

**RULE NO. 16**

**SERVICE CONNECTIONS, METERS, AND CUSTOMERS' FACILITIES**

**A. GENERAL**

1. When an Application for Service is made that requires only a small domestic Service (2 inch or smaller), the Utility shall furnish and install the Service Connection, Meter box, and Meter, at the Customer's expense. The Customer also has the option to furnish and install the Service Connection, Meter box, and Meter, after all applicable charges are paid.
2. For all other improvements, such as new subdivisions, developer-installed mains and/or improvements that include the installation of a large Service (larger than 2 inch), the Customer shall furnish and install the Service Connection, Meter box, and Meter after all applicable charges are paid.
3. The Service Connection, Meter, and Meter box will generally be installed at a convenient location between the curb or edge of pavement and the property line. Large Service Meters shall be installed upon the Customer's Premises; the Customer shall provide adequate space and furnish applicable easements to the Utility.

**B. SERVICE CONNECTION AND METER INSTALLATION CHARGES**

1. The request for such Services shall be made to the Public Utilities Department, Water Division.
  - a. In the case of a small domestic Service installed by the Customer, the Customer shall pay, prior to final plan approval, a sum as determined by the Utility, based upon all costs for labor, equipment, and materials to cover the cost of plan check, inspection, and corresponding Utility valving.
  - b. In the case of a small domestic Service installed by the Utility, the Customer shall pay, prior to final plan approval, a sum as determined by the Utility, based upon all costs for labor, equipment, and materials to cover the cost of plan preparation, installation, and corresponding Utility valving.
  - c. In the case of Customer-installed mains and/or improvements that include the installation of a large Service, the Customer shall pay, prior to final plan approval, a sum as determined by the Utility, based upon all costs for labor, equipment, and materials to cover the cost of plan check, inspection, and corresponding Utility valving.
2. For Services installed on private property an additional charge, as determined by the Utility, shall be required to cover the cost of processing a public utility easement. The cost and preparation of public utility easement descriptions and plats are the responsibility of the Customer and shall follow all applicable state, county, and local requirements.

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B. **SERVICE CONNECTION AND METER INSTALLATION CHARGES (Continued)**

3. All installations in the public right-of-way will require a Right-of-Way Construction Permit as issued by the City's Public Works Department, together with appropriate charges, deposits, and insurances.
4. In the following cases, the Customer shall also pay a sum as determined by the Utility, based upon all costs for all applicable Utility labor, equipment, and materials.
  - a. Customer requires or requests a larger Service Connection and/or Meter for his property.
  - b. Customer requests a Service Connection to be extended.
  - c. An abandonment charge will not be required if the new Service Connection installation will not require the Utility (i) to install an additional tap into the Distribution Main, and (ii) to trench outside of the location of the previous Service Connection.
5. The Water Engineering Division provides plan checking as required to evaluate the Water System for conflicts with any proposed new construction or modification of any existing structure or facility. The Water Engineering Division shall charge for plan checks that require staff time or labor in excess of four (4) hours to complete. However, in the case of Service Connections and Meter Installations, the Water Engineering Division will charge for all plan checking, regardless of the number of hours needed for plan checking.
6. In the event that the Utility is unable to keep a specified appointment with a Customer due to emergencies, unplanned outages, or other situations that may arise requiring that construction or engineering services be delayed, the Utility will reschedule the appointment and will not charge additional costs, such as overtime labor, in order to complete the work and may, where applicable, provide a courtesy credit as set forth in Rule No. 23 based upon the specific circumstances.

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**C. CUSTOMER'S RESPONSIBILITY**

The Customer, as a condition precedent to receiving Service, shall:

1. Furnish and lay the necessary On-Site System and piping to make the connection to the Point of Delivery.
2. Provide a main valve on the piping between the Service Connection and the point of Customer use, as per the Planning Department.
3. Provide a bacteria clearance certificate for Services 3 inches and larger.
4. Disconnect all inactive Service Connections from the Public System to the Customer's Premises in the manner prescribed by the Utility.
5. The Utility shall not be responsible for any loss or damage occasioned or caused by the negligence, want of proper care, or wrongful act of the Customer or of any of the Customer's agents, employees, or licensees on the part of the Customer in installing, maintaining, using, operating, or interfering with any water facilities or equipment.

**D. OWNERSHIP AND ABSENCE OF RENTAL OBLIGATION WHERE FACILITIES ARE ON PREMISES OF CUSTOMER**

1. The Service pipe, curb stop, Meter, and Meter box located wholly or partially upon a Customer's Premises are the property of the Utility.
2. No rent or other charge will be paid by the Utility where the Utility-owned Service facilities are located on a Customer's Premises.

**E. ACCESS TO PREMISES OF CUSTOMER**

1. The Utility shall at all reasonable hours have access to Meter, Service Connections and other property owned by it which may be located on Customer's Premises for purposes of installation, Meter reading, maintenance, operation, or removal of its property at the time Service is to be terminated. The Customer's On-site System shall be open for inspection at all reasonable times to authorized representatives of the Utility, County, CDPH, and RWQCB to verify that the Customer is complying with these Rates, Rules and Regulations.
2. Any inspection work or recommendations made by the Utility or its agents in connection with plumbing or appliances or any use of water on the Customer's Premises, either as a result of a complaint or otherwise, will be made without charge to the Customer.

**F. CROSS-CONNECTIONS**

1. Protective Regulation

No physical connection between the Potable Water supply system of the Utility and that of any other water supply will be permitted except in compliance with the regulations of the State Department of Public Health contained in Title 17 of the California Administrative Code under "Regulations Relating to Cross-Connection", as may be amended from time to time.

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F. CROSS-CONNECTIONS (Continued)

2. Special Protective Devices Required

The Utility may require a Customer to install an approved backflow protection device on all Service Connections.

The Utility will require a Customer to install an approved reduced pressure principle type backflow protection device (RP) under any of the following conditions:

- a. Where a water supply, which has not been approved by the State Department of Public Health, is already available to a Customer from a well, spring, reservoir, or other source. (If the Customer agrees to abandon the other water supply and agrees to remove all pumps and piping necessary for the utilization of this water supply, the installation of reduced pressure principle type backflow protective devices may not be required.)
- b. Where salt water, or water otherwise polluted, is available to a Customer for industrial or fire protection purposes.
- c. Where the Customer's 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 substance.
- d. Where the circumstances are such that there is special danger of backflow of sewage, Recycled Water, or other contaminated liquids through Customer's plumbing fixtures or water-using or treating equipment, or storage tanks and reservoirs.
- e. Any condition posing a potential hazard to the Potable Water supply system of the Utility.

3. Type and Expense of Protective Devices

Any backflow protective device used shall be of the type and design specified and approved for these uses by the University of Southern California Foundation for Cross Connection Control and Hydraulic Research, or any other Utility approved testing and listing agencies, and such device shall be installed, maintained and tested by and at the expense of the Customer, in a manner approved by the Utility and other Regulatory Agency when so required, and in a location which is readily available for periodic inspection.

No physical connection shall be made or allowed to exist between any system conveying Recycled Water and any system conveying Potable Water.

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F. CROSS-CONNECTIONS (Continued)

4. Periodic Inspection and Testing of Protective Devices

Whenever backflow protective devices are installed, the Customer shall have competent inspections and tests conducted at least once a year, or more often in those instances where successive inspections and/or tests indicate repeated failure thereof. These devices shall be repaired, overhauled or replaced at the expense of the Customer whenever they are found to be defective. Records of such tests, repairs, and overhaul shall be kept and made available to the Utility and the public health agency having jurisdiction.

5. Refusal to Serve or Discontinuance of Service for Failure to Install Protective Devices

The Utility may refuse or discontinue Service until there has been installed on the Customer's piping approved devices of the required type to protect against backflow of water from the Customer's Premises into the Utility's system.

6. Plan Check and Field Inspection of New Backflow Protective Devices

To cover the cost of a plan check and inspection, the Customer shall pay, prior to final plan approval, a sum as determined by the Utility, based upon all costs for labor, equipment, and materials to cover the cost of plan check and inspection of backflow protective devices. These activities include, but are not limited to: installation of new backflow protective devices; replacement of backflow protective devices in above-ground assemblies; relocation of backflow protective devices from a below ground vault installation to an aboveground installation; and others, as appropriate.

G. RIGHT OF ACCESS

1. The Utility shall, at all times, have the right of ingress to and egress from Customer's Premises at all reasonable hours for any purposes reasonably connected with the furnishing of Services and exercise of any and all rights secured to it by law or the Rules.

2. The Utility shall require that each Customer furnish the Utility, at the expense of the Customer and in the appropriate quantity as specified by the Utility, with the appropriate devices to gain access to a Customer's Premises by way of keys, gate opener/clickers or a personal escort.

3. The Utility may charge a Rescheduled Meter Read Charge if the Utility cannot gain access to the Customer's metering equipment on the scheduled read date. Rule No. 23 contains the above referenced charges.

4. If a Customer installs an automated Meter after being assessed a Rescheduled Meter Read Charge for the Utility's inability to previously access Customer's Premises, the Utility may, at its discretion, reimburse the fee.