

ADMINISTRATIVE REGULATIONS

Applicable To

WATER SERVICE

*Together with Information Regarding
Rates and Service
of the*

JACKSON WATER SYSTEM

CITY OF JACKSON
33 BROADWAY
JACKSON, CA 95642

June 2020

TABLE OF CONTENTS

GENERAL METERED SERVICE	1
APPLICABILITY	1
RATES	1
METER INSTALLATION FEES	2
CONNECTION FEE	2
PRIVATE FIRE PROTECTION SERVICE AND PRIVATE HYDRANT SERVICE APPLICABILITY	3
APPLICABILITY	3
TERRITORY	3
RATE	3
SPECIAL CONDITIONS	3
APPLICATION FOR SERVICE	4
APPLICATION PROCESS	4
INFORMATION REQUIRED	4
SERVICE TO PREMISES NOT PREVIOUSLY SERVED	5
NEW SERVICE CONNECTIONS	5
PAYMENT OF CONNECTION AND FACILITY PARTICIPATION CHARGES	5
REFUNDS	6
LIMITATIONS ON WATER USE	6
PRIORITY OF SERVICE	6
BILLING	6
RENDERING OF BILLS	6
DISCONNECTION OF WATER SERVICE FOR NONPAYMENT	7
ESTIMATED BILLS	11
CLOSING BILLS	12
DEPOSITS	12
CUSTOMER RESPONSIBILITY	12
DELINQUENT ACCOUNT	13
CUSTOMER EQUIPMENT	13
CHANGE IN CUSTOMER EQUIPMENT	13
UNSAFE AND DETRIMENTAL SERVICE	13
FRAUD AND ABUSE	14
NONCOMPLIANCE	14
HOUSE VALUE	14
TEMPORARY SERVICE AND CONSTRUCTION	15
INSPECTION AND OTHER FEES	15
TEMPORARY SERVICE FROM FIRE HYDRANTS AND STANDPIPES	15
DOMESTIC CUSTOMERS FROM FIRE HYDRANT	15
CONSTRUCTION WATER FROM FIRE HYDRANTS	16
BACKFLOW PREVENTION PROGRAM	17
ADMINISTRATIVE PROCEDURES	17
WATER SYSTEM SURVEY	17
CUSTOMER NOTIFICATION-ASSEMBLY INSTALLATION	17
CUSTOMER NOTIFICATION-TESTING AND MAINTENCE	18
WATER SERVICE TERMINATION-BACKFLOW PREVENTION PROGRAM	18

I. GENERAL METERED SERVICE

A. APPLICABILITY

Applicable to all metered water service in the City of Jackson and vicinity, Amador County, known as the City of Jackson Water Service Area.

B. RATES

Water rates shall be charged by the size of the meter. Each user shall pay charges in two parts:

- a. A monthly service charge to be paid regardless of water use and;
- b. Quantity charge to be the result of the rate for the user's volume usage, as measured in units of 100 cubic feet.

		July 2019	July 2020	July 2021	July 2022	July 2023
Overall Water Rate Adjust.		15%	12%	9%	4%	4%
Water Usage Rate (\$/CCF)						
All Water Usage	\$	2.65	2.97	3.24	3.37	3.5
Monthly Service Charge						
$\frac{5}{8}$ " x $\frac{3}{4}$ " Meter	\$	22.52	25.22	27.49	28.59	29.73
$\frac{3}{4}$ " Meter	\$	33.24	37.23	40.58	42.20	43.89
1" Meter	\$	54.68	61.24	66.75	69.42	72.20
1 $\frac{1}{2}$ " Meter	\$	108.28	121.27	132.18	137.47	142.97
2" Meter	\$	172.60	193.31	210.71	219.14	227.91
3" Meter	\$	322.68	361.40	393.93	409.69	426.08
4" Meter	\$	537.08	601.53	655.67	681.90	709.18

C. METER INSTALLATION FEES

Domestic With Fire Sprinkler Line	
Size	Total
¾"	\$925.00
1"	\$1,010.00

Domestic With Separate Fire Sprinkler Line Or Dedicated Irrigation Service	
Size	Total
¾"	\$765.00
1"	\$840.00
1 ½"	\$1,268.00
2"	\$1,472.15

- a. Fees for any meter larger than 2" will be calculated at the time of request.
- b. Actual cost of installation includes materials and a \$175 administrative fee.
- c. Meter installation charges will be reviewed/updated annually to cover cost increases for materials.

D. CONNECTION FEE

Actual costs of connection include actual labor charges, material inspection and a 15% administrative fee, with a minimum fee of \$600.00.

II. PRIVATE FIRE PROTECTION SERVICE AND PRIVATE HYDRANT SERVICE APPLICABILITY

A. APPLICABILITY

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

B. TERRITORY

Jackson Water Service Area (City of Jackson and vicinity, Amador County)

C. RATE

To be billed the minimum monthly water service charge.

D. SPECIAL CONDITIONS

1. The fire protection service connection shall be installed by a licensed contractor approved by the City and inspected by the City. The cost shall be paid by the Applicant. Such payment shall not be subject to refund.
2. The minimum diameter for fire protection service shall be four inches, and the maximum diameter shall be not more than the diameter of the main to which the service is connected.
3. If a distribution main of adequate size or condition 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 a licensed contractor approved by the City and inspected by the City. The costs shall be paid by the Applicant. The City may require an increase in the existing size of the main for the benefit of the City. Such payment shall not be subject to refund.
4. Service thereunder 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 City, and are maintained to the satisfaction of the City. The City **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 shall be paid by the Applicant. Such payment shall not be subject to refund.
5. The City will supply only such water at such pressure as may be available from time to time as a result of its normal operation of the water system.

III. APPLICATION FOR SERVICE

A. APPLICATION PROCESS

1. Opening an account
 - a. For purchased property: Service will begin in the owner's name effective the close of escrow date. Submit an application with a copy of the grant deed
 - b. For rental property: Submit completed Owner/Tenant billing application along with the required deposit (see section IV.B.7.E.).
2. Closing an account
 - a. For sold property: Service will be billed to seller of property until the official close of escrow date. Submit a "close account" application with close of escrow date, name of title company and escrow number. A closing bill will be sent to the seller.
 - b. For rental property: Service will be billed to tenant of property until a "close account" application is submitted. A closing bill will be sent to the tenant.

B. INFORMATION REQUIRED

1. Name, address, telephone number(s) and Drivers' License number of Applicant
2. **Applicants for Residential-single metered service:** Only the property owner or his or her authorized agent may apply for water service. The property owner must be the applicant for water service connection or water main extension.
Applicants for Commercial and residential multi-metered service: Only the property owner or his or her authorized agent may apply for water service, water service connection or water main extension.
3. Date of application
4. Start of service
5. Type of service
6. Legal description (Assessor's Parcel No.) and street address of premises to be served.
7. Address to which bills are to be mailed
8. Number of occupants in the household
9. Escrow company and/or copy of Grant Deed if property was sold or purchased
10. Such other information as the City may reasonably require. Upon completion of an application for service, an executed and approved application shall be deemed a water service agreement.

C. SERVICE TO PREMISES NOT PREVIOUSLY SERVED

1. Once the Applicant has supplied the above information, the City shall determine within sixty (60) days whether there is water supply and facility capacity available to provide the requested service. If the determination is affirmative, then within sixty (60) days of such determination, the City shall request the Applicant pay all applicable charges, including Facility Participation charges and meter set/connection fee charges, which shall be paid within sixty (60) days of the date of request. If the City determines there is no water supply or facility capacity available to provide the service at the time of application, then the application shall be denied without prejudice and placed on a waiting list. At the time water supply and/or facility capacity becomes available to serve an Applicant on the waiting list, the Applicant shall be so notified and, if the Applicant still desires water service, the application that was denied without prejudice shall be reconsidered.

D. NEW SERVICE CONNECTIONS

1. The Applicant shall pay facility participation for all costs of the water service line installations, including but not limited to, the pipe, meter box, meter, valves, labor, and administrative costs. This water service line shall be installed from the nearest main to the Applicant's property line. All work shall conform to city standards. Any cost associated with the removal and replacement of street surfacing and/or fill materials shall be in addition to the above costs as established by resolution of the city council.

E. PAYMENT OF CONNECTION AND FACILITY PARTICIPATION CHARGES

1. Before an application is deemed complete, the Applicant shall pay all applicable connection charges and all applicable facility participation charges pursuant to ***the City of Jackson's Schedule of Charges for Special Services*** which are in effect on the date of the City's request for payment of such charges; except as provided below:
2. If facility participation charges have been previously paid for the Applicant's premises, the Applicant shall not be required to pay any facility participation charges, unless the Applicant requests more and/or larger meters for the premises. In such an event, the Applicant shall pay the difference between the amount previously paid and the amount due for the increased number of meters and/or larger meters **as of the date** of the City's payment request. If the amount of participation charges credited to any premises exceeds the amount due pursuant to any application for service, there shall be no refund.

F. REFUNDS

1. An Applicant that has received an approved application for water service and subsequently failed to receive water service, may be entitled to a refund of all monies paid, except for facility participation charges paid pursuant to Section III.E.2. above, less any costs not paid by the Applicant and incurred by the City in connection with the application, and an administrative fee of ten percent (10%) of the total charges due. The Applicant must request the refund in writing. The written request must be delivered to the City or postmarked by the United States Postal Service on or before the expiration of one (1) year from the date of the letter of water service or no refund will be issued. A refund request shall cause an approved application and any issued letter of water service to become null and void.

G. LIMITATIONS ON WATER USE

1. Use of water by an Applicant on premises, through more and/or larger meters, or for purposes not stated in the completed application shall be considered an unauthorized use and is prohibited. Water service to the Applicant may be entirely discontinued for any such unauthorized use. Use of water on any unauthorized premises, through an unauthorized service or meter(s), or for unauthorized purposes shall require the submittal of a new application, and shall be subject to the availability of water supply or facility capacity at the time of such application, the payment of all applicable charges, and the rules then in effect.

H. PRIORITY OF SERVICE

1. Treated water distribution system customers that have been on service for the prior year will be given preference in the allocation of water available from the Jackson treated water system, provided such customers comply with the provisions of these rules. If City determines that the water available from the system has been fully committed, then, at such time, it shall not accept further applications.

IV. BILLING

A. RENDERING OF BILLS

1. The billing period for water service shall be rendered monthly, from the 20th to the 20th of each month.
2. Meters will be read at regular intervals for the preparation of regular bills and as required for the preparation of opening bills, closing bills and special bills.
3. Each meter on a customer's premises will be considered separately and the readings of two (2) or more meters will not be combined except where combination of meter readings is for the

City's operating convenience, or where necessity may require the use of more than one meter, or a battery of meters. In this case, the monthly minimum charge shall be the sum of the service charges for the meters added to the charges for water delivered.

4. It may not always be possible to read meters regularly on the same day of each period. The period between meter readings may vary between twenty-seven (27) days and thirty-three (33) days and still be considered one month for billing purposes.
5. The City will impose a service charge of **twenty-five dollars (\$25.00)** for returned checks. The City will impose a service charge of **thirty-five dollars (\$35.00)** for returned online payments. If payment is denied twice within a 12-month period, regardless of payment method, the City will require payment by certified funds.

B. DISCONNECTION OF WATER SERVICE FOR NONPAYMENT

1. The City shall not disconnect water service for nonpayment until a customer's payment has been delinquent for sixty (60) days.
2. **REMINDER NOTICE:** If charges remain unpaid for thirty (30) days after the billing date, a "reminder notice" shall be sent to the customer providing a due date that is fifteen (15) days from the date printed on the notice.
3. **SHUT-OFF NOTICE:** The City will make a reasonable, good faith effort to contact the customer in writing or by phone at least seven (7) days before discontinuation of service for nonpayment. The written warning of discontinuation of service will be sent to the mailing address designated on the account. If the mailing address and the address of the property to which water service is provided are different, a second notice will be mailed to the service address and addressed to "occupant." The written discontinuation of service notice will include the following:
 - The customer's name and address
 - The amount of the delinquency
 - The date by which payment or arrangement for payment must be made in order to avoid disconnection of water service
 - A description of the process to apply for payment arrangements
 - A description of the process to dispute or appeal a bill
 - The City's contact information

The City shall apply a **twenty-nine (\$29.00) dollar late fee** to the delinquent account.

4. **48-HOUR POSTING:** Prior to actual termination of service a termination notice shall be posted in a conspicuous location on the premises at least forty-eight (48) hours before termination of service. A **\$10.00 charge** will be applied to the account.

5. **RESTRICTIONS ON DISCONNECTION OF WATER SERVICE:** The City shall not disconnect water service for nonpayment if **ALL** of the following conditions are met:

- The customer, or tenant of the customer, submits to the City the certification of a primary care provider, as defined in section 14088(b)(1) of the Welfare and Institutions Code, that disconnection of water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where service is provided.
- The customer demonstrates that he or she is financially unable to pay for water service within the City's normal billing cycle. The customer shall be deemed financially unable to pay if any member of the customer's household is a current recipient of Cal WORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.
- The customer is willing to enter into an alternative payment arrangement consistent with the provisions of Section IV.B.7 of this Regulations.

If **ALL** three conditions are met, the City shall offer the customer one or more of the options described in Section IV.B.7 of these Regulations.

6. **DISCONNECTION AFTER FAILURE TO COMPLY WITH ALTERNATIVE PAYMENT ARRANGEMENT:** Service will be disconnected no sooner than five (5) business days after the City posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property if:

- The customer fails to comply with the alternative payment arrangement for sixty (60) days or more; or,
- While undertaking the alternative payment arrangement, the customer fails to pay the current service charges for 60 days or more

This notice does not entitle the customer to request additional payment arrangements pursuant to an existing payment arrangement.

7. **ALTERNATIVE PAYMENT ARRANGEMENTS:** Customers who are unable to pay for water services within the normal payment period may request an alternative payment plan to avoid discontinuation of service. The City will consider all circumstances surrounding the request and make a determination as to whether the alternative payment plan is warranted. Considerations will include the following:
- a) Primary Care Provider Certification – The City will be obligated to enter into an amortized alternative payment plan if any resident of the premises where water services are provided by the City provides certification from a primary care provider that the discontinuation of service will be life-threatening or pose a serious threat to the health and safety of any resident.
 - b) Financial inability to Pay – The customer demonstrates that he or she is financially unable to pay for service within the normal billing cycle by providing documentation showing any member of the customer's household is a current recipient of Cal Works, CalFresh, General Assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, California Special Supplemental Nutrition Program for Women, Infants and Children or the customer declares that the household's annual income is less than 200 percent of the Federal Poverty Level.

Payment plans that extend into the next billing period are considered payment installment plans which must be in writing and signed by the customer. Such a plan will amortize the unpaid balance over a period agreed upon by the City and the customer, not to exceed twelve (12) months from the date of the account being delinquent. The installment payments will be combined with, and subject to, the due date of the customer's regular bill(s). The customer must comply with the terms of the installment payments and remain current as charges accrue in each subsequent billing period. The customer may not request further installments of any subsequent unpaid charges while paying delinquent charges pursuant to an existing installment plan. Failure to comply with the terms of the installment plan will result in the issuance of a written discontinuation which will be physically delivered to the premises no fewer than five (5) days in advance of discontinuance of service.

8. **RECONNECTION OF SERVICES:** If service is shut off for failure to pay a bill or for non-compliance with these Regulations, the City shall require payment of a service reconnect fee of **fifty dollars (\$50.00)** in addition to any balance due and a deposit before restoring service. A higher fee, not to exceed **one-hundred fifty dollars (\$150.00)**, will be charged if reconnection is requested outside of normal business hours.
9. **DISCONNECTION IN MASTER METER LANDLORD-TENANT SITUATIONS:** This section applies to the City service through an individual meter to a Multi-Unit Complex where the customer of record is the owner, manager, or operator of the dwelling, and there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the building.
- a) The City shall make every good faith effort to inform the occupants, by means of written notice, when the account is in arrears and the service will be terminated at least ten (10) days prior to termination. This notice shall further inform the residential occupants that they have the right to become City customers, to whom the service will then be billed, without being required to pay any amount which may then be due on the delinquent account.
- b) The City is not required to make service available to the occupants unless each occupant agrees to the terms and conditions of City water service and meets the requirements of law and the City's ordinances, rules, regulations, and policies. However, if one or more of the occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the City, or if there is a physical means legally available to the City of selectively terminating service to those occupants who have not met the requirements of the City ordinances, rules, regulations and policies, the City shall make service available to those occupants who have met those requirements.
- c) In the case of a detached single-family dwelling, the City may do any of the following:
- Give notice of termination at least seven (7) days prior to the proposed termination
 - Require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, agent, or prior tenant of dwelling in order for the delinquent amount on the account to be waived.

10. **PROCEDURE TO CONTEST OR APPEAL A BILL:** A customer may appeal or contest the amount set forth in any bill for water service pursuant to the following procedure:
- a) A customer may dispute a bill or request an adjustment of charges within fifteen (15) days following the billing date.
 - b) The request must be made in writing, accompanied by documentation supporting the appeal and reason for review, and be delivered to the City's Water Department.
 - c) The City shall not discontinue water service to a customer if there is a pending appeal as long as subsequent bills are paid on time.
 - d) The Water Department shall render a decision as to the accuracy of the water charges on the billing and shall provide the customer with a response within ten (10) days of receipt of the appeal.
 - e) If water charges are determined to be incorrect, the City will provide a corrected amount and the payment of the revised charges will be due within ten (10) days of the notice of the revised amount. If the revised amount remains unpaid for more than sixty (60) days after notification of the corrected amount disconnection procedures will begin as outlined under Section IV.B.
 - f) If water charges are determined to be correct, the water charges are due within three (3) days of notification of the decision or due date, whichever is later.

C. ESTIMATED BILLS

1. Bills for service will be based on an estimate if a meter fails to register the volume of water consumed or cannot be read. In estimating consumption, due consideration will be given to fluctuations in usage caused by seasonal changes or known service interruptions.
2. When it is impossible to read the meter due to any obstruction, or to increase the efficiency of the water personnel, a bill based on estimated use will be rendered.
3. Where a meter cannot be read without undue difficulty because of an obstruction, the customer will be notified and requested to correct the condition at the customer's sole expense. The City has the right to discontinue the service if the condition is not corrected. Where service is turned off for such cause, the City may require payment of a service reconnect fee.
 - a. Customers shall maintain the immediate areas around the meter box and fire hydrants. Distances shall be maintained as follows:

- Pathway area – 24 inches wide
- Surrounding area – 24 inches
- Above area – 60 inches
- Meters to be above grade – within 24 inches

D. CLOSING BILLS

1. Closing bills, where service is to be discontinued, will be due and payable on presentation.
2. In the event of continued non-payment after discontinuance of service, reasonable collection charges, including attorneys' fees, may be added and the City shall have the right to all remedies provided by law for collection of the bill. Penalties and charges shall be cumulative.

E. DEPOSITS

1. A deposit of **two hundred dollars (\$200.00)** is required if the Applicant is a tenant or anyone other than the owner, upon opening an account with the City for Utility Services.
2. No interest will be paid on deposits.
3. The City may refund a customer's deposit by check or by applying the deposit to the customer's account at the City's option.
4. Upon discontinuance of service, the City will refund the customer's deposit minus unpaid bills for services furnished by the City.
5. Upon establishment by a customer of timely bill payments for one year, the deposit will be applied to the customer's account.
6. An Applicant who has previously been a customer of the City and during the last twelve (12) months of that prior service the Applicant did not timely pay bills and/or has had the service disconnected for nonpayment shall be required to reestablish credit with the City by paying all amounts owed and a deposit of **two hundred dollars (\$200.00)**.

F. CUSTOMER RESPONSIBILITY

1. Under applicable City ordinances, resolutions, policies, and procedures, bills for water service are rendered to each customer on a monthly basis and are due and payable on the 10th day of each month. It is the customer's responsibility to ensure that payments are received at City Hall in a timely manner.
2. All charges incurred for a property is the responsibility of the property owner. Any overdue and delinquent payments, including penalties, shall become a lien upon the property affected. This lien

thereupon shall be effective in the same manner and to the same extent as are liens for the payment of ad valorem taxes.

G. DELINQUENT ACCOUNTS

1. At the end of each fiscal quarter September, December, March and June, the City Finance Director will have identified all delinquent accounts receivable on closed utility accounts that are considered uncollectible. The delinquency must exist on the City's records for six months or more.
2. The City's Finance Director is authorized to write off delinquent accounts up to one-sixth (1/6) of the annual amounts billed from the City's utility accounts receivable balance.
3. The City's Finance Director will include in the monthly Treasurer's report the details of the accounts written off, including the customer names and the dollar amounts being written off.

H. CUSTOMER EQUIPMENT

A. CHANGE IN CUSTOMER EQUIPMENT

Customers desiring to make any material change in the size, character or extent of the equipment utilized in receiving City water, as stated in the approved application for water service, shall give the City advance written notice of the extent and nature of the change. If the proposed change is for more and/or larger meters, then the customer shall submit a new application for service, and shall be subject to the availability of water supply or facility capacity at the time of such application, the payment of all applicable charges, and the rules then in effect.

B. UNSAFE AND DETRIMENTAL SERVICE

The City shall have the right of refusing or of ceasing to deliver water to a customer if any part of the customer's service appliances or apparatus shall at any time be unsafe, if a customer fails to repair a leak, or if the utilization of water by means thereof shall be prohibited or forbidden under the authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation is declared invalid by a court of competent jurisdiction), and may refuse to provide service until the customer puts such part in good and safe condition and complies with all the laws, ordinances and regulations applicable thereto. The City does not assume the duty of or liability for inspecting the customer's service appliances or apparatus or any part thereof. In the event that the customer finds the water service to be defective, the customer is requested to notify the City immediately.

The City may refuse to furnish water and may discontinue service to any premises where the use of water thereon may be or is detrimental or injurious to the water service furnished to other customers.

C. FRAUD AND ABUSE

The City shall have the right to refuse or to discontinue water service to any premises if necessary, to protect itself against fraud or abuse.

D. NONCOMPLIANCE

Water service may be discontinued, reclassified, or removed by the City for failure to comply with any of the rules governing water service to customers.

If service is turned off for failure to pay a bill or for noncompliance, the City shall require payment of a service reconnection charge of **fifty dollars (\$50.00)** in addition to all overdue City bills and a deposit before restoring service. A higher fee, not to exceed **one-hundred fifty dollars (\$150.00)**, will be charged if reconnection is requested outside of normal business hours.

In the event the customer turns on the water service or allows or causes it to be turned on after it has been turned off for the above reasons, the City may again turn off the water service, and may charge and collect a service reconnection charge of **fifty dollars (\$50.00)** for each such event in addition to other amounts due from the customer before restoring water service. A higher fee, not to exceed **one-hundred fifty dollars (\$150.00)**, will be charged if reconnection is requested outside of normal business hours.

E. HOUSE VALUE

The owner of the premises to be served water shall install a control valve on the house piping between the water meter and the first valve outlet on the premises. Prior to the issuance of a building permit to do work on any premises not having a control valve, a control valve will be installed per the Water Department specifications. When premises, to which a service connection has previously been installed, are being altered, a control valve shall be installed by the owner. The customer shall not operate or tamper with the meter stop or valve in the meter box at any time. Any damages resulting from the tampering or operation of the control valve the cost of the repair will be added to the monthly water bill at a time and material basis. A qualified contractor or plumber must provide the city with a certificate of insurance of \$1,000,000 and obtain written permission from the Water Department to operate the city's curb stop or any city valve.

I. TEMPORARY SERVICE AND CONSTRUCTION

A. INSPECTION AND OTHER FEES

A deposit equal to an estimate of labor, tests, materials and a fifteen percent (15%) administration fee is to be determined by the water superintendent or his agent. The deposit must be received upon issuance of a building permit/encroachment permit.

Whenever a contractor is installing or repairing any portion of the water system, the costs of the City will be reimbursed by the contractor.

B. TEMPORARY SERVICE FROM FIRE HYDRANTS AND STANDPIPES

When the City determines that the duration of a proposed service will be less than one (1) year, it may furnish service on a temporary basis without payment for a new connection.

Meter Removal: A service maybe temporarily discontinued if the serviced dwelling has been deemed uninhabitable by fire or other circumstances and is being removed from the property. However, when re-establishing service a new meter set fee will be charged. This must be approved by the City's Building Department.

Applicants for temporary service will pay the City's Water Department's estimate of the cost of installing and removing the service connection, a reasonable security deposit for the meter and payment of the Water Department's associated costs and the regular charges. Service will be furnished through fire hydrants only for temporary use.

The City's Water Department may designate the particular hydrant at which service will be furnished.

Water will be furnished for use under this regulation only for reasons of public health or safety or cases involving severe economic hardship. Water staff is authorized to issue permits.

C. DOMESTIC CUSTOMERS FROM FIRE HYDRANT

Temporary service, not to exceed one (1) year, for emergency domestic service from specified fire hydrants is available under the following conditions:

- a. An emergency condition arises which disrupts the customers normal water supply. Emergencies such as a private well going dry are to be verified with written reports from a reputable well service company furnished at the

- customer's expense. Emergencies are situations involving public health, public safety, or severe economic hardship.
- b. The Water Department determines that sufficient water supplies are available to sell to such customers and how the water will be used.
 - c. The customer provides the Water Department a written plan for re-establishing permanent water service within thirty (30) days of their permit being issued, and provides follow-up progress reports at ninety-day (90-day) intervals.
 - d. The customer recognizes and agrees that this temporary emergency service is not a long-term solution to his or her problem. The initial one-year permit issued under staff's authority will not be renewed without further review and approval from staff.
 - e. The permits will be issued on a non-metered flat rate basis. All charges for the permit must be paid in full, at the time of issuance. Charges for the permit shall be:
 - Deposit for Hydrant Wrench.....\$25.00 Security
 - Deposit for Water.....\$200.00 Flat Rate
 - Monthly Fee for Emergency Water.....\$25.00 Flat Rate
 - f. The security deposits will be refunded to the customer on a timely basis after the items are returned to the Water Department in good condition. The water fee is non-refundable and will not be prorated for any customer needing less than a year's worth of service.
 - g. Permits are subject to cancellation at any time at the Water Department's sole discretion with no liability on the City.

D. CONSTRUCTION WATER FROM FIRE HYDRANTS

Two types of permits will be issued based on the Water Department's anticipation of the amount of water the customer will need for this project.

For small scale jobs lasting 24 hours or less, a flat rate permit costing **Thirty-Five dollars (\$35.00)** per day with up to 5,000 gallons of water will be charged.

For all other jobs, a construction meter owned by the City's Water Department will be required. A refundable security deposit will be collected at the time the permit is issued and the following additional charges will be levied:

- a. A monthly meter rental charge to cover wear and tear on the meter, meter reading and billing charges and other general administrative expenses of **Forty-Five dollars (\$45.00)** per month.
- b. A charge for the water based on the current rate.
- c. A security deposit on a hydrant meter of **Seven hundred fifty dollars (\$750.00)**.

- d. A security deposit for hydrant wrench of **Twenty-five dollars (\$25.00)**.
- e. An assessment of **Fifty dollars (\$50.00)** per month for any month in which monthly meter reads are not reported to the Utility Billing Department by the 25th of the month.

J. BACKFLOW PREVENTION PROGRAM

A. ADMINISTRATIVE PROCEDURES

1. Water System Survey

- a. The City shall review all requests for new services to determine if backflow protection is needed. Plans and specifications must be submitted to the City upon request for review of possible cross-connection hazards as a condition of service for new service connections. If it is determined that a backflow prevention assembly is necessary to protect the public water system, the required assembly must be installed before service will be granted. **All new commercial services** shall install a backflow prevention assembly before water service will be approved.
- b. The City may require an on-premises inspection to evaluate cross-connection hazards or a re-inspection for any premises to which it provides water services to. The City will transmit a written notice requesting an inspection appointment to each affected water user. Any water user who cannot or will not allow an on-premises inspection or re-inspection of his or her piping system shall be required to install the backflow prevention assembly the City considers necessary.

2. Customer Notification - Assembly Installation

- a. The City will notify the water user of the survey findings, listing the corrective actions to be taken if any are required. A period of sixty (60) days will be given to complete all corrective actions required, including installation of backflow prevention assembly.
- b. A second notice will be sent to each water user who does not take the required corrective actions prescribed in the first notice within the sixty (60) day period allowed. The second notice will give the water user a two-week (2-week) period to take the required corrective action. If no action is taken within the two-week (2-week) period, the City may terminate water service to the affected water user until the required corrective actions are taken.

3. Customer Notification - Testing and Maintenance

- a. The City will notify each affected water user when it is time for the backflow prevention assembly installed on their service connection to be tested. This written notice shall give the water user sixty (60) days to have the assembly tested and supply the water user with the necessary form to be completed and resubmitted to the City. If the device is not tested within sixty (60) days a City hired tester will test the device and the customer will be billed **One Hundred Fifty dollars (\$150.00)** which will be added to their water bill plus any direct charges for repairs. Customers will be notified by the water department if their backflow prevention device has failed and needs to be replaced.

4. Water Service Termination - Backflow Prevention Program

- a. General
 1. When the City encounters water uses that represent a clear and immediate hazard to the potable water supply that cannot be immediately abated, the City shall institute the procedure for discontinuing the City water service.
- b. Basis For Termination
 1. Conditions or water uses that create a basis for water service termination shall include, but are not limited to, the following items:
 - a. Refusal to install a required backflow prevention assembly.
 - b. Refusal to test a backflow prevention assembly.
 - c. Refusal to repair a faulty backflow prevention assembly.
 - d. Refusal to replace a faulty backflow prevention assembly.
 - e. Direct or indirect connection between the public water system and a sewer line.
 - f. Unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
 - g. Unprotected direct or indirect connection between the public water system and an auxiliary water system.
 - h. A situation which presents an immediate health hazard to the public water system.
- c. Water Service Termination Procedures
 1. For conditions 1, 2, 3, or 4, the City will terminate service to a customer's premise after two (2) written

notices have been sent specifying the corrective action needed and the time period in which it must be done. If no action is taken within the allowed time period, water service may be terminated.

2. For conditions 5, 6, 7, or 8, the City will take the following steps:
 - a. Make reasonable effort to advise water user(s) of intent to terminate water service.
 - b. Terminate water supply and lock service valve. The water service will remain inactive until corrections of violations have been approved by the City.

Resolution No. 2020-16

A Resolution of the City Council of the City of Jackson Adopting Fees and Amending Administrative Regulations Applicable to Water Service

WHEREAS, the City of Jackson (“City”) is a municipal corporation that operates a public water system that supplies water to residential, commercial, and industrial customers; and

WHEREAS, in 2018, the California Legislature adopted Senate Bill 998, which imposes new and expanded customer protections regarding discontinuance of residential water service for nonpayment and related matters; and

WHEREAS, California Health and Safety Code Section 116906 requires each urban and community water system, including the City, to have a written policy on discontinuance of residential service for nonpayment, and such written policy must address specified subjects required by law; and

WHEREAS, Jackson Municipal Code section 13.50.020 requires the City Council to adopt rates, fees, charges and administrative and operating regulations for providing water service from the Jackson water system; and

WHEREAS, the City Council desires to adopt the new water service fees and amend the Administrative Regulations Applicable to Water Service (“Regulations”) to reflect the updated fees, as set forth in **Exhibits A and B** attached hereto and incorporated by reference herein.

NOW THEREFORE BE IT RESOLVED, by the City Council of the City of Jackson as follows:

SECTION 1. Recitals. The City Council hereby incorporates by reference the recitals of this Resolution.

SECTION 2. Water Service Fees. The City Council hereby adopts the fees for water service set forth in Exhibit A.

SECTION 3. Regulations. The City Council hereby adopts the Regulations set forth in Exhibit B.

SECTION 4. CEQA. The City’s adoption of the Regulations do not constitute a “project” for purposes of the California Environmental Quality Act (“CEQA”) because it does not have a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, and also constitutes continuing administrative activities relating to water service. (State CEQA Guidelines, § 15378(a), (b)(2).) Further, even if the adoption of the regulations were to constitute a project for purposes of CEQA, it is exempt pursuant to State CEQA Guidelines section 15061(b)(3), on grounds it can be seen with certainty that the adoption of the regulations will not result in causing a significant effect on the environment.


SECTION 5. Severability. If any section, subsection, subdivision, paragraph, sentence, clause or phrase added by this Resolution, or any part thereof, is for any reason held to be unconstitutional or invalid or ineffective by any court of competent jurisdiction, such decision shall not affect the validity or effectiveness of the remaining portions of this Resolution or any part thereof. The City Council hereby declares that it would have passed each section, subsection, subdivision, paragraph, sentence, clause or phrase thereof irrespective of the fact that any one or more subsections, subdivisions, paragraphs, sentences, clauses or phrases are declared unconstitutional, invalid or ineffective.

SECTION 6. Effective Date. This Resolution shall take effect and be in full force and effect upon its adoption.

PASSED, ADOPTED AND APPROVED by the City Council of the City of Jackson on this 22nd day of June, 2020, by the following vote:


AYES:	Stimpson, Garibaldi, Sweet, Lewis
NOES:	None
ABSENT:	Gonsalves
ABSTAIN:	None

CITY OF JACKSON



Robert Stimpson, Mayor

ATTEST:



John Georgette, City Clerk