company 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. Fraudulent Use of Service

When the company 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 company will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the company and the company has been reimbursed for the full amount of the service rendered and the actual cost to the company incurred by reason of the fraudulent use.

(continued)

(To be inserted by utility) Advice Letter No. _____ Decision No. _____	Issued by NAME TITLE	(To be inserted by Cal. P.U.C.) Date Filed _____ Effective _____ Resolution No. _____
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Cal. P.U.C. Sheet No. \_\_\_\_\_

**Rule No. 12**

**INFORMATION AVAILABLE TO THE PUBLIC**

A. General Information

The Utility will maintain, open for public inspection at its customer service centers, pertinent information regarding the service rendered, including the following: (N) (D) (L)

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.

2. 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 application 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 there from the option under which service is desired.

C. New or Revised Rates

Should new or revised 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.

(continued)

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Rule No. 15

Sheet 7 of 11

MAIN EXTENSIONS

(continued)

C. Extensions to Serve Subdivisions, Tracts, Housing Projects, Industrial Developments, Commercial Buildings, or Shopping Centers (continued)

1.e. Advances (continued) (T)

applicable are shown below.

District	Facilities Fee	Multi-family Fee	District	Facilities Fee	Multi-family Fee
Bakersfield	\$2,500	\$1,250	Marysville	\$450	\$225
Bakersfield (Califarming)*	\$1,050	\$525	Salinas	\$1,200	\$600
Chico	\$1,000	\$500	Selma	\$1,500	\$750
Dixon	\$1,500	\$750	Visalia	\$1,100	\$550
King City	\$1,500	\$750	Willows	\$1,500	\$750

This fee is per equivalent 1-inch service and is applicable to all subdivisions requiring a main extension except those extensions serving four or fewer residential lots or equivalent single-family dwelling units.

The following factors are used to determine equivalents for larger service connections:

Service Size	Factor	Service Size	Factor
1-inch	1.0	6-inch	20.0
2-inch	3.2	8-inch	32.0
4-inch	10.0	10-inch	46.0

\*Califarming's reduced fees apply to the first 2,500 services built in NE Bakersfield.

1.f. Advances - Transmission Backbone Installations (T)

District	Unitized Transmission Fee	
Visalia*	\$1,400	Per residential lot not to exceed 12,000 square feet
Visalia*	\$5,350	Other development, per acre

\*Applicable to all subdivisions within a half-mile of the existing system, except those extensions serving four or fewer residential lots or equivalent single-family dwelling units. This fee is in addition to the source of supply fee in Section C.1. above. It is for the installation of 12" transmission main in 1/4 section roads in the Visalia District.

1.g. Contribution - Facility Fee (N) (T)

This fee is applicable to all new services in the following districts: (N)

District	Facility Fee	
Antelope Valley	\$1,000	Per residential lot
Kern River Valley	\$1,000	Per residential lot

2. Refunds

a. The amount advanced under Section C.1.e., and C.1.f. 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. (T)

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.

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 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 2½ percent 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 Section C.1.a., 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 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 2½ percent of the average advance for each year in which refunds have been due and payable on the original contract, prorated to June 30 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

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Rule No. 16  
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Sheet 4 of 9 ( T )

SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

C. Cross-Connections

1. Protective Regulation

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". ( L )

2. Backflow Prevention Assemblies Required ( T )

Pursuant to general rate case decisions, and in accordance with the Commission's general supervisory policies, 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. ( N )

Notwithstanding the above, because certain activities present inherent risks to the water supply, the utility may forego a complete evaluation and may require backflow protection based on the type of facility or nature of water use, if certain conditions are present. Customers that are required to install a backflow prevention assembly under these circumstances will be provided with an internal cross connection inspection upon request. The conditions under which CWSC will require the installation of approved backflow prevention assembly(ies) of required type include, but are not limited to, those listed below. ( N )

- a. Where a fresh water supply which has not been approved by the State Department of Public Health is already available from a well, spring, reservoir or other source. (If the customer agrees to destroy this other supply and agrees to remove all pumps and piping necessary for the utilization of an auxiliary supply, the installation of backflow prevention assembly(ies) will not be required.) ( T )
- b. Where salt water, or water otherwise contaminated, is available for industrial or fire protection purposes at the same premises. ( L )
- 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. ( L )
- d. Where fresh water hydrants or other outlets are or may be installed on piers or docks. ( L )
- 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. ( L )
- f. Where premises have internal cross-connections that are not abated to the satisfaction of the utility or the health agency. ( T )
- 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. ( L )
- h. Premises having a repeated history of cross-connections being established or re-established. ( L )
- i. Premises that have more than one service connection present a loop-through hazard such that backflow protection on all service connections must be installed. Each backflow prevention assembly must be commensurate with the highest degree of hazard present, but must provide no less protection than a Double Check Valve Assembly. ( N )
- j. Premises that have multiple users sharing one meter must install an RP due to the risk of occupancy change without notification to the utility. ( N )

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SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

- C. 2. k. Premises that store or handle materials or substances that, if introduced into the water supply, have the potential to pose a health-related or aesthetic risk to drinking water quality. ( N )
- l. New or modified fire sprinkler systems: A backflow prevention assembly must be installed when new or modified non-residential fire sprinkler systems are installed. If potable water pipes are used to construct the sprinkler system, no chemicals are added, and there is no auxiliary supply, a Double Check Detector Assembly may be installed. If non-potable water pipes are used, or chemicals are added, or there is an auxiliary water supply, then a Reduced Pressure Principle Detector Assembly must be installed. ( N )
- Residential fire sprinkler systems do not need a backflow prevention assembly if they are designed and installed using potable water piping and materials, and have connections to points of regular water use to prevent degradation of water quality. Systems that do not meet these requirements must be equipped, at a minimum, with a Double Check Valve Assembly (DC) located at the service connection. If chemical additives, on-site storage, or booster pumps are used, backflow protection must be a Reduced Pressure Principle Assembly (RP). ( N )
- Where a premises is required to have an RP backflow prevention assembly installed on a metered service, a Reduced Pressure Principle Detector Assembly must also be installed on all new or modified fire service connections. ( N )
- All new or modified fire systems that are being fitted with a backflow prevention assembly shall be designed by a licensed engineer at the customer's expense. ( N )
- 3. Type and Expense of Backflow Prevention Assemblies ( T )
  - a. Any backflow prevention assembly utilized shall be of the type and design specified and approved for the circumstances in Section 7604, Title 17 of the California Code of Regulations (or its successor, and the California Plumbing Code, except that a customer may utilize an approved backflow prevention assembly providing greater protection than required by Section 7604. Such backflow prevention assembly 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. ( N )
  - b. Backflow prevention assemblies shall be tested, repaired or replaced at the expense of the customer. ( T )
  - c. Backflow preventer prevention assemblies shall be installed as close as practical to the customer's connection to the utility, prior to any tee or branch line, and in a location which that is readily available for periodic inspection. ( N )
  - d. Existing backflow prevention assemblies that are determined to provide an inadequate level of protection must be replaced by the appropriate level of protection instead of repaired. Inadequate backflow prevention assemblies must be replaced immediately, even if the existing assembly still passes the annual test, if there is an imminent health risk as determined by the utility. ( N )
  - e. A non-residential connection that has a backflow prevention assembly installed to abate an internal backflow hazard, whether at the recommendation of utility or as directed by a regulatory agency, must also install a backflow prevention assembly at the meter commensurate with the degree of hazard. The utility does not have any responsibility or authority to abate internal hazards or monitor testing of backflow prevention assemblies that are installed internal to a customer's premise. ( N )
  - f. Residential Irrigation Systems: At the discretion of the utility, properly installed Reduced Pressure Principle Assemblies (RPs), pressure vacuum breakers (PVBs), or spill resistant pressure vacuum breakers (SVBs) may be accepted as protection on residential irrigation systems in lieu of protection at the meter, when no other hazards are present, provided they are tested and maintained in accordance with Section 4. ( N )

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SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

- C. 3. g. For dedicated road median irrigation systems, PVBs and SVBs are acceptable as service protection only if they are properly installed. ( N )

4. Periodic Testing of Backflow Prevention Assemblies ( T )

Whenever a backflow prevention assembly is installed, relocated, or repaired, the customer shall have it tested by persons who are certified to test backflow prevention assemblies by either the California Nevada Section of the American Water Works Association or the American Backflow Prevention Association. ( N )

Backflow prevention assemblies shall be tested at least annually or more frequently if determined to be necessary by the health agency or utility. ( T )

The utility shall notify the customer on record when testing of backflow prevention assemblies is needed. ( T )

The notice shall give the date by which the test must be completed. The notice shall also inform the customer that, following the compliance date, the utility may have all untested assemblies tested and, if needed, repaired or replaced. The costs of all testing, repair, or replacement will be borne by the customer, and the utility may add such costs to the customer's water bill. In tenant-landlord situations, the utility shall not be responsible for determining the responsible party beyond notification of the customer of record. ( N )

Reports of testing and maintenance shall be maintained by the utility for a minimum of three years. Whenever a backflow prevention assembly is found to have failed, it must be repaired or replaced as soon as repair parts or a replacement assembly is available, but in no event later than the testing compliance date, or 20 days after testing, whichever comes first. If the assembly cannot or will not be repaired within 3 days of discovery of the failure, the backflow prevention assembly tester must notify the utility of the failure. In cases where the failed assembly presents an immediate risk to public health, the service will be discontinued until the repairs or replacement is completed. ( N )

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 prevention assembly of the required type, if one is required. ( T )
- b. Where the utility has been denied access to the customer's premises to make an evaluation. ( L )
- c. Where the customer refuses to test a backflow prevention assembly, or to repair or replace a faulty backflow prevention assembly. ( T )
- d. Where there is a direct or indirect connection between the public water system and a sewer line. ( L )
- e. Where there is an unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants. ( L )
- f. Where there is an unprotected direct or indirect connection between the public water system and auxiliary water system. ( L )
- g. When there is a situation which presents an immediate health hazard to the public water system. ( L )

6. Thermal Expansion ( N )

Prior to the installation of a backflow prevention assembly, it is the customers responsibility to have a qualified plumber mitigate the effects of thermal expansion. Failure to do so may create a dangerous condition resulting in damage and/or injury. ( N )

(Continued)

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SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

C. 7. 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: ( L )

- a. From a sump, cistern or storage tank which must be served through an air gap connection, or ( L )
- b. From a combination of an approved backflow prevention assembly plus a device approved by the water utility to prevent the booster pump from drawing the utility's system pressure below 20 psig. ( T ) ( L )

This requirement of a pressure limiting device shall not apply to fire protection systems equipped with booster pumps. ( D ) ( N ) ( N )

8. 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. ( L ) ( T ) ( L ) ( T ) ( L )

D. Reclaimed Water Service

1. Construction

a. Material

- (1) All on-site reclaimed water facilities must be readily distinguishable from all on-site potable water facilities. ( L )
- (2) Reclaimed water pipes may be of PVC dyed purple (Pantone 512) with continuous lettering "CAUTION RECLAIMED WATER" applied at the factory. No other identification is required. ( N ) ( L )
- (3) All reclaimed water pipes except as specified in item 2 above, must be identified along their entire length with warning tape. The warning tape must be yellow in color, a minimum of 2 inches wide with the words "RECLAIMED WATER" printed in 1" high black letters. The lettering should be repeated continuously the full length of the tape. ( L ) ( L )
- (4) All piping from the reclaimed water system shall be installed to maintain ten (10') feet minimum horizontal separation from all potable water piping. Where reclaimed and potable water piping cross, the reclaimed water piping shall be installed below the potable water piping in a PVC class 200 pipe sleeve which extends a minimum of five (5') feet on either side of the potable water piping. Additionally, a minimum vertical clearance of six (6") inches shall be provided. ( L ) ( L )
- (5) All above ground reclaimed water facilities (risers, valves, controllers, etc.) must have identifying labels for reclaimed water. ( L ) ( L )

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SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

D. 1. b. Valve Marking

Hose bibs are not permitted on the reclaimed water system.

c. Drawings Required

Applicants for reclaimed water service shall submit system plans for review and approval by the utility. ( T )

d. Location

- (1) Reclaimed water facilities shall not be installed inside any structures, indoor atriums or planters. ( L )
- (2) Drinking fountains and picnic tables shall be located to minimize exposure to direct and wind blown reclaimed water spray. ( L )
- (3) Reclaimed water shall not be sprayed outside the design area shown in the plans submitted in Section D.1.c. above. ( L )
- (4) Reclaimed water shall not be used to irrigate any enclosed private rear yard or patio. ( L )

2. Cross Connection Control Requirements

- a. Cross connection between the potable water system and the reclaimed water system is prohibited. ( L )
- b. Where reclaimed water and potable water service exist on the same site the potable water system shall be protected for backflow prevention with a California Department of Public Health approved backflow prevention assembly (reduced pressure principle assembly RP). Applicant shall pay all costs for the purchase, installation, and maintenance of backflow preventative devices. Final determination of the type of protection will be the responsibility of the water utility in conjunction with the Department of Public Health. ( L )
- c. Backflow prevention devices shall not be installed on reclaimed water systems and must be removed from potable irrigation systems which are converted to reclaimed water. ( L )
- d. Backflow prevention devices shall be tested as required and repaired or replaced as necessary at the expense of the customer. ( L )

3. Operational Requirements

- a. The customer must appoint a Site Supervisor and provide name, title and 24-hour phone number(s) of designated Site Supervisor to the water utility. Alternate site supervisors may be appointed. ( L )
- b. The Site Supervisor shall:
  - (1) Practice diligent surveillance of the system to ensure compliance with water utility rules, the California Department of Public Health regulations, and any local governmental requirements. Disregard for requirements could result in termination of service until the specified corrections are made. ( L )
  - (2) Educate occupants, residents, and on-site personnel on a continuous basis to insure that reclaimed water is used in compliance with the California Department of Public Health and any local governmental requirements. ( L )
  - (3) Post warnings that reclaimed water shall not be used for human consumption or in the preparation of food. ( L )

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SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

- D. 3. b. (4) Maintain the reclaimed water system to insure its integrity and minimize failures. Broken valves, pipes, and sprinklers shall be repaired in a timely manner. (L)  
(L)
- (5) Notify the water utility annually by January 31 that all the requirements in Rule 16 Section D Reclaimed Water have been met. (T)  
(L)

4. Usage Guidelines

- a. Avoid direct spray and minimize overspray on drinking fountains in areas irrigated with reclaimed water. (L)
- b. Adjust sprinklers to minimize reclaimed water spray on picnic tables, benches, decks, patios, sidewalks and roads. (L)  
(L)
- c. Irrigate in a manner which will minimize ponding, and runoff . If necessary, use the "repeat" function of the irrigation controller to apply the required amount of water in several short duration cycles. (L)  
(L)

5. Irrigation Time Restrictions

- a. Irrigation in areas of human contact, parks, playgrounds, and school yards shall be during the late night/early morning hours (10:00 p.m. – 6:00 a.m.). Slopes adjacent to pedestrian walkways are considered areas where there is human contact. (L)  
(L)  
(L)
- b. No time restrictions apply to irrigation areas where there is minimal human contact. (L)

6. Reporting and Inspections

- a. The water utility shall be notified 48 hours prior to the start of construction or pipeline installation in order to schedule inspection. (T)  
(L)
- b. The water utility shall be notified immediately of a change in Site Supervisor. (T)
- c. All significant changes for the reclaimed water system shall be submitted to the water utility for pre-approval. (T)  
(L)
- d. As-built plans for the reclaimed water system including subsequent modifications shall be submitted to the water utility for approval. (L)  
(T)

(To be inserted by utility)  
 Advice Letter No. \_\_\_\_\_  
 Decision No. \_\_\_\_\_

Issued by  
**PAUL G. TOWNSLEY**  
NAME  
Vice President  
TITLE

(To be inserted by Cal. P.U.C.)  
 Date Filed \_\_\_\_\_  
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CALIFORNIA WATER SERVICE COMPANY  
 1720 North First Street, San Jose, CA 95112  
 (408) 367-8200

Revised Cal. P.U.C. Sheet No. \_\_\_\_\_  
Canceling Revised Cal. P.U.C. Sheet No. \_\_\_\_\_

**Rule No. 18**

Sheet 1 of 3 (T)

**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 meter.

2. 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 than once a year, in which cases the customer shall be required to pay the costs and shipping fees for the test cover the cost of each such test:

(D) (N)  
(D)

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.

(D)  
- - -  
(D)

(continued)

(To be inserted by utility)  
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**Rule No. 18**

Sheet 2 of 3 (T)

**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 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's 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 utility's receipt of the results of the test.

(N)

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 a commercial (residential and business) service is found to be registered 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)  
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**Rule No. 18**

Sheet 3 of 3 (T)

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

(continued)

2. Slow Meters (Continued)

b. 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. Non registering 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, or upon an estimate based upon a reasonable comparison with 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.

(To be inserted by utility)

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