



**SECTION 3**  
**STANDARD SERVICE**

**SERVICE CONNECTION EXISTS AT TIME APPLICATION RECEIVED**

Utilization of an existing standard service may be granted where a complete service connection for the premises exists, there is no change in the use of the premises, the service has been active within the previous five years, there is no change in service size, and the District's requirements are met as stated in these regulations (see Section 2, Applying for Service and Section 31 – Water Efficiency Requirements). In such cases, if sufficient advance notice is furnished to the District, the service will be turned on at the meter on the date requested by the customer, except Saturdays, Sundays, and holidays.

All requirements established for the existing service connection shall remain in effect, including the requirement for a pressure regulator or backflow prevention device.

**SERVICE CONNECTION DOES NOT EXIST AT TIME APPLICATION RECEIVED**

When an application is received for a standard service to a premises where a service connection does not exist, or the existing service connection is inadequate, as determined by the District, a standard service may be granted and installed provided the applicant meets the District's general requirements as stated elsewhere in these regulations, and:

1. Service is reasonably available at the premises to be served.
2. The size of the service connection is approved by the District.
3. The applicable District charges have been paid.
4. The applicant agrees to install a pressure regulator or backflow prevention device when required by the District.
5. There is an immediate need for water service to the premises.
6. The applicant agrees to meter the development as specifically approved by the District.

If service is not reasonably available or if unusual conditions exist, the applicant will be advised of the terms and conditions which must be met before an application for service will be accepted.

Additional requirements for nonpotable water service are included in Sections 30 and 31 of these regulations.

In circumstances under which the District anticipates unusual conditions, the applicant shall pay installation charges based on the District's estimate of the total cost of all materials, labor, and other costs incidental to the installation. Unusual conditions shall exist when, in the sole determination of the District, the installation is to be made under conditions that would result in unusual or significant departure from the basic installation charges set forth in the Schedule of Rates and Charges to Customers. Such circumstances shall include, but not be limited to, the length of the lateral, the type



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of pavement, anticipated soil or other underground conditions, and the width or travel conditions of the roadway or right-of-way.

Water service will generally be made available by extending a main if the premises to be served does not have principal frontage on an existing water main of adequate flow and pressure (See Section 4). However, water service will not be provided by the extension of a water main where the meter(s) for the premises concerned will be located at an elevation of less than 100 feet below the overflow level of the reservoir supplying such main.

### **EXCEPTIONS**

#### **TEMPORARY CONSTRUCTION SERVICE**

The District may grant a temporary construction service where it is expected that the service will be in use for a short period to serve a temporary operation not related to any particular premises. In such cases, the appropriate installation and System Capacity Charges set forth in the Schedule of Rates and Charges shall be paid in advance and billing at the current rate for a standard service shall apply.

#### **INSTALLATION OF SERVICE CONNECTIONS**

Under special conditions the District may install a service connection without the meter in advance of actual need to avoid later cutting of pavement or for other reasons. In such cases, the appropriate installation charges set forth in the Schedule of Rates and Charges shall be paid in advance, but billing procedures shall not apply as the service will not be turned on until standard service is requested and approved by the District. If the service connection is not completed by a request for meter installation and turned on within one year of installation of the connection, the District may determine there is no immediate need for water service and may remove the service connection. Regardless of whether the service connection was removed, to complete the installation of the standard service a new service application will be required under the Regulations and Schedule of Rates and Charges then in effect. The System Capacity Charge shall be paid in accordance with the provisions of the Schedule of Rates and Charges then in effect.

#### **STREET LANDSCAPING SERVICE**

The District may grant a street landscaping service for planting strips or areas which lie within public streets and are devoted to and maintained for landscaping and related purposes by the public agency having jurisdiction over the streets. In such cases, the irrigable landscape area may be considered a single premises for the purposes of receiving, using and paying for service regardless of its division or intersection by other public streets. The District shall approve the size and location of the service and the distance or area which may constitute a single premises. The appropriate installation and System Capacity Charge set forth in the Schedule of Rates and Charges shall be paid, and billing at the current rate for a standard service shall apply. Additional requirements for nonpotable and potable water service are contained in Sections 30 and 31 of these regulations.



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#### **LANDSCAPING SERVICE**

The District may grant a landscaping service for irrigable landscape areas for an entire property which is considered a single premises for the purposes of receiving, using and paying for irrigation service. The District shall approve the size and location of the service and the distance or area which may constitute a single premises. The appropriate installation and System Capacity Charge set forth in the Schedule of Rates and Charges shall be paid, and billing at the current rate for a standard service shall apply. Additional requirements for nonpotable and potable water service are contained in Sections 30 and 31 of these regulations.

#### **COMBINATION STANDARD AND FIRE SERVICE**

The California Building Code requires all newly constructed single and two-family homes and townhouses to install fire sprinkler systems. The District will grant one service to provide both standard service and a supply to a private fire protection system for each newly constructed single-family premises or residential dwelling unit. A separate fire service connection is required for service to a private fire protection system at all other premises except the following:

1. New service or the enlargement of existing connections required for large area premises with public or private educational facilities and publicly-owned facilities served with combined standard and fire service.
2. Service to multi-family residential premises when a combination standard/fire service meter has been installed for each residential dwelling unit.
3. Service to group homes or group residential facilities when it is determined by the District that a combined service connection is acceptable for metering normal water use and is approved by the responsible fire protection agency.

Except for the System Capacity Charge as provided in Schedule J, the rates and charges pertaining to the service shall be based on actual meter size.

#### **BRANCH METERS**

The District may grant two or more standard services from a single service connection for a premises other than a single-family premises if fire sprinklers are not required. The appropriate installation charge set forth in the Schedule of Rates and Charges shall be paid.

#### **MASTER METER**

Each structure of a multi-family, multi-occupancy, or commercial/industrial premises shall be separately metered, except when, as solely determined by the District, it is not beneficial for water use efficiency. The District may require each customer type in a new structure with more than one business classification to be metered by a master meter or individual meters for each unit, consistent with District Regulations, as solely determined by the District.



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A separate meter may be required for an Accessory Dwelling Unit as defined by these Regulations only as authorized by Government Code Sections 65852.2 and 65852.22.

The District may grant a single service to a premises provided the premises is determined to be a single business classification and all the following conditions are met:

1. The property to be served must be in single ownership, including streets containing the owner's water service pipelines. Where the property surrounding the structures must be in single common ownership under a residents or homeowners association.
2. There must be a single management entity for the property who will be responsible for maintaining the private water system beyond the master meter and for payment of all water service charges.
3. The applicant must furnish a written statement from the fire district or other public agency with jurisdiction, indicating its acceptance of the proposed arrangement for providing fire flow, and that the liability for supplying water for fire protection rests solely with the property owner responsible for the private water system.
4. It has been determined by the District that District-installed individual meters for each unit or structure is not beneficial to the District to maintain water use efficiency, as solely determined by the District, or is not in accordance with these regulations.

**SERVICE CONNECTION NOT AT THE PRINCIPAL FRONTAGE**

In certain unusual circumstances, the District may locate a conditional service connection for a premises at other than the principal frontage provided:

- service is reasonably available at that location,
- the principal frontage is on a private road or driveway,
- there is only one premises that would be so served,
- there is no apparent possibility of further extension to serve other premises,
- there is no requirement for a fire hydrant, and/or
- a main extension for adjacent premises would not be required.

The owner(s) of the premises shall agree in writing to the conditions of service and to relocate the service and pay any applicable costs in the future, should standard service become available at the principal frontage. This agreement shall be a covenant against the premises to be served and shall run with the land, and will be recorded by the District.

**SERVICE CONNECTION AT ALTERNATE MAJOR FRONTAGE**

The District may locate the service connection for a premises at that part of the perimeter immediately adjacent to a street or road of general public access, where a water main exists or may



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be installed, even though it is not the normal vehicle access to the property and provided that the fire hydrant location in relation to the premises is acceptable to the responsible fire protection agency.

The District may locate the service connection(s) for a multi-family residential unit(s) or multi-occupancy commercial/industrial unit(s) at that part of the perimeter immediately adjacent to a street or road of general public access in a development where individual metering of all multi-family residential or multi-occupancy commercial/industrial unit(s) has been determined to be feasible in the sole discretion of the District in accordance with Section 2 of these Regulations.