

**VENTURA COUNTY WATERWORKS DISTRICTS NOS. 1, 16, 17, AND 19**  
**CURRENT AND PROPOSED RULE CHANGES**  
**DECEMBER 11, 2012**

1-C-3

**CLASSES OF SERVICE: TYPES OF ACCOUNTS AND SERVICES**

Water service provided by the District may be separated into the following ~~classes~~ account and service types:

- (a) ~~Domestic~~
- (b) ~~Agricultural~~
- (c) ~~Public~~
- (d) ~~Construction~~
- (e) ~~Fire Protection~~

~~and may be either metered or unmetered.~~

**ACCOUNT TYPES:**

- (a) Residential
- (b) Residential Multi-family
- (c) Agricultural
- (d) Commercial
- (e) Industrial
- (f) Institutional

**SERVICE TYPES:**

- (a) Water
- (b) Sewer
- (c) Irrigation
- (d) Agricultural
- (e) Agricultural <5
- (f) Reclaimed
- (g) Load Count
- (h) Lift Charge
- (i) Fire Protection
- (j) Construction

1-D-1

**APPLICATION FOR SERVICE**

(g) Whether or not applicant is owner, tenant, builder or agent of the premises.

1-H-25a

**READING OF METER AND BILLING:** Under ordinary conditions, each continuous service meter will be read monthly on approximately 28 to 35 days for one billing cycle to the next ~~(fire service meters may be read semi-annually or annually at the discretion of the Director<sup>174</sup>)~~ and a bill thereupon rendered, showing the period covered by the meter reading, or service, the amount of water used, and the total charge for the service rendered. Fire service meters may, at the option of the District, be read semi-annually or annually. However, monthly bills shall be rendered for the monthly fire service charge. Notice may be given by the District if large or unusual meter registration occurs ~~and upon request by the customer, the District will endeavor, without charge, to determine the cause of such large or unusual meter registration<sup>159</sup>~~. The customer is responsible for paying all water that passes through the meter.

1-H-25b

Where the meter is found to be out of order, or when a meter reading cannot be obtained the charge for water will be based, at the option of the District, on an estimated meter reading. Such estimates may be computer generated based on previous usage for the property, or on the consumption as registered on a substituted new meter. Consideration may also be given to either on the average monthly consumption adjusted to seasonal demand for current billing period, ~~or on the consumption as registered by a substituted new meter.~~ Consideration ~~will~~ may also be given to volume of business, seasonal demand, and other factors that may assist in determining an equitable charge.

1-H-25c

When the meter is temporarily covered by building or other material, or when a mobile construction meter has been moved to a new location without the District's knowledge, so that it cannot be read, ~~an average bill, or series of average bills, will be rendered, and the accumulated errors, if any, in such average bill or bills will be adjusted when the meter is first thereafter read<sup>14</sup>~~ the charge for water will be based, at the option of the District, on estimated water usage. Such estimates may be computer generated based on previous usage for the property, and a bill or series of bills for the billing period will be rendered. Estimated water usage may be adjusted if necessary when the meter is first thereafter read. The District may notify the customer of the inaccessibility of the meter and may charge therefor the applicable fee for the notice as specified in Part 2 of these Rules and Regulations.

- 1-H-26a      **PAYMENT OF WATER BILLS:** All bills for service through meters shall be due and payable in cash or check upon presentation, and shall become delinquent 22 days from the bill date and no less than nineteen (19) days after mailing.
- The District may, at its option, accept alternative payment methods for water bills, including credit card payments, electronic fund transfers, or other methods as approved by the Director. The Director, or his or her authorized representative, may also approve customer-selected due dates when deemed appropriate for those customers participating in an automatic payment program. The Director or his or her authorized representative may approve an extension of a due date as requested by a customer on a case-by-case basis.
- 1-H-26f      The form of the bill shall be prescribed by the District. ~~Delinquent notices may be presented in sealed envelopes by first class mail, or by person.~~ 160
- 1-H-26g      ~~If a water bill is not paid within nineteen (19) days after mailing, a past due bill, "Delinquent Notice" will be issued and the account will be charged with a penalty/late fee. The amount of such penalty/late fee shall be as specified in Rule 2-B-8a. The "Delinquent Notice" shall contain the date of shut-off of the water service should payment not be made. Payments made to the customer's account will be applied to the customer's account balance, which may include a deposit due, water charges, sewer charges, lift charges, penalty/late fees, and other miscellaneous charges. If the balance is not paid within 22 days from the bill date (the "due date"), the account will be charged with a penalty/late fee, and a past due bill and a "Delinquent Notice" will be issued. At the option of the Director, the District may allow a grace period of one to six days past the delinquent date prior to charging a penalty/late fee. The amount of such penalty/late fee shall be as specified in Rule 2-B-8a. At the option of the District the "Delinquent Notice" may be incorporated into the next regular bill for service, provided current and past due charges are so specified. Fifteen days after from the date of the "Delinquent Notice" mailed, if payment still has not been received, water service may be discontinued upon notification to the customer. At least 48 hours prior to termination of service, the District shall attempt to notify the customer by telephone, mail, or delivery of a door hanger notice to the service location. At the option of the District, telephone notification may be made through the use of an interactive voice response (IVR) system. A "48-Hour Notice of Pending Shut-Off" charge in the amount specified in Rule 2-B-8a will be added to the customer's account to process the notice. The customer shall be~~

subject to the “48-Hour Notice of Pending Shut-Off” charge upon preparation of the door hanger notice by the business office ~~which shall occur no sooner than the shut-off date printed on the water bill.~~

If payment is not made by the final date on the “48-Hour Notice of Pending Shut-Off,” a “Shut-off Notice” will be printed for delivery and a charge will be added to the delinquent account in the amount specified in Rule 2-B-8a. If resumption of service is requested for other than regular working days or hours, payment of an additional “Service Turn-on After Business Hours” fee will be charged in the amount specified in Rule 2-B-8a. <sup>160</sup>

1-H-26k At the option of the Director the District may apply a penalty/late fee to closing bill balances not paid within 22 days from the closing bill date.

2-A-1c **DEPOSIT FROM APPLICANTS:** A prepaid Deposit shall be required in an amount of ~~\$25.00 per Billing Unit (for each month in one billing cycle) for water service in Waterworks District No. 1, 16, and 19, \$25.00 per Equivalent Residential Unit (for each month in one billing cycle) for sewer service in Waterworks Districts No. 1 and No. 16, and \$50.00 per Billing Unit (for each month in one billing cycle) sufficient to cover an average bill for water and, if applicable, sewer service for the property. Where an average bill amount cannot be determined or is deemed inappropriate by the Director or his or her authorized representative, a minimum deposit will be charged of \$25 per Billing Unit (for each month in one billing cycle)~~ <sup>464</sup> for water service in Waterworks District Nos. 1, 16, and 19, \$25 per Equivalent Residential Unit (for each month in the billing cycle) for sewer service in Waterworks District Nos. 1 and 16, and \$50 per Billing Unit (for each month in one billing cycle) for water service in Waterworks District No. 17. Public agencies, public utility companies, public institutions, and private customers who have demonstrated an acceptable payment history may be accepted exempted from the deposit requirement, at the option of the District.

A customer of a District who, during the last 12 consecutive months, has paid all water bills without “Notice of Pending Disconnection” being issued for nonpayment, and who has demonstrated an overall timely payment history, and who applies for service for a new account, shall have the Trust Deposit waived. ~~An existing customer who has received said Notice, or has an established pattern of delinquency, will be required to re-establish a deposit. A customer who has received a “Shut Off Notice” for nonpayment may, at the option of the District, be required to re-establish a deposit equal to two times the average bill during the past twelve months, rounded to the nearest \$10.00.~~ <sup>464</sup>

The Deposit may be waived at the discretion of the Director or his or her authorized representative, for a property owner who applies for service at

the property that the property owner does or intends to occupy, or for renters of a property where the property owner co-signs the application, providing the property owner has not previously had a history of delinquency with any District managed by the Department. Deposits may also be waived at the discretion of the Director or his or her authorized representative for applicants for service for a short term purpose, such as in the case of "clean and show" properties for sale or rent. The Trust Deposit may also be waived at the discretion of the Director, or his authorized representative, for a property owner who applies for service at that property, providing the property owner has not previously had a pattern of delinquency with any District managed by the Department.<sup>178</sup>

An existing customer who has received a "Notice of Pending Disconnection," and has established a pattern of delinquency, may be required to re-establish a deposit. A customer who has received a "Shut-off Notice" for nonpayment may, at the option of the District, be required to establish a deposit equal to two times the average bill during the past twelve months.

Trust Deposits for agricultural or large water use customers may be based on an average water bill for the property, at the option of the District. Trust Deposits are refunded at the end of one year, provided payments have been made on a timely basis, and are without interest.

Any customer who, during a 12-month period, has two or more returned checks will be required to pay all billings for a period of one year with cash, a cashier's check, a money order, or, if approved by the Director, through automatic withdrawal, and may at the option of the District be required to post a trust deposit, if one is not already on file in an amount up to two times the average bill. The cash-only requirement may be continued indefinitely for customers with an established pattern of multiple returned checks.

Deposit amounts may be rounded, at the option of the District, for ease of posting and accounting purposes. At the option of the District, deposits may be charged to the account for water service and may be payable with the next ensuing water bill. Trust deposits are refunded as a credit to the account for water service at the end of one year, provided payments have been made on a timely basis or upon receipt of a satisfactory credit rating as calculated by the billing system, and are without interest. if one is not already on file, in an amount equal to two times the average bill, during the past twelve months, rounded to the nearest \$10.00.<sup>164</sup>