

VANDENBERG VILLAGE
COMMUNITY SERVICES DISTRICT

MAY 2025



CODE OF ORDINANCES

VANDENBERG VILLAGE COMMUNITY SERVICES DISTRICT

Code of Ordinances

Vandenberg Village Community Services District
3745 Constellation Road
Lompoc, CA 93436
(805) 733-2475

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1. DISTRICT ORGANIZATION, ADMINISTRATION, PERSONNEL, AND FINANCE

1.1. DISTRICT ORGANIZATION

1.1.1. PURPOSE

The Vandenberg Village Community Services District (District) falls under the authority of Government Code §§ 61000 et seq. known as Community Services District Law.

Under the law, community services districts may perform a wide variety of municipal purposes if authorized to do so by the voters. The District was approved by the voters of Vandenberg Village on November 8, 1983 and, pursuant to § 61100(a) and (b), has been authorized the power to provide water and wastewater services. Additional municipal services could be provided upon the vote of the electorate and approval by the Local Agency Formation Commission (LAFCO).

1.1.2. MAILING ADDRESS

The official mailing address is established as 3745 Constellation Road, Lompoc, California, 93436-1401.

1.1.3. DISTRICT OFFICE

The District Office is established at 3745 Constellation Road, located in the unincorporated area of Santa Barbara County designated as Vandenberg Village north of Lompoc, California.

The business hours are as posted at the District Office.

1.1.4. WEB ADDRESS

The official web address is vvcsd.org.

1.2. TIME AND PLACE FOR REGULAR MEETINGS

1.2.1. REGULAR MEETINGS

Regular Meeting times of the Board of Directors shall be set by resolution or motion of the Board, from time to time as the Board may decide.

Agendas of the regular meetings of the Board of Directors of the Vandenberg Village Community Services shall be posted at the Vandenberg Village Community Services District office at 3745 Constellation Road and on the District's website, vvcsd.org in accordance with the Ralph M. Brown Act (Government Code §§ 54950 et seq.).

In the event that any day fixed for a regular meeting of the Board of Directors falls on a holiday, then the meeting shall be held on another day at the same hour specified for regular meetings. Provided, however, that the Board of Directors may adjourn to, or call a special meeting to be held on a holiday.

1.2.2. MEETING PLACE

The regular meeting place is hereby fixed and established at the District office conference room at 3745 Constellation Road, Lompoc, California.

All meetings of the Board of Directors shall be held at the regular meeting place herein designated or shall be adjourned to or fixed at another place of meeting in a notice to be given thereof. If for any reason it shall be deemed necessary to meet in another location, it shall be done in accordance with the Ralph M. Brown Act.

1.2.3. SPECIAL MEETINGS

Special meetings of the Board of Directors may be called at any time by the Board President or by a majority of the members thereof. The notice must be delivered no less than twenty-four hours before the time fixed for the proposed meeting as specified in the notice.

1.2.4. RULES OF PROCEEDINGS

The Meetings of the Board of the Vandenberg Village Community Services District shall be governed pursuant to the Ralph M. Brown Act which governs open meetings for local government bodies.

Following each General Election, the new Board shall take office pursuant to Election Code § 10554.

At the first meeting in December of each year, the following offices shall be elected:

- President
- Vice President
- Finance Officer

At the first meeting in January of each year, the President shall appoint committee members and District representatives to external agencies, subject to confirmation by the Board.

1.3. BOARD OF DIRECTORS

The governing body of the District is a Board of Directors comprised of five (5) Board members with individual directors elected by the registered voters in Vandenberg Village to serve four-year terms. During the November elections every two years, either two or three Directors are elected to serve the District for the next four years. Positions vacated mid-term will be filled pursuant to Government Code § 1780.

Yearly, the Board of Directors elects a President, Vice President, and Finance Officer. The President of the Board chairs the meeting, performs such duties as prescribed by State or Federal law, and such other duties as prescribed by District policy. In the event of his or her absence, the Vice President performs said duties.

The Board meets its obligations to the electorate by performing as a legislative, administrative, and control body.

The District Board appoints a General Manager to manage the day-to-day business and functions of the District and to implement the policies of the Board. The District Board will review his/her performance in accordance with the applicable employment contract, set compensation, negotiate contract terms, and discharge as necessary.

1.3.1. RESPONSIBILITIES

Responsibilities of the Board Members

- By motion, resolution, or ordinance conduct the business of the Board, taking those actions that ensure that satisfactory service is provided throughout the community.
- Set policies, goals, and budgets for the organization.
- Provide the General Manager with the necessary personnel and resources.
- Attend Board meetings regularly, serve faithfully on committees and, when selected, faithfully perform the duties of an officer or committee chairperson.
- Keep informed on agenda items and ongoing business of the Board.
- Be well-informed on the provisions of laws, ordinances, and resolutions as they affect the conduct of the Board.
- Attend meetings with promptness and regularity.
- Elect officers. Confirm standing and ad hoc committee members and District representatives to external agencies.
- Serve faithfully on an appropriate share of committees.
- Initiate, review, and approve plans that will satisfy future requirements, including a long-range strategic plan.
- Review and act upon plans and recommendations submitted by the Board committees and the General Manager. This action includes adoption, rejection, amendment or return to committee.
- Provide the General Manager with specialized skills when requested and when determined to be required in the interest of the customers.
- Provide supporting material for agenda items to the Board Secretary no later than six days before the meeting.
- Provide a brief report on meetings attended at District expense to the Board at the next regular meeting.
- Attend ethics training pursuant to California Government Code § 53235 within one year from the first day of service and every two years thereafter.

- Attend sexual harassment training pursuant to California Government Code § 12950.1 within one year from the first day of service and every two years thereafter.

General Responsibilities of the Board President

- Preside at all meetings of the Board.
- Maintain order and decorum.
- Appoint standing committee members and District representatives to external agencies, all subject to confirmation by the Board.
- Appoint ad hoc committee members as the need arises.
- Keep the Board informed of communications affecting the District.
- Communicate actions of the Board to affected persons and private or public entities.
- Receive and reply to questions directed to the Board or refer to the appropriate officer or member.
- Act as a spokesperson for the Board when queries are received from the media, the public, or other agencies.
- Direct the preparation of the agenda and approve for publication.
- Direct the preparation of the minutes.
- Provide leadership as indicated under the Leadership Responsibilities listed below.
- Perform the duties of a Board member.

Leadership Responsibilities of the Board President

The Board President provides overall leadership of the organization. The tasks involved include, but are not limited to, providing for:

- **Long-range Planning** - Leads the Board toward the creation and implementation of a plan that meets the needs and requirements of customers and government agencies as well as meeting unique requirements when these arise.
- **Organizing** - Recommends specific tasks or assignments for the Board committees to meet established goals and objectives, both short and long-term. Keeps the Board organized and moving.
- **Monitoring** - Monitors the performance and status of the organization relative to established goals and objectives and recommends changes or corrective action where required.

- **Presiding** - Presides over meetings of the Board and maintains focus on the issue under discussion, directing the arguments toward a decision. Ensures that a quorum will be present and that a chairperson is designated in the event that both the President and Vice President are absent.
- **Staff Coordination** - Serves as the principal point of contact and administrative interface with the General Manager and the Staff, through the General Manager, on behalf of the Board.

Responsibilities of the Vice President

- Perform the duties of the President in his/her absence.
- Be familiar with ordinances, resolutions, laws, and regulations as they apply to the Office of the President.
- Be prepared to assume the duties of President with or without prior notice. This includes keeping informed of current status by frequent consultations and discussions and being aware of the tasks and projects underway, and their current status.
- Perform the duties of a Board member.

Responsibilities of the Finance Officer

- Serve as Chairperson of the Finance/Budget Committee.
- Oversee the District's finances.
- Participate with the General Manager and staff in the preparation of:
 - Annual Operating and Capital Budgets
 - Financial reports
 - Allocation and placement of financial resources
- Advise and recommend financial plans and submit them to the Board for review and approval.
- Participate in a review of the annual audit.
- Recommend investment of reserve funds in accordance with the Investment Policy.
- Oversee compliance with debt agreements and covenants.
- Oversee compliance with the Governmental Accounting Standards Board, Generally Accepted Accounting Principles, and other accounting standards as required.
- Audit Petty Cash and Cash Drawer per Ordinance 1.6.2.
- Perform the duties of a Board member.

Responsibilities of a Committee Chairperson

- Undertake the specific tasks or assignments as established by the Board or Board President together with the participation of the other members of the committee.
- Plan and schedule the necessary activities and obtain a commitment for the necessary resources to complete this assignment.
- Present a report on the status and progress at each regular meeting of the Board.
- Ensure recommendations and justification for any proposed action are prepared and submitted to the Board for decision and implementation when approved.
- Provide overall leadership of the committee.
- Perform the duties of a Board member.

1.3.2. COMMUNICATIONS

No member of the Board or Officer of the District shall:

- Represent his position as that of the Board unless the Board has acted upon that position.
- Make unsolicited statements to anyone other than the Board during Board deliberations.
- Issue any writings or statements to the press or public without clearly distinguishing which statements are his/her own and which are established Board positions.

1.3.3. COMPENSATION

Board members will receive \$150 for attending each board meeting and \$75 for attending each standing committee meeting.

The primary and alternate District member of the Western Management Area Joint Powers Agency, Santa Ynez River Valley Groundwater Sustainability Agency (GSA) will receive \$90 for attending each GSA meeting.

Board members will not be compensated for attending ad hoc committee meetings, conferences, training, or other events.

In accordance with California Government Code § 61047(a), Board members will not receive compensation for more than six days of service in a month.

1.3.4. GENERAL MANAGER

The District Board appoints a General Manager, in accordance with California Government Code §§ 61050 et seq., to manage the day-to-day business and functions of the District and to

implement the policies of the Board. The General Manager is responsible for the oversight and management of the District Staff and the District's operational, administrative, and business functions.

The General Manager is the two-way communication conduit between the Board and the Staff. The General Manager shall be the labor negotiator for the District and shall have the authority to employ, train, discipline, promote, demote, and/or terminate all other District employees, or delegate the authority to subordinate management staff, within budgetary limits established by the Board.

The General Manager maintains contact with neighboring and overlying Districts and with related agencies to keep abreast of actions that may affect the District operations. The General Manager advises the Board and the appropriate committee of any coordination required, recommending appropriate action.

The General Manager may also be appointed as Board Secretary and/or Treasurer.

1.3.5. TREASURER

The District Board has appointed the General Manager as Treasurer, in accordance with California Government Code § 61053, to oversee District finances. The Treasurer shall provide written reports to the Board of Directors at least quarterly. The Treasurer serves at the Board's pleasure.

1.3.6. SECRETARY TO THE BOARD OF DIRECTORS

The Secretary to the Board is directly responsible for the official recording of the minutes and documenting all actions taken by the Board. The Secretary serves at the Board's pleasure.

Responsibilities of the Secretary of the Board:

- Administer oath of office.
- Certify official documents and letters as required.
- Maintain the official files and records of the Board.
- Maintain custody of District Seal.
- Post notices of meetings and proposed action documents as required by the Board and government regulations.
- Prepare and distribute minutes of the meeting of the Board.
- Maintain historical records of the District.
- Maintain Board library and assist Board members in their use thereof.

- Schedule and register Board members for conferences, seminars, and other training activities.
- Maintain disclosure statement files for seven years.

1.3.7. MANAGEMENT STAFF

The District employs management staff for the District office and field operations. The management staff performs the duties assigned by the General Manager on a daily basis in accordance with their position's job description.

The management staff is responsible for performing research or presenting certain facts to the Board as requested by the Board through the General Manager and for providing budgetary requirements relevant to their specific area of responsibility. Management staff shall be responsible for advising the General Manager of any irregularities or non-compliance with codes, regulations, and policies.

1.3.8. OTHER PERSONNEL

The District employs other personnel consistent with the need to assist in the daily operations as agreed upon by the General Manager and the Board.

The District retains the services of other persons such as a General Counsel and a Certified Public Accountant approved for use on District business as necessary.

The organizational chart will be updated as the need arises. Specific duties of all employees, their authority, and responsibility will be found in government codes, ordinances, resolutions, and various District policies and procedures.

1.3.9. BONDING

The District shall provide bonding for District employees and Directors and the cost of the bonding shall be paid for by the District.

1.3.10. CONFLICT OF INTEREST

The Board of Directors and designated employees of the District shall be subject to the requirements of the California Political Reform Act (Government Code §§ 81000 et seq.), the Regulations of the Fair Political Practices Commission (Title 2, Division 6, Section 18730 of the California Code of Regulations), and other applicable state and local conflict of interest codes.

The General Manager shall be named as a designated employee under this Section.

1.4. ADMINISTRATION

1.4.1. AGREEMENTS

District-initiated agreements with external agencies and organizations shall be approved by the Board and signed by the President and the Secretary.

Externally-initiated agreements shall be approved by the Board and signed by the President.

1.4.2. CLAIMS

Claims against the District shall be handled in accordance with California Government Code §§ 910 et seq. and §§ 945 et seq.

The General Manager is authorized to approve claims up to \$1,000 without Board action.

1.4.3. TRAVEL, TRAINING, CONFERENCE, AND MEETING EXPENSE REIMBURSEMENT

1.4.3.1. SCOPE

This rule applies to travel reimbursements for all employees and Directors.

1.4.3.2. DEFINITIONS

“One-day travel” - Travel that begins and ends within any 24-hour period and does not require lodging.

“Extended travel” - Travel involving overnight stays away from home.

1.4.3.3. DIRECTOR TRAVELER

If Directors desire reimbursement of expenses, they shall conform to this Policy and Procedure, with the following permitted exceptions:

- Directors may use their own automobiles.
- Directors may rent full-size automobiles.
- Further exceptions may be granted only by the Board of Directors.
- Directors shall submit a completed expense reimbursement form with itemized receipts for all actual and necessary expenses attached per Government Code § 53232.3(c).
- Directors shall provide a brief report of any meeting attended at District expense at the next regular Board meeting per Government Code § 53232.3(d).

1.4.3.4. DISCLOSURE

Pursuant to California Government Code § 53065.5, the District will publish an annual report of reimbursements for all travel and training costs.

1.4.3.5. QUALIFIED EXPENSES

The following activities shall qualify for reimbursement of actual and necessary expenses:

- Communication with local, state, or federal government representatives regarding District business.
- Attendance at a conference or organized educational activity designed to improve employees' or Directors' skills and information levels, including but not limited to training required by the Government Code.
- Participation in local, state, or federal organizations whose activities affect the District's interests.
- Attendance at official events of other public agencies.
- Attendance at meetings of outside agencies, including but not limited to:
 - Association of California Water Agencies (ACWA)
 - ACWA/Joint Powers Insurance Authority (ACWA/JPIA)
 - California Special Districts Association (CSDA)
 - Santa Barbara County Chapter of the California Special Districts Association (SBCCSDA)
 - Santa Ynez River Water Conservation District (SYRWCD)
 - Western Management Area Joint Powers Agency, Santa Ynez River Valley Groundwater Sustainability Agency (GSA)
- Other activities approved by the Board of Directors at a public meeting prior to incurring the expense.

1.4.3.6. PROCEDURES AND RESPONSIBILITIES

Employees shall not obligate District funds without prior authorization of District management.

Directors shall ensure that budgeted funds are available prior to commitment by verifying availability with the Financial Services Manager, and ensure costs remain within budget. Reimbursements will be issued in accordance with California Government Code §§ 53232 et seq.

Note: Reimbursements greater than the U.S. General Services Administration (GSA) per diem rate trigger an IRS withholding requirement and submission of a W-2 for the amount in excess of the rate, for employees and Directors alike (see IRS Instructions for Form W-2 "Code L-Substantiated employee business expense reimbursements").

1.4.3.7. TRAVELERS' RESPONSIBILITIES

- Review and follow District travel regulations and guidelines.
- Ensure that travel arrangements are made in accordance with this Ordinance.
- Obtain a District credit card or, if needed, cash advance sufficient to cover anticipated allowable expenses of the trip from the Financial Services Manager.
- Obtain tickets and information on travel arrangements from the Board Secretary or Financial Services Manager.
- Travel arrangements and accommodations should, to the extent possible, be made by the District. However, Directors may make their own arrangements.
- Obtain and use the reimbursable expense form to record daily reimbursable expenses in each category during travel.
 - **If using a District Credit Card:** Obtain and turn in original, itemized credit card receipts for meals, lodging, and miscellaneous expenses. Note that meal costs are limited to the GSA per diem rates for the area of travel.
 - **If not using a District Credit Card:** Obtain original receipts for lodging and miscellaneous expenses, and complete the reimbursable expense form. Directors must submit itemized receipts for all actual and necessary expenses. Employees may obtain reimbursement for meals at the current GSA per diem meal rate(s) for the area(s) of travel.
- Meals included in the seminar/conference registration package for which the traveler has no control over meal choices or costs will be paid for as part of the seminar/conference registration fees and the traveler may not claim reimbursement for them.
- Submit the completed reimbursable expense form with receipts and return all unexpended cash, unused tickets, and District credit cards (if applicable) to the Financial Services Manager within fourteen (14) calendar days of trip completion.
- All rental or personal automobile mileage claims must be supported by an auto mileage log on the expense form.
- Employees shall report the results of the trip to District management. Directors shall report to the Board of Directors at the next regular Board meeting.

1.4.3.8. FINANCIAL SERVICES MANAGER OR BOARD SECRETARY RESPONSIBILITIES

- Ensure that employee travel is authorized by the General Manager prior to the trip.
- Arrange for registration, transportation, and lodging, as requested.
- Obtain tickets for travel from the carrier, if applicable.
- Provide, or make arrangements for, District funds for trip expenses when requested.
- Brief the traveler on arrangements and limits of reimbursement and travel regulations before departure.
- Upon return of traveler, collect completed original expense form and receipts, and verify expenditures for compliance with travel reimbursement requirements and supplemental regulations. Obtain refunds for any unused tickets, travel advances, etc.
- Notify the General Manager if an expense form has not been submitted within 14 days.

1.4.3.9. MODES AND CLASSES OF TRANSPORTATION

Automobile (listed in the preferred order of usage)

- **District vehicle** - When available, employees are expected to use a District vehicle for District business. District vehicles may not be used to transport family members or other unofficial passengers unless authorized by the General Manager or Board President.
- **Private vehicle** - When the General Manager approves an employee request, and requirements for insurance coverage for the use of private vehicles for District business purposes have been met, only then can authorization and reimbursement be given. Directors are required to comply with insurance coverage provisions prior to using private vehicles on District business.
- **Rental vehicle** - When a rental vehicle is authorized by the General Manager for employee travel, the rental companies providing discounts to the District will be used if possible. Compact cars or cars with equivalent rates should be used.

Aircraft travel (listed in the preferred order of usage)

- **Commercial aircraft** - Tourist class is provided for Employees/Directors traveling on District business.
- **Private aircraft** - When an employee requests the use of a private plane, the General Manager may approve if advantageous to the District and requirements for insurance coverage for use have been met. Employees will not be required to travel by private aircraft.

Directors are required to comply with insurance coverage provisions prior to using private aircraft on District business. The District will not reimburse for private aircraft travel in excess of commercial aircraft rates to the same destination.

Rail – Coach or Business class type service class will be used.

County, State, or Federal Transportation – When the travel is in direct support of listed agencies, transportation of that agency should be used if available.

Other – Bus or boat may be used. Employees must obtain authorization from the General Manager.

1.4.3.10.REIMBURSEMENT LIMITS

District management will review and approve expense forms. Receipts/claims for lodging and meals must be from establishments serving the general public.

Lodging and Meals

- **Accommodations** - Reimburse for modest single-room or for accommodations in hotels hosting conferences and seminars not to exceed the maximum group rate published by the activity sponsor, when possible. Reimbursement for lodging to attend meetings is generally limited to the GSA per diem rate. Prior approval from management staff is required for lodging expenses that exceed the GSA per diem rate.

Accommodation expenses for the evening before commencement and/or after completion of qualifying activity will be reimbursed only if the duty day, including travel, exceeds 12 hours.

- **One-day travel (no lodging)** - Reimburse for those meals during travel, and breakfast and/or dinner if precluded at home during normal hours (6:00 a.m., noon, and 6:00 p.m.) Breakfast and dinner will be reimbursed only if the duty day, including travel, exceeds 10 hours.
- **Individual meal rate** - Reimbursement will be limited to the GSA per diem rate for the applicable meal(s).
- **Meals for extended travel** - Reimburse at the GSA per diem rate for the locale of the destination(s) except for meals included in the registration fees for a conference, seminar, or training activity.

Transportation

- **District vehicles** - No reimbursement.
- **Air (commercial)** - Reimburse actual expenditures for tourist class.
- **Airplane, private** - At the IRS-approved reimbursement rate at the time of travel without incurring income tax consequences for equivalent highway miles, or the

amount of commercial airfare to the same destination, whichever is approved in advance by the General Manager.

- **Auto, rental** - Reimbursement is limited to prevailing standard compact car rates for single travelers. Additional insurance above the rental company standards is not reimbursable.
- **Auto, private** - At the standard IRS-approved reimbursement mileage rate plus tolls and parking fees for the most direct highway route. Only the driver, regardless of passengers, is reimbursed.
- **Bus, street-car, taxi** - Actual reasonable expenditures.

Incidental Expenses (as defined by Federal Travel Regulation Chapter 300, Part 300-3)

- Only actual business expenditures, such as fees and tips to hotel staff, will be authorized.
- Claim payment will be limited to the Federal Government GSA rate per day or those accompanied by actual receipts.

1.4.3.11.NON-REIMBURSABLE EXPENDITURES (typical but not all-inclusive)

- Personal entertainment
- Personal phone calls
- Medicine and prescription drugs
- Clothing and personal items
- Trip insurance premiums
- Extra collision insurance
- Funds transferred to, or expenses paid for, another employee
- Alcoholic beverages
- Parking tickets and traffic fines
- Use of District or rented automobiles for personal reasons
- Cost of credit cards (Diner's Club, American Express, etc.)
- Cost of travel, meals, and accommodations (including extra charges for double occupancy) for non-business companions

1.4.3.12.SPECIAL CIRCUMSTANCES

Reimbursement outside the limitations contained herein requires the approval of the Board of Directors.

When lodging or subsistence is provided by a government agency, seminar provider, etc., then reimbursement will not be made for in-kind services.

1.4.4. USE OF PRIVATELY OWNED AUTOMOBILES ON DISTRICT BUSINESS

1.4.4.1. PURPOSE

To establish the requirements for approval and use of privately-owned automobiles on District business.

1.4.4.2. GENERAL

Employees traveling on District business will use a District vehicle as a general rule. However, when District or public transportation is inadequate or unavailable, or when District management determines it is in the best interest of the District, the General Manager may authorize the use of either a privately owned automobile or a rental vehicle.

An employee must obtain prior authorization from the General Manager to use a privately-owned automobile on District business.

Privately owned two-wheeled and three-wheeled vehicles are not approved for use on District business under any circumstance.

Employees and Directors must have a valid license or operating permit to operate a motor vehicle in the State of California and must be insured.

1.4.4.3. INSURANCE

Employees and Directors using privately-owned automobiles on District business shall carry sufficient insurance to meet the minimum amounts of financial responsibility by the laws of the State of California.

Employees and Directors shall be insured for at least the minimum bodily injury liability per person, the bodily injury liability per accident, and the property damage liability per accident as required by the State of California.

The amount of liability coverage that will provide adequate protection is a matter of personal judgment and, therefore, must be decided by the individual in consideration of his/her own financial circumstances.

The minimum coverage required cannot be regarded as providing adequate protection for the insured under all circumstances.

The insurance coverage required shall not name the District as an insured. If the employee or Director has a policy that names the District as an insured, immediate notice must be given to the insurer to issue an endorsement deleting the name of the District.

Employees and Directors are liable for damages, including damages to their automobile used, injury to persons, or damages to property of others, which may occur while using a privately-owned automobile on District business. However, with respect only to injury to other persons and damage to other's property, the District's automobile liability insurance does provide coverage in excess of an employee's or Director's personal automobile liability insurance while using a privately owned automobile on District business.

1.4.4.4. RESPONSIBILITIES

General Manager

- Ensure that the use of an employee's privately-owned automobile is authorized in compliance with this ordinance.
- Ensure that the employee or Director carries sufficient personal liability and property damage insurance on the private automobile to meet the minimum requirements.
- Ensure that the employees or Directors using a privately-owned automobile on District business are cognizant of their obligation to comply with this ordinance.

Employees and Directors

- Assume sole responsibility for penalties from citations for traffic violations.
- Report all accidents occurring during travel on District business to the police department and the General Manager.

District Insurer and Legal Counsel

- Provide advice and guidance as requested to assist in the implementation of this procedure.

1.4.5. USE OF DISTRICT-OWNED VEHICLES

1.4.5.1. PURPOSE

To establish guidelines for the use of District-owned vehicles in compliance with current Internal Revenue Service Regulations.

1.4.5.2. POLICY

In order to carry out its mission the District owns several pieces of wheeled equipment. This equipment includes, but is not limited to, a sport utility vehicle, dump truck, off-road utility vehicle, and several pick-up trucks.

All District vehicles are available to any employee with a valid driver's license or permit who needs it for District business, provided that the vehicles are not already in use.

Coordination and scheduling may be required to share a vehicle's use.

District equipment and vehicles shall be used only for District business and activities, except for de minimis personal use (such as a stop for lunch). District vehicles shall not be used for any other unauthorized purpose.

1.4.5.3. ASSIGNED VEHICLES

For purposes of public health and safety, the District must provide water and wastewater services on a round-the-clock basis. In order to meet emergency situations (broken mains, failed pumps and appurtenances, earthquake, etc.), the District requires the General Manager, Operations and Maintenance Manager, and on-call key personnel to be provided with vehicles and any special-purpose equipment.

These District vehicles carry a government license plate that is recognized by other emergency service personnel such as law enforcement officers, firefighters, National Guardsmen, paramedics, etc. This will allow the vehicle and driver through roadblocks, and into restricted access areas during fires, earthquakes, or other natural or man-made disasters. These privileges must be used with care.

Employees assigned a District vehicle on a permanent/semi-permanent basis may use the vehicle for commuting to and from work. Pursuant to Federal Tax Code requirements, the employee assigned a District vehicle for commuting use on a permanent/semi-permanent basis shall be taxed as additional income at a rate that federal regulations may require. This rate is the deemed value of using the vehicle to commute to and from work.

Exception: Internal Revenue Service guidelines recognize certain specially modified pickup trucks or vans as "qualified non-personal use vehicles" and the use of such vehicles by employees is excluded from the personal gross income charge. The District shall maintain a record of all pickup trucks or vans determined to be "qualified non-personal use vehicles" and shall periodically check that each vehicle is maintaining its exemption by verifying compliance with the guidelines set forth in Revenue Ruling 86-97.

1.4.5.4. EMPLOYEE RESPONSIBILITIES

An employee assigned a District vehicle has prime responsibility for seeing that the vehicle is properly serviced and maintained. All mechanical deficiencies are to be reported to the District Operations and Maintenance Manager so that the condition of the vehicle can be corrected.

The employee is also responsible for taking reasonable measures to ensure the vehicle's security against theft and vandalism (remove keys, lock the vehicle, park in a lighted area, etc.).

Employees using District vehicles are expected to be responsible operators, defensive drivers, courteous, observe speed limits, use caution in crowded areas and/or other

hazardous conditions, and pull off the road to use a cellular phone. Employees must consider safety a priority. District vehicles are not to be operated in an unsafe manner or condition.

Smoking is prohibited in District vehicles.

1.4.6. INSPECTION OF PUBLIC RECORDS

1.4.6.1. POLICY

Vandenberg Village Community Services District is a public agency. Access to information is a fundamental right of every citizen.

Public records are open to inspection at all times during the regular office hours of the District. All citizens (including members of the press and other media) have a right to inspect any District record with the exception of those records listed in Exceptions, below.

1.4.6.2. PROTECTION OF RECORDS

Original District records must be protected against theft and accidental or intentional mutilation. In general, a District employee or Director must be present while a member of the public inspects an original District record.

1.4.6.3. PROCEDURE

Requests to review public records will be met promptly and courteously. In general, such requests will be handled over the counter by the District administrative staff while the requester waits. A written request may be required.

In the event that the requested records cannot be located or assembled within a "reasonable" period of time (ten minutes or less), The General Manager or Management Staff will:

- Make an on-the-spot assessment of how long it will take to locate or assemble the requested records.
- Arrange with the requester a mutually agreeable time at which the records may be inspected.
- Use common sense in meeting the request. That is, if the request involves a large number of documents, make a portion available quickly, and arrange to provide the balance later.

If the nature of the request is such that an immediate assessment cannot be made to determine whether the District will comply with the request, the General Manager or Management Staff will make a determination within 10 days after the receipt of the request and shall notify in writing the person making the request of the determination and the reason therefore.

The member of the public is not required to recite the exact title of the record being requested. District staff will make an honest effort to locate records based on the descriptive information presented.

1.4.6.4. OBTAINING COPIES OF RECORDS

Members of the public can obtain machine-produced copies of District records. See Ordinance 4.1 for the current price per page set by the Board of Directors.

1.4.6.5. EXCEPTIONS

California Government Code §§ 7927 et seq lists the few records that may be withheld from public inspection. Utility customer records, personnel, or medical files are not open to public inspection for this would constitute an unwarranted invasion of privacy of an individual. Records concerning impending litigation may be held from public inspection until the litigation is adjudicated or settled. Preliminary drafts, notes, and memos that are not retained in the ordinary course of business may be held from public inspection provided that the public interest in withholding such records clearly outweighs the public interest in disclosure.

If a member of the public is denied access to a District record, a signed memorandum will be prepared by the General Manager. The memorandum will cite the record(s) and the reason(s) for denial. The original memorandum will be given to the requester. A copy will be provided to the Board President.

1.4.6.6. DISPUTES

The Board President will resolve any dispute between a member of the public and the District staff concerning the inspection of public records.

1.4.6.7. RECORDS IN QUESTION

The benefit of the doubt should always be in favor of allowing public inspection of any District record.

1.4.7. RECORDS RETENTION

1.4.7.1. PURPOSE

To provide guidelines to staff regarding the retention or disposal of the District's records; to provide for the identification, maintenance, safeguarding and disposal of records in the normal course of business; to ensure prompt and accurate retrieval of records; and to ensure compliance with legal and regulatory requirements.

1.4.7.2. GENERAL

A record is defined as any document consisting of a "writing" as defined by California Government Code § 7920.545.

Vital and important records, regardless of recording media, are those having legal, financial, operational, or historical value to the District.

The General Manager is authorized by the Board of Directors to interpret and implement this policy, and to cause to be destroyed any or all such records, papers, and documents that meet the qualifications governing the retention and disposal of records, specified below.

The Financial Services Manager is designated as the District's Records Retention Coordinator.

Pursuant to the provisions of California Government Code §§ 60200 through 60203, California Water Code § 21403, and the guidelines prepared by the State Controller's office and the Controller's Advisory Committee for Special Districts, the following qualifications will govern the retention and disposal of records of the Vandenberg Village Community Services District.

1.4.7.3. RETENTION

Annually, after the audited financial statements have been accepted, each staff member will place into a storage box for retention the reports they prepared for the fiscal year audited or the fiscal year prior should the position require access to the historical data for a longer period.

The Records Retention Coordinator will label the storage boxes and maintain an inventory of documents generated by the District and selected for retention. The inventory will contain a description of the box contents, the destruction date (if applicable), and a category code.

1.4.7.4. DESTRUCTION OF RECORDS

The Records Retention Coordinator will maintain a schedule that details the earliest that each District document may be destroyed and whether or not a permanent copy must be maintained by hard copy or electronic media.

Annually, after the audited financial statements have been accepted, the Records Retention Coordinator will submit to the General Manager a list of records scheduled for destruction.

The records approved by the General Manager for destruction will be destroyed by an on-site document shredding firm.

1.4.7.5. ELECTRONIC MAIL

Generally, electronic mail (e-mail) correspondence is considered a temporary communication and may be discarded routinely. However, some e-mail correspondence is required to be declared public record. Therefore, the content of each e-mail must be considered individually, before deletion, to verify that it does not meet the public record standard of California Government Code § 7920.530.

District-initiated e-mail messages and their attachments should be deleted monthly unless the sender would have retained a permanent copy of the correspondence had it been sent in any other format. E-mail messages and their attachments received from outside the District should be retained by the recipient only if they would have been saved had they been sent in any other format.

E-mail messages and their attachments will be retained either by printing the message and filing the hard copy or by archiving it within the e-mail system. Both methods may be used simultaneously.

The retention period of e-mail messages is based on the content of the message itself.

1.5. PERSONNEL

The District shall maintain an employee handbook that contains the most recent personnel policies.

The Board of Directors delegates authority to the General Manager for routine and non-substantive revisions to the employee handbook.

The Board of Directors shall periodically review and approve the employee handbook and approve any substantive changes.

1.6. FINANCE

1.6.1. PURCHASING, ACCOUNTING, AND DISPOSAL PROCEDURES

1.6.1.1. POLICY

The following policies implement the requirements of Government Code § 54204 and Public Contract Code §§ 20680 et seq. which govern purchases by local government agencies.

1.6.1.2. CONSTRUCTION

Contracts for construction will be carried out in accordance with the Public Contract Code §§ 20680 et seq.

The General Manager may approve construction contracts up to \$25,000.

The Board of Directors shall approve construction contracts exceeding \$25,000.

1.6.1.3. OPERATIONS, MAINTENANCE, AND REPAIR

The General Manager is authorized to purchase materials, supplies, and services in the open market without competitive bid in an amount up to \$5,000 for the purpose of operating, maintaining, or repairing, District facilities, provided funds have been budgeted and are available to pay for the purchases.

Purchase orders shall be used for purchases in excess of \$5,000 and at least two vendor prices are to be obtained. The General Manager shall approve sole source requests where sufficient cause has been made.

Purchases in excess of \$5,000 for maintenance, repair, operations, or administration of the District shall be accomplished only after informal competitive pricing has been done or by negotiated purchase procedures to ensure the greatest value is obtained for the public funds to be spent.

The General Manager shall document competitive pricing and availability of funds and approve purchases in excess of \$5,000.

The General Manager may approve contracts and purchases up to \$25,000.

The Board of Directors shall approve contracts and purchases exceeding \$25,000.

1.6.1.4. EMERGENCY PROCUREMENT

The continued operation of the Water and Wastewater Systems shall be included in the emergency authority of the General Manager for procurement during an emergency. In accordance with Public Contract Code § 22050, the General Manager is authorized to procure emergency services, materials, supplies, and equipment for the protection of life, health, or property without budget authority, Board approval, or competitive bid provided that the Board of Directors subsequently review the action pursuant to Public Contract Code § 22050(c)(2).

1.6.1.5. PROFESSIONAL SERVICES, SPECIAL SERVICES

The General Manager is authorized to solicit proposals and negotiate the procurement of professional and special services. Services can be procured, without Board approval, by the General Manager by purchase order, provided funds have been budgeted and are available for the service.

1.6.1.6. SMALL COST PURCHASES

The General Manager is authorized to use a petty cash fund of \$200, a District credit card, or running accounts at local vendors to procure small-cost (under \$500) materials and supplies necessary for the ordinary and customary conduct of District business in order to minimize the cost of procuring and accounting for small cost purchases that are not budgeted by line item.

Employees must obtain prior approval for each small cost purchase from District Management.

1.6.1.7. ACCOUNTING FOR PURCHASES

Non-consumable, durable goods that meet the capitalization threshold (see Ordinance 1.6.5) shall be capitalized, added to the inventory of the plant, and depreciated for the reservation of replacement funds.

The General Manager shall ensure that an annual inventory of accountable property is conducted and shall recommend for Board approval, items to be declared surplus for disposal or items that are lost or missing and should be dropped from accountability.

1.6.1.8. DISPOSAL OF SURPLUS PROPERTY

The General Manager is authorized, in his sole discretion, to determine the manner and method of disposal of District property that has been determined by the Board of Directors to be surplus to the needs of the District. Disposal methods may include negotiated sale,

auction, consignment, scrap or salvage, or donation to non-profit charitable or government entities. Disposal must be done to maximize the overall dollar return to the District if a buyer can be found. If no buyer can be found, the list of items to be donated should be brought for Board approval. In the event the General Manager determines there is no salvage value, no buyers, or no donee beneficiaries, the surplus items can be discarded. Documentation of disposal shall be made in order to drop accountability of District property.

1.6.2. CASH HANDLING PROCEDURES

1.6.2.1. PETTY CASH - "WORKING FUND"

- Petty cash shall be limited to a maximum amount of two hundred dollars (\$200).
- Petty cash shall be disbursed to cover incidental expenses that cannot be accommodated through the regular accounts payable process or purchased on the District credit card.
- The use of petty cash should be encouraged if the amount to be purchased is less than twenty dollars (\$20).
- The petty cash fund will be maintained by the District staff and will be kept in the District vault, in a locked file cabinet.
- The petty cash fund should be audited twice annually by the District Finance/Budget Committee.
- Petty cash fund receipts will be approved by the General Manager, the Operations and Maintenance Manager, or the Financial Services Manager.
- The petty cash fund will be replenished by an accounts payable check.

1.6.2.2. CASH DRAWER - "CUSTOMER COUNTER"

- Cash held in this drawer at the customer counter is nominally two hundred dollars (\$200).
- During the day, any large bills received, or an excessive amount of small bills that have accumulated, will be "drawn down" to the vault to reduce the potential losses resulting from robbery.
- Daily, the cash will be "drawn down" to two hundred dollars (\$200), with the surplus cash being deposited in the bank.
- At the end of the business day, this drawer will be locked in a file cabinet in the vault, with the vault being locked.
- This drawer should be audited twice annually by the District Finance/Budget Committee.

1.6.3. CHECK HANDLING PROCEDURES

1.6.3.1. GENERAL

Authorized check signers for accounts payable and payroll checks will be one Board Member and one staff member, or two Board Members. Staff members authorized to sign are the General Manager, Financial Services Manager, and Board Secretary.

Authorized signers for investments will be the Board President, Finance Officer, General Manager/Treasurer, and Financial Services Manager.

Unsigned checks will be stored in the District vault, in a locked file cabinet. Blank checks will not be signed under any circumstances.

1.6.3.2. PAYROLL

Payroll checks will have two authorized signatures prior to issuance.

Direct deposits may be utilized in lieu of processing checks. Since only one authorized approval is required in the electronic banking system, the staff members authorized to approve payment in the electronic banking system will be the same members authorized to sign checks (see Ordinance 1.6.6).

The payroll bank account will not be reconciled by the same employee assigned to prepare the payroll.

A transfer from the operations bank account to the payroll bank account will be made for the net amount of the payroll and payroll taxes only, on the day paychecks are issued or the day the automated clearing house (ACH) transaction is authorized.

The payroll will be approved by the General Manager or the Financial Services Manager prior to the preparation of the checks.

1.6.3.3. ACCOUNTS PAYABLE

Accounts payable checks will have two authorized signatures prior to disbursement.

The operations bank account will not be reconciled by the same employee assigned to produce accounts payable checks.

All accounts payable vouchers will be approved by the General Manager, Operations and Maintenance Manager, or the Financial Services Manager prior to the preparation of the checks.

1.6.4. CHARGE CARD HANDLING PROCEDURE

1.6.4.1. BANK CHARGE CARD

The General Manager shall obtain and be responsible for custody of a District general purpose credit card for travel expenses or other business expense purposes.

The District credit card may be issued temporarily to a Board Member or employee for travel or business purposes.

Employees and Board Members must sign an acknowledgment of receipt and return of the credit card.

1.6.4.2. FUEL CHARGE CARD

The Financial Services Manager shall obtain and be responsible for the custody of the fuel company charge card.

Fuel charge cards may be assigned to each vehicle and must remain with the employee at all times.

The fuel company charge card may be temporarily issued to Board members and employees upon authorization.

Employees and Board members must sign an acknowledgment of receipt and return of fuel charge cards.

1.6.4.3. OTHER RETAIL CHARGE CARDS

Retail charge cards may be used for purchases as prescribed in Ordinance 1.6.1.

1.6.5. CAPITALIZATION OF ASSETS

1.6.5.1. GENERAL

The term "capital asset" is used to describe assets that are used in the operations of the District and have an estimated useful life greater than one year. Capital assets may be either intangible (e.g., water rights, sewer capacity rights) or tangible (e.g., land, buildings, and equipment).

Assets that are not capitalized are of small monetary value and have a short useful life, therefore, are reported as an expense.

1.6.5.2. CAPITALIZATION THRESHOLD

The dollar threshold used as a basis for recording an asset as a capital asset and subject to depreciation shall be \$5,000.

1.6.5.3. SOFTWARE

Only the major software used in the operations of the District and meeting the capitalization threshold shall be capitalized.

1.6.5.4. DEPRECIATION

The useful life of a capital asset may vary depending upon several factors such as its intended use and difference in quality. The General Manager shall periodically review the useful life of the District's capital assets to ensure appropriateness and make adjustments, if necessary.

1.6.5.5. INVENTORY

Even though assets less than \$5,000 are not capitalized, the General Manager shall establish and maintain an adequate inventory system to maintain control over the non-capitalized assets to minimize the risk of loss or misuse.

1.6.5.6. EXCEPTIONS

Groups of assets where individual items are less than the capitalization threshold, but when all items added together exceed the threshold, the group shall be capitalized and depreciated (for example, telephone system, computer system).

1.6.6. ELECTRONIC BANKING AND TRANSACTIONS

1.6.6.1. GENERAL

The District will obtain written authorization from any person, including employees, choosing to utilize direct payment from their bank account or direct deposit to their bank account. Likewise, written notification will be received to terminate such authorization.

The type of transactions will be established for each user of the electronic banking system in order to comply with check handling procedures. Any office employee may prepare and approve ACH for incoming funds.

Dollar limits will be established for each user and may be raised upon approval by the General Manager or Financial Services Manager.

1.6.6.2. DIRECT DEPOSIT

Direct deposit may be used in lieu of processing checks. Since only one authorized approval is required in the electronic banking system, the staff members authorized to approve payment in the electronic banking system will be the same members authorized to sign checks as specified in Ordinance 1.6.3.

If no authorized staff signers are available, checks are to be prepared for issuance instead of direct deposit.

1.6.6.3. WIRE AND FUND TRANSFER

Electronic fund transfers and wire transfers will be approved only by those staff members with authorized signatures on the bank accounts and/or authorized to process inter-account transfers.

Electronic fund transfers will be carried out only between the operations bank account and bank accounts designated in District policy.

Wire transfers will be carried out only for investments where requested by the banking institution.

1.6.7. INVESTMENTS

1.6.7.1. GENERAL

Vandenberg Village Community Services District will conservatively invest public funds in secure investments that provide market rates of return while meeting daily cash flow requirements. The District will conform to all state and local statutes governing the investment of public funds.

1.6.7.2. SCOPE

This investment policy applies to all financial assets of Vandenberg Village Community Services District. These funds are accounted for in the District's Annual Audited Financial Statements.

1.6.7.3. OBJECTIVES

The objectives of the District's investment activities shall be, in priority:

- **Safety:** The primary objective is to safeguard the principal of funds.
- **Liquidity:** Funds will be invested in liquid securities (maturity of three years or less) which can be converted to cash, if necessary, to meet all operating requirements. The District will maintain a flexible response to changing market circumstances and the characteristics of securities being monitored.
- **Return:** The District will earn market rates of return. Return (income) becomes a consideration only after the basic requirements of safeguarding the principal and liquidity have been met.

1.6.7.4. COMPLIANCE

Funds shall be invested in eligible public agency investments. All investments shall be governed by the California Government Code provisions and other legal constraints. The District will comply with generally accepted accounting principles and maintenance of records.

1.6.7.5. PRUDENCE

The "prudent person" standard shall be applied in the context of managing the overall portfolio. This standard states "Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion, and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the expected income to be derived."

1.6.7.6. INTERNAL CONTROL

The Treasurer will brief the Finance/Budget Committee periodically on investment performance and make recommendations concerning the types and amounts of investments. The Finance Officer shall review the internal controls established by management which will include an independent review by an external auditor. This review will provide internal control by assuring compliance with policies and procedures.

1.6.7.7. REPORTING

District staff will provide quarterly investment reports that reflect a clear picture of the status of the current investments. The Finance Officer shall review and oversee the reports which will be included in the published Financial Statements.

1.6.8. USE OF DISTRICT FACILITIES

Use of District facilities by the general public is limited to the meeting room at 3745 Constellation Road except by license agreement approved by the Board of Directors.

Use of the meeting room is only for non-political, non-religious, non-solicitation purposes. A signed application must be submitted in advance and compliance with all general rules is required.

2. POLICIES AND PROCEDURES FOR CUSTOMERS

2.1. APPLICATION FOR SERVICE

2.1.1. CONTENT

Each applicant for service will be required to sign, on a form provided by the District, an application which will set forth:

- Date of application
- Location of premises to be served
- Date the applicant will be ready for service. Customers requiring "same day" water/wastewater service requiring overtime will be required to pay an after-hours connection fee
- Address to which bills are to be mailed or delivered
- Whether the applicant is the owner, tenant, or agent for the premises
- Such other information as the utility may reasonably require

2.1.2. PURPOSE

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 on which the flat rate charge, minimum charge,

or readiness to serve charge of the applicable rate schedule is based; neither does it bind the District to serve, except under reasonable conditions.

2.1.3. RED FLAGS RULE

To detect, prevent, and minimize damage from identity theft, the Financial Services Manager will administer an Identity Theft Prevention Program in accordance with section 114 of the Fair and Accurate Credit Transactions Act of 2003 (FACT Act). As a low-risk creditor, the program will primarily focus on the response to notifications of identity theft.

Possible red flags of identity theft include alerts, notifications, or other warnings received from consumer reporting agencies or service providers; the presentation of suspicious documents; the presentation of suspicious personal identifying information; the unusual use of, or other suspicious activity related to, a covered account; and notice from customers, victims of identity theft, law enforcement authorities, or other persons regarding possible identity theft in connection with covered accounts held by the financial institution or creditor.

Should a District employee suspect that the person opening the account is not the person identified on the application for service, the employee is authorized to request "identifying information," such as a driver's license or passport, to verify that the person starting service the account is authorized to do so.

All customer billing will be sent Return Service Requested so that the District is apprised of redirected mail. Change of address notifications from the Post Office will be verified with the customer and updated appropriately.

Upon notice from law enforcement or a consumer reporting agency that an identity has been misused or notice from the customer with verification from a law enforcement agency, the account will be closed. The unpaid balance will be written off but may not be sent to the collection agency for processing. Assistance from a collection agency may be solicited in an effort to locate the responsible party.

2.1.4. 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.

2.2. DEPOSITS/ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Deposits waived in accordance with Ordinance 2.2.1 or 2.2.2 will be voided and due in full if the account becomes delinquent twice within a 12-month period. A security deposit of three times the estimated average monthly water and wastewater bill or a minimum of three times the regular security deposit rate may be required.

2.2.1. ESTABLISH CREDIT – METERED AND FLAT-RATE SERVICE

- **To establish credit by security deposit** – The amount for each type of water meter can be found in Ordinance 4.1.
- **To establish credit by Letter of Credit** – The letter must be for utility service and meet the following criteria:
 - Issued within the previous six months
 - Show 24 continuous months of service
 - Show not more than one disconnection due to non-payment or one dishonored payment in a 12-month period
- **Military waiver** - The deposit may be waived for active duty military members and United States military veterans who have been unable to establish 24 months of continuous service with a utility due to deployment or residence on a military installation.
 - To be eligible for the deposit waiver, customers must be active duty military or a U.S. military veteran who has been honorably separated from military service within the past 24 months. Veterans' status or condition of separation must be supported by an official "Release or Discharge from Active Duty" (DD214).
 - The account must be established in the name of the veteran in order to qualify for the deposit waiver.

2.2.2. RE-ESTABLISH CREDIT

2.2.2.1. FORMER CUSTOMERS

Former customers who established a minimum of 24 months of service with the District, did not receive more than one disconnection due to non-payment or one dishonored payment in a 12-month period, and paid in full the amount of their previous account, will not be required to pay a security deposit to start service.

Former customers who had previously been disconnected due to non-payment, who had a dishonored payment within the last 24 months of such previous service, or who were written off as a bad debt due to non-payment of the final closing bill, shall be required to pay any unpaid balance of the former account in addition to the security deposit amount of three times the estimated average monthly water and wastewater bill or a minimum of three times the regular security deposit rate (See Ordinance 4.1 for current rate).

Former customers who have paid in full the amount of their previous account but were written off as a bad debt prior to payment will still be required to pay the security deposit of three times the estimated monthly water and wastewater bill or a minimum of three times the regular security deposit rate (See Ordinance 4.1 for current rate).

2.2.2.2. PRESENT CUSTOMERS

To re-establish credit for a customer whose service has been discontinued for non-payment of bills or dishonored payment, the customer must pay a standard reconnect charge (or after-hours reconnect charge if holiday, weekend, or weekday 5:00 p.m. - 8:00 a.m.), any overdue balance, and may be required to re-establish credit with a security deposit of three times the estimated average monthly water and wastewater bill or a minimum of three times the regular security deposit rate (See Ordinance 4.1 for current rate).

2.2.3. APPLICABILITY TO UNPAID ACCOUNTS

Credit security deposits will be collected to protect the District in the event the premises are abandoned. This deposit does not guarantee services will not be interrupted should the customer not pay the bill. The deposit will be applied as specified in Ordinance 2.2.4.

2.2.4. RETURN OF DEPOSITS

Upon termination of a customer service account, the District will refund the balance of the customer's deposit in excess of unpaid bills for the service for which the deposit was made.

After a deposit has been held for 24 consecutive months, the deposit will be applied to the current month's bill, provided service has not been discontinued for non-payment and the customer has not had any dishonored payments.

2.2.5. INTEREST ON DEPOSITS

There will be no interest paid on security deposits.

2.3. DISCONTINUANCE AND RESTORATION OF SERVICE

2.3.1. DISCONTINUANCE OF SERVICE AT THE CUSTOMER'S REQUEST

A customer may request discontinuance of service by giving timely advance notice to the District.

2.3.2. DISCONTINUANCE OF SERVICE BY THE DISTRICT

For all residential customers, the District shall make a reasonable attempt to provide at least 48 hours' notice by telephone or in person. For these 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.

Where service is provided to commercial users, the District shall make every good faith effort to inform the users, by telephone, in person, or by means of a notice when the account is in arrears that service will be discontinued in 48 hours. The 48-hour discontinuance notice shall be posted in a conspicuous place in the commercial unit.

Except where special payment arrangements have been made, a 48-hour discontinuance of service notice will be given before discontinuance of service takes place.

A customer's residential or non-residential service may be discontinued for non-payment of a bill for residential service previously rendered at any location served by the District. Residential service will not be discontinued for non-payment of bills for separate non-residential service.

Where residential service is provided to accounts with third-party tenants (single-family, multi-family residential rental units, motels, etc.), District personnel shall make a reasonable attempt to identify such third-party accounts from information available to District in its records, and, if so reasonably identified, shall not discontinue service for non-payment of account. Accounts discontinued in error shall be restored upon proof of tenancy and the landlord's responsibility to pay.

If service has been discontinued and the customer cuts the padlock on the meter or otherwise tampers with District facilities, the customer will pay the actual cost of repairs but no less than the minimum fee established by the Board of Directors (see Ordinance 4.1 for the current minimum fee).

2.3.2.1. FOR NON-PAYMENT OF BILLS

In accordance with California Government Code §§ 60373 et seq. and Health and Safety Code §§ 116900 et seq.:

Past-due Bills. When bills are rendered monthly, they will be considered past due if not paid within 19 days from the date of billing. The District may not discontinue service for non-payment of a delinquent account unless the District first gives:

- A second bill with a balance forward amount from the first bill;
- A reminder notice mailed on or after 45 days from the date of the first billing;
- A good-faith effort to contact by phone or in person an adult member of the residence to explain the 48-hour notice provisions, and/or, a 48-hour discontinuance notice delivered to the customer or service address on or after 58 days from the date of the first billing; and
- At least 60 full days from the date of the first billing to make payment.

To restore service, the customer must pay a reconnect charge in accordance with Ordinance 2.3.3.1, any over-due balance, and may be required to re-establish credit in accordance with Ordinance 2.2.2.2.

Service will not be discontinued for non-payment on any Saturday, Sunday, legal holiday, or at any time during which business offices of the District are not open to the public.

2.3.2.2. FOR NON-COMPLIANCE WITH RULES

The District 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 the safety of the system operators is endangered, service may be discontinued immediately without notice.

2.3.2.3. FOR WASTE OF WATER

Where negligent or wasteful use of water exists on a customer's premises, the District may discontinue the service if such practices are not remedied within 48 hours after it has given the customer written notice to such effect.

In order to protect itself against serious and unnecessary waste or misuse of the wastewater collection system, the District may meter any wastewater flow and apply the regularly established commercial rates from the Ordinance governing wastewater rates where the customer continues the misuse of wastewater beyond 48 hours after the District has given the customer written notice to remedy such practices.

2.3.2.4. FOR UNSAFE APPARATUS OR WHERE SERVICE IS DETRIMENTAL OR DAMAGING TO THE DISTRICT OR ITS CUSTOMERS

If an unsafe or hazardous condition, including cross-connection hazards as outlined in § 2.16.3, is found to exist on the customer's premises, or if the use of water by apparatus, appliances, equipment, or otherwise is found to be detrimental or damaging to the District or its customers, the service may be shut off without notice. The District will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before the service can be restored.

2.3.2.5. FOR FRAUDULENT USE OF SERVICE

When the District has discovered that a customer has obtained service by fraudulent means, or has diverted the service for unauthorized use, the service to that customer may be discontinued without notice. The District will not restore service to the customer until that customer has complied with all rules and reasonable requirements of the District. The District will be reimbursed for the full amount of the service rendered and the actual cost to the District incurred by reason of the fraudulent use.

2.3.2.6. AVOIDANCE OF DISCONTINUANCE OF SERVICE

Any customer, residential as well as non-residential, who has:

- initiated a billing complaint;
- requested an investigation within five days of receiving a disputed bill;
- before the discontinuance of service, made a request for an extension of the payment period;

shall not have service discontinued for non-payment during the pendency of any investigation by the District.

2.3.2.6.1. BILLING COMPLAINTS, INVESTIGATIONS, AND INSTALLMENT PLANS

Upon request, the customer shall be given an opportunity for a review of their account by the General Manager or Financial Services Manager. The review shall include consideration of

whether, in accordance with Government Code § 60372(c), a customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Should the investigation conclude that the 12-month payment plan would cause undue hardship, the General Manager or Financial Services Manager may grant a longer repayment period, in accordance with Health and Safety Code § 116910(b)(2).

Such service shall not be discontinued for non-payment for any customer complying with an installment payment agreement entered into with the District, provided the customer also keeps current his account for service as charges accrue in each subsequent billing period. If a customer fails to comply with an installment payment agreement for 60 days or more, the District will discontinue service after a discontinuance notice has been posted at the residence five business days prior.

Any customer whose complaint or request for an investigation has resulted in an adverse determination by the General Manager may appeal the determination in writing to the Board. Any subsequent appeal of the dispute or complaint to the Board shall be in accordance with any rules adopted by the Board pertaining to appeals.

2.3.2.6.2. PAYMENT EXTENSIONS

If upon receipt of a bill, a reminder notice, or a 48-hour discontinuance notice, a residential customer is unable to pay by the due date specified, he must contact the District office before the final due date to make payment arrangements to avoid discontinuance of service. If, after making payment arrangements, the customer determines that they are unable to pay by the chosen due date, the customer may call and change the date once. No further extensions will be granted.

Customers who have amortized their past due bill under Government Code § 60372(c) shall not be allowed any additional payment extensions.

If, after contacting the District office, the customer alleges an inability to pay, and is unable to make payment arrangements with the General Manager, he may write to the District Board of Directors to make an informal appeal of the General Manager's decision. This written appeal must be made before the final due date in order to avoid discontinuance.

Failure of a residential or non-residential customer to observe the time limits as outlined above shall result in discontinuance of service without further notice.

2.3.2.6.3. SPECIAL CONSIDERATIONS

- Designation of a Third-Party Representative
 - The customer must inform the District if he desires that a third party receive discontinuance or other notices on his behalf.
 - The District must be advised of the name, address, and telephone number of the third party with a letter, or signed District form, from the third party accepting this responsibility.

- Only customers who certify that they are 65 years of age or older, a dependent adult as defined in the California Welfare and Institutions Code § 15610.23 (a) and (b), or will be absent for an extended period of time are entitled to third-party representation.
- A customer, or a tenant of a customer, with a serious health issue, may postpone discontinuance of service for 30 days provided the District receives certification from a primary care provider, as defined in the California Welfare and Institutions Code § 14088, within five days of the final due date, stating that the disconnection will cause a serious and immediate threat to the health or safety of a person in the household. The customer must negotiate and maintain a payment agreement or amortization and stay current on all new bills.

2.3.3. RESTORATION OF SERVICE

2.3.3.1. RECONNECT CHARGE

- **Standard Reconnect Charge** – A standard reconnection charge will be charged by the District if the service has been discontinued for non-payment or dishonored payment, and the customer has requested service to be restored during regular working hours (see Ordinance 4.1 for the current charge).
- **After-hours Reconnect Charge** – An after-hours reconnection charge will be charged by the District if the service has been discontinued for non-payment or dishonored payment and the customer has requested service to be restored at other than regular working hours (see Ordinance 4.1 for the current charge).

2.3.3.2. PARTIAL PAYMENT

If a customer has been discontinued for non-payment of a bill and provides payment for the delinquent amount but not for the reconnect charge (whether by mail, dropbox, on the District's website, via phone, or at the counter), service will be restored and the reconnect charge will be deducted from the payment. The balance will be billed as a balance forward in the next billing cycle.

2.3.3.3. TO BE MADE DURING REGULAR WORKING HOURS

The District will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise, reconnections will be made on the regular working day following the day the request is made. The current standard reconnect charge will apply.

2.3.3.4. TO BE MADE AT OTHER THAN REGULAR WORKING HOURS

When a customer has requested that the reconnection be made at other than regular working hours, the District will reasonably endeavor to so make the reconnection if practicable under the circumstances. The current after-hours reconnect charge will apply.

2.3.3.5. WRONGFUL DISCONTINUANCES

A service wrongfully discontinued by the District will be restored without charge to the customer as soon as possible but within eight hours. The customer is entitled to no compensation for the discontinuance beyond a prorated credit for flat-rate service charges for the period that service was unavailable.

2.3.4. REFUSAL TO SERVE

2.3.4.1. CONDITIONS FOR REFUSAL

The District may refuse to serve an applicant for service under the following conditions:

- If the applicant fails to comply with any of the published rules.
- If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- If, in the judgment of the District, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- Where service has been discontinued for fraudulent use, the District will not serve an applicant until it has determined that all conditions of fraudulent use or practice have been corrected.
- If, as detailed in Ordinance 2.1.3, service was fraudulently obtained.

2.3.4.2. NOTIFICATION TO CUSTOMERS

When an applicant is refused service under the provisions of this rule, the District will notify the applicant promptly of the reason for the refusal of service and of the right of the applicant to appeal the District's decision to the appropriate court.

2.4. DISPUTING BILLS (GENERAL)

Disputed bills (water or wastewater) will be referred through the staff to the General Manager for final administrative decision. Once the General Manager has made a final administrative decision, customers may appeal such decision, in writing or by personal appearance, to the Board of Directors.

2.5. LATE PAYMENT FEE

Pursuant to California Government Code § 61115(c), for accounts past due and not paid by 58 days following the billing date (except for those accounts that have made acceptable payment arrangements with the District), a late payment fee will be charged to the account in the amount of 10 percent. The late payment fee will be posted to the account at the time the 48-hour discontinuance notices are prepared. The late payment fee shall be payable whether or not the customer account is ultimately discontinued as a result of the notice.

2.6. TEMPORARY SERVICE

2.6.1. ESTABLISHMENT OF TEMPORARY SERVICE

The District may furnish temporary service provided the applicant advances to the District a deposit in the amount equal to the current capacity charge for the service plus the current deposit amount for a customer establishing service per Ordinance 2.2.1.

A refund of the difference between the advance and the actual cost of installing and removing the facilities necessary to furnish the service, including reasonable costs for depreciation, repair, and consumption of such facilities, will be made within 30 days after the District has removed the temporary service.

2.6.2. CHANGE TO PERMANENT STATUS

In the event a temporary service becomes permanent, the District will record the customer's capacity charge as paid and return the amount equal to the deposit amount for a customer establishing service in accordance with Ordinance 2.2.4.

A temporary service will automatically become permanent if:

- If a service was initiated as temporary but is continued for 36 months; and
- If that service appears to be of permanent and established character; and
- If the premises are improved with structures of a permanent nature.

2.6.3. RATES, CHARGES AND CONDITIONS FOR SERVICE

Rates, charges, and conditions for temporary service will be the same as prescribed for permanent service except as otherwise prescribed above.

2.7. CONTRACTS

A contract, as a condition precedent to receiving service from the District, will be required only under any of the following circumstances:

- Where required by provision in the District's Ordinances.
- For temporary service supplied under the provisions of Ordinance 2.6.
- For standby service, except where furnished under an ordinance not requiring a contract.
- For any service to be furnished at rates or under conditions other than the rates and conditions contained in the rate ordinance.

2.8. SPECIAL INFORMATION REQUIRED ON FORMS

2.8.1. BILL FOR SERVICE

The following language, or reasonable facsimile, will be printed on each bill for service:

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 billing.

2.8.2. CUSTOMER'S DEPOSIT RECEIPT

Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statement or reasonable facsimile:

Credit security deposits will be collected to protect the District in the event the premises are abandoned. This is not a guarantee services will not be interrupted should the customer not pay the bill. The deposit will be applied to the closing bill only, unless previously returned. This deposit, less the amount of any unpaid bills for service, will be refunded after the "closing bill" is satisfied.

2.8.3. REMINDER NOTICE

The Reminder Notice to customers will be mailed on or after the 45th day following the billing date and shall state the date by which payment must be received in order to avoid incurring a 10 percent Late Payment Fee and the issuance of a 48-hour Discontinuance Notice.

2.8.4. DISCONTINUANCE OF SERVICE NOTICE

Every notice of discontinuance of service for non-payment of bills shall include all of the following information:

- The name and address of the customer whose account is delinquent.
- The amount of the delinquency.
- The date by which payment or arrangements for payment are required in order to avoid discontinuance.
- The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- The procedure by which the customer may request amortization of the unpaid charges.
- Any late fees and the date that they were imposed.
- The telephone number of the District representative who can provide additional information or institute arrangements for payments.

2.9. RENDERING AND PAYMENT OF BILLS/INTEREST ON OVER-DUE ACCOUNTS/DISHONORED PAYMENT FEES

2.9.1. RENDERING OF BILLS

Bills for service will be rendered to each customer on a monthly basis by the District unless otherwise provided in the rate schedules.

2.9.1.1. METERED SERVICE

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.

The opening bill for metered service will be prorated. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period.

It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days. Should a monthly billing period contain less than 25 days or more than 35 days a pro-rata correction in the amount of the fixed monthly charges will be made.

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 of units, and the date of the current meter reading.

2.9.1.2. FLAT RATE SERVICE

Bills for flat rate service are payable in advance.

2.9.1.3. PRORATION OF BILLS

The charges applicable to the opening period, closing bills, and bills rendered for periods corresponding to less than 25 days or more than 35 days for monthly billing periods will be computed as follows:

- **Metered Service** - The billing period charge for water and wastewater service will be prorated on the basis of the ratio of the number of days' service to the number of days in the average billing period. The usage quantity shall be added to the prorated amounts.
- **Flat Rate Service** - The billing period charge for water and wastewater service 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.
- **Average Billing Period** - Annually, the number of days in an average billing period is 30.

2.9.2. PAYMENT OF BILLS

Bills for service are due and payable upon presentation. Payment must be made at the District office. Payment for closing bills must be made at the time of presentation.

2.9.3. INTEREST ON PAST DUE ACCOUNTS

Pursuant to California Government Code § 61115(c), accounts that are past due and have been charged with a late fee in accordance with Ordinance 2.5 may be assessed interest on the outstanding over-due balance at the rate of one percent (1%) per month from the date the balance became over-due until the account is paid current.

2.9.4. DISHONORED PAYMENTS

The District will charge a fee for any dishonored payment. This fee will be waived upon proof of bank error. See Ordinance 4.1 for the current fee schedule.

Excessive dishonored payments, more than one in any 12 month period, may result in cash-only status for the account. Thereafter, for a period of no less than 12 months, the customer will be required to make payments for the account in cash or by traveler's check, cashier's check, money order, or credit card.

Customers with a repeat violation of this policy will revert to cash only on a permanent basis, subject to the conditions above.

2.10. INFORMATION AVAILABLE TO PUBLIC

2.10.1. GENERAL INFORMATION

The District will maintain, open for public inspection at its office, pertinent information regarding the service rendered, including the following:

- **Quality of Water** – A description of the constituents found in the drinking water.
- **Characteristics of Wastewater** – A description in writing of the kind of wastewater to be accepted and the conditions of acceptance.
- **Rates and Rules** – A copy of the rate ordinance consisting of rates, general rules of the District, service area maps, and forms of contracts and applications applicable.
- **Bill Analysis** – A statement of the most recent past usage of the account serving a customer's own premises, including usage of previous accountholders. Payment history and personal information of the previous account holder is exempt per California Government Code § 7927.410.

2.10.2. RATES AND OPTIONAL RATES

The District will explain to every applicant for service the rate schedule applicable to the account meter size.

2.10.3. NEW OR REVISED RATES

Should new or revised rates be established, the District will notify all customers affected through required public hearings and mailed notifications.

2.11. CHANGE IN CUSTOMER'S SERVICE

2.11.1. CHANGE IN CUSTOMER'S EQUIPMENT OR OPERATIONS

A customer making any material change in the size, character, or extent of the equipment or operations for which the District's service is utilized shall immediately give the District written notice of the extent and nature of the change.

2.11.2. CHANGE OF RATE SCHEDULE BY CUSTOMER

Resolution No. 101-94 prohibits change of rate schedule by customer unless warranted by engineering study acceptable to the General Manager.

2.11.3. CHANGE OF RATE SCHEDULE BY DISTRICT

2.12. If the existing meter is undersized and cannot meet the water needs of the existing single-family structure and an Accessory Dwelling Unit, a larger meter may be required at the customer's expense. See Ordinance 2.16.4. for details. DESCRIPTION OF SERVICE

2.12.1. SUPPLYING WATER AND WASTEWATER SERVICES SAFELY

The District will endeavor to supply water and wastewater services dependably and safely. It will endeavor to provide water in adequate quantities to meet the reasonable needs and requirements of customers.

2.12.2. PRESSURES

The District will endeavor to maintain normal water operating pressures of not less than 25 pounds per square inch nor more than 120 pounds per square inch at the service connection. Variations in pressure under normal operation will not exceed 50 percent of the average operating pressure.

2.12.3. QUALITY

Whenever furnished for human consumption or for domestic uses, the District will endeavor to provide water that is wholesome, potable, in no way harmful or dangerous to health, and, insofar as practicable, free from objectionable odors, taste, color, and turbidity. However, the District cannot be responsible for the meeting of these objectives nor can it guarantee the quality of water to its customers. Any deviations in water quality that violate the State Water Resources Control Board, Division of Drinking Water criteria for Safe Drinking Water shall be monitored, reported, corrected, and have customer notification in accordance with state rules.

2.13. CONTINUITY OF SERVICE

2.13.1. EMERGENCY INTERRUPTIONS

The District will make all reasonable efforts to prevent interruptions to service and, when such interruptions occur, will endeavor to re-establish service with the shortest possible delay consistent with the safety of its customers and the general public. No notification is required by the District for interruptions of less than one day due to emergencies.

2.13.2. SCHEDULED INTERRUPTIONS

Whenever the District finds it necessary to schedule an interruption to its service, it will, where feasible, notify all affected customers by hand-delivering written notice or placing a notice on the customer's front door, stating the approximate time and anticipated duration of the interruption. Scheduled service repairs will be made at such hours as will provide the least amount of inconvenience to the customers consistent with reasonable District operations.

2.13.3. CAPACITY TO MEET DEMAND

The District will endeavor to supply all of its consumers with water; however, it cannot be responsible for interruptions or shortages.

2.14. MAIN EXTENSIONS

2.14.1. RESPONSIBILITY

All main extensions shall be the responsibility of the developer and shall be built to specifications provided by the District. Upon completion and acceptance by the District, all facilities shall be transferred to the District as contributions in aid of construction. Upon transfer, the District shall be provided a bill of materials, drawings, and a detailed cost summary of facilities installed.

2.14.2. ESTIMATES, PLANS, AND SPECIFICATIONS

Upon request by a potential applicant for a main extension, the District shall determine the connection point, the general nature of the main extension, and any other District requirements. A preliminary sketch and rough estimates of the cost of installation are to be furnished by said applicant.

Any applicant for a main extension requesting the District to prepare detailed plans, specifications, and cost estimates shall be required to deposit with the District an amount equal to the estimated cost of preparations of such material. The District shall, upon request, make available within 45 days after receipt of the deposit, such plans, specifications, and cost estimates of the proposed main extension. If the extension is to include oversizing of facilities to be done at the District's expense, appropriate details shall be set forth in the plans, specifications, and cost estimates.

In the event a main extension contract or development agreement with the District is executed within 180 days after the applicant furnishes the detailed plans and specifications, the deposit shall become a part of the contribution. If such contract is not so executed, the

deposit to cover the cost of preparing plans, specifications, and cost estimates shall be forfeited by the applicant for the main extension and the amount of the forfeited deposit shall be credited to the account or accounts to which the expense of preparing said material was charged.

When detailed plans, specifications, and cost estimates are requested, the applicant for a main extension shall furnish a map to a suitable scale showing the street and lot layouts and, when requested by the District, contours or other indication of the relative elevation of the various parts of the area to be developed. If changes are made subsequent to the presentation of this map by the applicant, and these changes require additional expense in revising plans, specifications, and cost estimates, this additional expense shall be borne by the applicant, not subject to refund, and the additional expense thus recovered shall be credited to the account or accounts to which the additional expense was charged.

2.15. WASTEWATER MANHOLE AND WATER VALVE ELEVATION

Vandenberg Village Community Services District has prior rights to all streets within Vandenberg Village except Tract 10034 Unit One. Wastewater manholes and water street valves that have been paved over during road maintenance activities shall be raised to above grade per the current County of Santa Barbara specifications at the expense of the entity responsible for maintaining the roads.

2.16. WATER SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

2.16.1. GENERAL

2.16.1.1.DISTRICT'S RESPONSIBILITY

Within the District service area with dedicated front streets, rear service roads, or public District easements with existing water main lines, the District will furnish and install the service pipe, curb stop, meter, and meter box at its own expense for the purpose of connecting its distribution system to the customer's piping, except for temporary services, and as otherwise provided in Ordinance 2.14. The service connection, curb stop, meter, and meter box will be installed at a convenient place between the property line and the curb, or inside the customer's property line where necessary.

In areas that do not have dedicated front streets, rear service roads, or public District easements with existing water mains, the District will furnish and install the service pipe, curb stop, meter, and meter box as above provided but at a convenient point on or near the customer's property except for service beyond the service area.

2.16.1.2.CUSTOMER'S RESPONSIBILITY

The customer shall:

- Furnish and lay the necessary piping to make the connection from the service connection to the place of consumption and shall keep such piping in good repair in accordance with reasonable requirements of the District.

- Provide a main valve on the piping between the service connection and the point of customer use.

The customer's piping shall extend to the water meter, which is the point of delivery of water service.

2.16.1.3. OWNERSHIP AND ABSENCE OF RENTAL OBLIGATION WHERE FACILITIES ARE ON THE PREMISES OF THE CUSTOMER

The service pipe, curb stop, meter, and meter box furnished by the District at its own expense and located wholly or partially upon a customer's premises are the property of the District.

No rent or other charge will be paid by the District where the District-owned service facilities are located on a customer's premises.

2.16.1.4. ACCESS TO THE PREMISES OF THE CUSTOMER

The District shall at all reasonable hours have access to meters, service connections, and other property that may be located on a customer's premises for purposes of installation, maintenance, operation, or removal of the property at the time service is to be terminated. The customer's system should be open for inspection at all reasonable times to authorized representatives of the District.

Any inspection work or recommendations made by the District 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.

2.16.1.5. RESPONSIBILITY FOR LOSS OR DAMAGE

The District will not be responsible for any loss or damage caused by any negligence or wrongful act of a customer or of a customer's authorized representatives in installing, maintaining, operating, or using any or all appliances, facilities, or equipment for which service is supplied.

The customer will be held responsible for damage to meters and other District property resulting from the use or operation of appliances and facilities on the customer's premises, including but not limited to damage caused by steam, hot water, or chemicals.

2.16.2. SERVICES

2.16.2.1. CHARGE FOR SERVICE CONNECTIONS

The District shall require capacity charges from the developer, or homeowner, for newly established connections as provided elsewhere and as may be amended from time to time by the Board of Directors, and as otherwise provided in the District's main extension rules or development agreements (see Ordinance 3.2 and Ordinance 4).

2.16.2.2.SIZE OF SERVICE LINE

The minimum size of service pipe installed by the District will not be less than 3/4-inch nominal size.

The District may require the customer to provide such data as may be necessary for the District to properly size a service larger than 3/4-inch nominal size consistent with service requirements.

2.16.2.3.INSTALLATION

Only duly authorized employees or agents of the District will be permitted to install a service pipe from the District's main to the meter and to make the connection to the customer's piping.

2.16.3. CROSS-CONNECTION CONTROL/BACKFLOW PREVENTION PLAN

2.16.3.1.INCORPORATION

The regulations of the State Department of Public Health contained in Title 17 of the California Health and Safety Code §§ 116800 through 116820 and the State Water Resources Control Board Cross-Connection Control Policy Handbook (CCCPH) as referenced in California Health and Safety Code § 116407, as amended from time to time, are hereby incorporated by reference.

2.16.3.2.PROTECTIVE REGULATION

No physical connection between the potable water supply system of the public District and any other water supply will be permitted except in compliance with the regulations of the CCCPH, and current editions thereof. The District is not responsible for abatement of cross-connections that may exist within the property owner's premises.

2.16.3.3.HAZARD ASSESSMENTS AND REQUIRED PROTECTION

The Cross-Connection Control Specialist shall evaluate each connection to the water system for potential backflow hazards within five years of the implementation of this plan in accordance with CCCPH § 3.2.1.

To obtain water service, the property owner must cooperate with the District's assessment of potential hazards to the public water supply caused by conditions on the property owner's premises. The District will consider factors such as the presence of cross-connections, materials handled on the property, the likelihood of backflow, the complexity of the piping system, and the potential for modifications to the piping system that could increase the risk of cross-connection.

To protect the public water supply system, the minimum type of approved backflow protection is required to be installed under any of the following conditions:

- 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

property owner agrees to abandon this other supply and agrees to remove all pumps and piping necessary for the utilization of this supply, the installation of backflow protective devices will not be required.

- Where salt water or water otherwise polluted, is available for industrial or fire protection purposes at the same premises.
- Where the premises are or may be, engaged in processes using or producing waters or liquid industrial wastes, or where the premises are, or may be, engaged in handling sewage or any other dangerous substances. Chemical or biological process waters and water from public water supplies that have deteriorated to sanitary quality are included.
- Where circumstances are such that there is a special danger of backflow of sewage or other contaminated liquids through plumbing fixtures, water-using or treating equipment, or storage tanks and reservoirs.
- Where there is a repeated history of cross-connections being established or re-established.
- Where a backflow or cross-connection hazard is observed by a certified backflow tester.

2.16.3.4.TYPE AND EXPENSE OF PROTECTIVE DEVICES

The type of backflow protection must correspond to the level of hazard present on the property owner's premises. For premises with multiple hazards, the highest level of protection must be employed. The water user may opt for a higher level of protection than that required by the District. Each hazard will be assessed individually to determine the appropriate backflow protection device.

Any backflow prevention assembly utilized shall be of the type and design specified and approved for the circumstances by the State Office of Drinking Water and the University of Southern California (USC) Hydraulic Research Section. Such device shall be installed by and at the expense of the property owner, in a manner approved by the District and public health agency having jurisdiction and in a location that is readily available for periodic inspection. Information in greater technical detail as to requirements for District approval is available separately at the District office.

2.16.3.5.TESTING AND MAINTENANCE OF PROTECTIVE DEVICES

The property owner bears ultimate responsibility for conducting the annual field test of the backflow prevention assembly on their premises. Additionally, they must ensure the repair or replacement of the assembly within 30 days of receiving notification of a failed test.

Backflow prevention assemblies located on property owned by the District must undergo annual testing and be repaired or replaced as needed.

Backflow prevention assemblies must be tested by an individual with a valid certificate of competence from an American National Standards Institute (ANSI)-accredited certifying

organization, recognized by SWRCB, and using a field test kit or gage with a valid calibration certificate. Testers must submit their tester and calibration certificates to the District before test reports will be accepted.

Testing is required upon installation, after repairs, and at least annually, or more frequently if inspections indicate repeated failures. The property owner is responsible for the cost of testing, repairing, overhauling, or replacing these devices. Records of tests, repairs, and overhauls must be maintained and made available to the District, its contractors or agents, and the public health agency with jurisdiction.

2.16.3.6.CORRECTIVE ACTION

2.16.3.6.1. INSTALL, TEST, REPAIR

Should the property owner refuse to comply with this Cross-Connection Control Plan within 90 days of the first notice, the District may contract the installation, testing, and/or repair of a backflow device at the owner's expense.

2.16.3.6.2. DISCONTINUANCE OF SERVICE

The District may refuse or discontinue service until the property owner has installed an approved device of the required type to protect against the backflow of water from the property owner's premises into the District's system.

2.16.3.7.PUMPS AND BOOSTERS

When a property receiving service at the District's main or service connection must utilize a pump to elevate or increase the pressure of the water received, the pump shall not be attached to any pipe directly connected to the District's main or service pipe. Such pumping or boosting of pressure shall be done from a sump, cistern, or storage tank which may be served by but not directly connected with, the District's distribution facilities.

Air gap installations after July 1, 2024 at service connections must be reviewed and approved by the State Water Board (DDW) before installation.

2.16.3.8. CROSS-CONNECTION CONTROL PLAN PERSONNEL

The General Manager is designated as the Cross-Connection Control Program Coordinator. The Cross-Connection Control Program Coordinator is responsible for the development of and is responsible for the reporting, tracking, and other administrative duties of this cross-connection control plan.

At least one member of the field crew shall take the necessary courses and examinations to become ANSI-certified as a Cross-Connection Control Specialist.

2.16.3.9.INVESTIGATIONS

The Cross-Connection Control Specialist shall promptly investigate all reports of suspected backflow or cross-connections and report findings to the Cross-Connection Control Program Coordinator and the Operations and Maintenance Manager.

2.16.3.9.1. INCIDENT NOTIFICATION

The Cross-Connection Control Program Coordinator and/or the Operations and Maintenance Manager shall notify the State Water Board, local health agencies, and other interested local entities of any known or suspected backflow incident within 24 hours of the determination. If required by the State Water Board, the District shall issue a Tier 1 public notice.

2.16.3.10. PUBLIC OUTREACH AND EDUCATION

The District shall provide information on cross-connection control and backflow prevention to its customers and property owners through periodic bill inserts, new property owner documentation, and the District's annual consumer confidence report.

2.16.3.11. RECORDKEEPING

The District will keep records of hazard assessments and backflow prevention assembly testing per CCCPH § 3.5.1, using a cloud-based tracking system that maintains up-to-date and relevant historical information.

2.16.4. ACCESSORY DWELLING UNIT

A separate water meter shall not be required for a Single-Family Accessory Dwelling Unit (ADU) that is consistent with the description outlined in California Government Code § 66313 unless the Accessory Dwelling Unit is to be constructed with a new single-family dwelling, in which case, a separate meter shall be required.

A separate meter shall not be required for a Junior Accessory Dwelling Unit as defined in the aforementioned section of the Government Code.

A separate meter shall be required for a Multi-Family Accessory Dwelling Unit.

If the District determines that the existing meter is undersized and cannot meet the water needs of both the existing single-family structure and the ADU, the District may require the meter to be upsized at the customer's expense.

2.17. WATER METER TEST AND ADJUSTMENT OF BILLS FOR METER ERROR OR LEAKAGE

2.17.1. TESTS AT CUSTOMER REQUEST

2.17.1.1.COMPLIANCE BY DISTRICT

The District will, within one week after a request by a customer, proceed to test the water meter serving the customer's premises. Such a 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 AWWA Standard C700 will consist of an acceptable method of verifying the accuracy of the meter. The District reserves the right to replace the meter register in lieu of testing.

2.17.1.2.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 case the customer shall be required to deposit with the District a testing fee equal to the estimated actual cost of the test.

2.17.1.3.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 AWWA Standard C700 et seq., 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.

2.17.1.4.RETURN OF DEPOSIT

Any payment made under Ordinance 2.17.1.2 will be returned to the customer if the average meter error is found to be more than 1-1/2 percent fast. The customer will be notified not less than two days in advance of the time and place of the test.

2.17.1.5.LOCATION OF TEST

A customer will have the right to require the District to conduct the test in such customer's presence or in the presence of a representative of such customer. Where the District has no proper meter testing facilities available locally, the meter may be tested by a meter manufacturer or its agency, or by any other reliable organization equipped for water meter testing.

2.17.1.6.REPORT OF TEST TO CUSTOMER

A report showing the results of the test will be furnished to the customer within 15 days after the completion of the test.

2.17.2. ADJUSTMENT OF BILLS FOR WATER METER ERROR

2.17.2.1.FAST METERS

When, upon test, a meter is found to be registering more than 1-1/2 percent fast, the District will refund to the customer the amount of the overcharge based on the corrected meter reading of the period the meter was in use not to exceed a period of three months.

2.17.2.2.SLOW METERS

When a meter is found to be registering more than 1-1/2 percent slow, the District may bill the customer for the amount of the undercharge based upon estimated meter readings for the period the meter was in service not to exceed a period of three months.

2.17.2.3.ADJUSTMENTS FOR WATER LEAKS

The General Manager or Financial Services Manager is authorized to adjust an account for customer-reported leaks in an amount not to exceed one-half of the amount of water used in the most recent billing period, or one period prior, that is above the average consumption for the month at the customer address.

If inadequate records are available, the General Manager or Financial Services Manager may calculate a reasonable monthly billing amount or use neighborhood average customer usage data. The General Manager or Financial Services Manager may use historical data stored in the AMR (Automatic Meter Reading) capable meter to calculate the amount of the leak for adjustment purposes.

Any adjustment to be applied shall not be made more frequently than once in any twelve-month period. This adjustment procedure shall not apply to accounts that have a "special irrigation rate".

2.17.2.4.NON-REGISTERING METERS

When a meter is found to be no longer registering, the District may bill the customer for the amount of the undercharge based upon estimated meter readings for the period the meter was in service not to exceed a period of three months.

2.17.2.5.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 will be computed back to but not beyond such date.

2.18. SERVICE TO SEPARATE PREMISES AND MULTIPLE UNITS AND RESALE OF WATER AND WASTEWATER SERVICES

2.18.1. NUMBER OF SERVICES TO SEPARATE PARCELS

Separate parcels under single control or management will be supplied through separate individual service pipes unless the District elects otherwise.

2.18.2. SERVICE TO MULTIPLE UNITS ON THE SAME PARCEL

Separate houses, buildings, living or business quarters on the same parcel may be served by either of the following methods:

- **Separate Service Pipe** - Serve through separate service pipes to each or any unit provided that the piping system from each service is independent of the other, and is not interconnected.
- **Single Service Pipe** - Serve through a single service pipe to supply the entire parcel in which case only one service charge will be applied.

Owners or operators of a mobile home park or a multiple-unit residential complex, who receive water service through a single service pipe, may sub-meter each individual

residential unit in the park or complex. Such owners or operators cannot legally charge more than a rate that would be applicable if the user were receiving the water directly from the serving District. Upon written request by such owner or operator, the District will provide on a continuing basis, copies of the current rates applicable. The District shall have no responsibility for monitoring or enforcing the provisions of this Ordinance.

The responsibility for payment of charges for all services furnished to combined units through a single service pipe, in accordance with these rules, must be assumed by the applicant.

2.18.3. RESALE OF WASTEWATER SERVICE

Except by special agreement with the District, no customer shall resell any of the wastewater service received from the District, nor shall such wastewater service be provided to premises other than those specified in such customer's application for service.

2.19. WATER CONSERVATION

2.19.1. PURPOSE

Pursuant to Article X Section 2 of the California Constitution, the purpose of this rule is to ensure that water resources available to the District are put to reasonable and beneficial use and that the benefits of the District's water supply and service extend to the largest number of persons.

2.19.2. WASTE OF WATER

Refer to Ordinance 2.3.2.3 for rules governing waste of water.

2.19.3. USE OF WATER-SAVING DEVICES AND PRACTICES

Each customer of the District is urged to install devices to reduce the quantity of water to flush and to reduce the flow rate of showers, faucets, and toilets. Each customer is further urged to adopt such other water usage and re-usage practices and procedures as are feasible and reasonable.

2.19.4. WATER-SAVING MATERIALS

The District will make available, at reduced or no cost to their customers, the following water-saving materials:

- Devices for reducing toilet flush water requirements;
- Devices for reducing faucet and shower flow rates;
- Dye tablets for determining if a toilet tank leaks;
- Other devices from time to time approved by the District;
- Installation instructions and information pertinent to the conservation of water.

2.19.5. WATER CONSERVATION POLICY

The District Board of Directors shall adopt a formal Water Conservation Program to encourage water conservation. The program will be funded by developer-paid Water Conservation In-Lieu fees (see Ordinance 3.2.2 and Ordinance 4) and water fund contributions as approved by the Board of Directors.

2.19.6. USE OF DISTRICT WATER SUPPLY FOR CONSTRUCTION PURPOSES

The District's potable water supply shall not be used for dust control or similar purposes at construction sites except as may be authorized by the District's General Manager. If available, contractors or developers shall make arrangements to use treated wastewater from the Lompoc Regional Wastewater Reclamation Plant for dust control or similar purposes, upon such terms and conditions as determined by the District's General Manager and the City of Lompoc's Wastewater Superintendent.

2.20. WASTEWATER SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

2.20.1. GENERAL

2.20.1.1.DISTRICT'S RESPONSIBILITY

In urban areas with dedicated front streets, rear service roads, or public District easements, the District will furnish and install its portion of the service line, for the purpose of allowing the customer to connect to the collection system, except for temporary services, and as otherwise provided in Ordinance 2.14. The connection to the collection system will be made at a convenient place between the property line and the curb, or inside the customer's property line where necessary.

In areas that do not have dedicated front streets, rear service roads, or public District easements, the District will furnish and install the service line as above provided but at a convenient point on or near the customer's property.

Where the charge for wastewater service is based on metered water consumption, the District will arrange to use water meter readings.

2.20.1.2.CUSTOMER'S RESPONSIBILITIES

The customer as a condition precedent to receiving service at a new wastewater connection shall:

- Furnish and lay the necessary piping to make the private connection at the District service connection and shall keep such piping in good repair in accordance with such reasonable requirements of the District as may be required.
- Provide a backflow check valve or overflow device on the piping between the service connection and the point of customer use, as may be required by the District or other governmental agency.

- Provide a surface-level cleanout, which is both visible and at all times accessible to District personnel, at the property line or on customer premises for District maintenance and/or inspection of service laterals within the public right of way.

2.20.1.3.CUSTOMER MAINTENANCE AND REPAIR RESPONSIBILITIES

The customer is responsible for maintaining the sewer lateral from the waste generating facilities to the District's wastewater main or manhole connection. This includes cleaning and keeping service laterals free of obstructions including grease, solids buildup, root infestation emanating from customer piping (including the joint to the connection with the District-owned laterals), and the like.

The customer is responsible for the repair, of each and every kind, on service laterals located outside the public right of way or on the customer side of the point of service connection. The District is responsible for the repair of service laterals within the public right of way for broken lines, joint separations, or line replacement.

The District may provide existing customers with the necessary materials to install a surface-level cleanout. The customer is responsible for providing the labor required to install such.

The customer's piping shall extend to that point on the curb line or property line with the easiest and/or closest access to the District from its existing wastewater system or requiring the least extension of the existing wastewater main. The District shall be consulted before installation thereof and its approval of location shall be obtained. The installation of the cleanout must be inspected and signed off by District personnel before the piping is covered.

In cases where District facilities must be installed in other than streets, rear service roads, or dedicated public easements, owners shall furnish dedicated public utility easements to the District for installation, operation, maintenance, repair, or replacement of District facilities.

2.20.1.3.1. ROOT CUTTING

In cases where blockage of sewer laterals within public rights of way, as determined by investigation by the Operations and Maintenance Manager, is likely caused by root infestation of District-owned facilities, the General Manager is authorized to reimburse customers for private plumbing costs (for root cutting only) up to 50 percent of the plumbing bill to a maximum of \$250.00 within any five-year period. It is the customer's responsibility to timely notify the District so that an investigation can be made during the plumber's visit to verify the location and type of blockage is eligible for reimbursement. Reimbursement is not intended to be made for non-root caused blockages such as grease buildup or solids blockage over which the District has no control for customer-introduced effluent.

2.20.1.4. OWNERSHIP AND ABSENCE OF RENTAL OBLIGATION WHERE FACILITIES ARE ON THE PREMISES OF THE CUSTOMER

The service line and related appurtenances furnished by the District and located wholly or partially upon a customer's premises are the property of the District.

No rent or other charge will be paid by the District where the District-owned service facilities are located on a customer's premises.

2.20.1.5. ACCESS TO THE PREMISES OF THE CUSTOMER

The District shall at all reasonable hours have access to meters, service connections, cleanouts, and other property that may be located on a customer's premises for purposes of installation, maintenance, operation, or removal of the property. The customer's system should be open for inspection at all reasonable times to authorized representatives of the District.

Any inspection work or recommendations made by the District or its agents in connection with plumbing, fixtures, or use of wastewater service on the customer's premises as a result of a complaint will be made without charge.

2.20.1.6. RESPONSIBILITY FOR LOSS OR DAMAGE

The District will not be responsible for any loss or damage caused by negligence or wrongful act of a customer or of a customer's authorized representatives in installing, maintaining, operating, or using any or all appliances, facilities, or equipment for which service is supplied.

The customer will be held responsible for damage to meters and other property resulting from the use or operation of facilities on the customer's premises, or discharge of wastes prohibited by these rules.

The District will not be responsible for any loss or damage due to or resulting from the backflow of wastewater occurring in the District's main line or in other customer-owned laterals as a result of stoppage over which it has no control.

2.20.2. SERVICES

2.20.2.1. CHARGE FOR SERVICE CONNECTIONS

The District shall require capacity charges from the developer, or homeowner, for newly established connections as provided elsewhere and as may be amended from time to time by the Board of Directors, and as otherwise provided in the District's main extension rules or development agreements (See Ordinance 3.2.1 and Ordinance 4).

2.20.2.2. SIZE OF SERVICE LATERAL

The minimum size of the service lateral shall be a 4-inch nominal size.

A customer's request for a service lateral greater than four inches must be supported by appropriate data and may be subject to a monthly service charge greater than that established for residential service.

2.20.2.3.INSTALLATION

Only duly authorized employees or agents of the District will be permitted to install a service pipe from the District's main to the customer's premises. Connection to the District's service lateral shall be done only after notification of the District so that the District may inspect the actual connection.

2.20.3. CROSS CONNECTION AND PROTECTIVE DEVICES

2.20.3.1.PHYSICAL CONNECTION

No physical connection between the wastewater system of the District and any other water or wastewater supply will be permitted except when authorized by the District.

2.20.3.2.PROTECTIVE DEVICES REQUIRED

The District will require the installation of approved backflow protection where the circumstances are such that there is a special danger of backflow of wastewater onto the property owner's premises.

2.20.3.3.TYPE AND EXPENSE OF PROTECTIVE DEVICES

See Ordinance 2.16.3.4.

2.20.3.4.PERIODIC INSPECTION OF PROTECTIVE DEVICES

See Ordinance 2.16.3.5.

2.20.3.5.REFUSAL TO SERVE OR DISCONTINUANCE OF SERVICE FOR FAILURE TO INSTALL PROTECTIVE DEVICES

See Ordinance 0.

2.20.4. ACCESSORY DWELLING UNIT

A separate sewer connection shall not be required for a Single-Family Accessory Dwelling Unit (ADU) that is consistent with the description outlined in California Government Code § 66313 unless the Accessory Dwelling Unit is to be constructed with a new single-family dwelling, in which case, a separate sewer connection may be required.

A separate sewer connection shall not be required for a Junior Accessory Dwelling Unit as defined in the aforementioned section of the Government Code.

A separate sewer connection shall be required for a Multi-Family Accessory Dwelling Unit.

2.21. LIMITATION ON WASTE DISCHARGED INTO THE UTILITY'S WASTEWATER SYSTEM

Terms used in this section:

- Brine – a heavily concentrated solution containing sodium, potassium, or chloride
- Self-regenerating water softener – water softening equipment or conditioning appliances that discharge brine into the District's sewer system

Except with written consent of the District, none of the following described waters or wastes may be discharged into the wastewater system:

- Any stormwater, surface water, groundwater, roof runoff, subsurface drainage, cooling water, or unpolluted industrial process waters.
- Any solids, liquids, or gases which by themselves or by interaction with other substances may cause fire or explosion hazards, or in any other way be injurious to the person, property, or the operation of the wastewater system. These substances include but are not limited to gasoline, benzene, naphtha, solvent, and fuel oil.
- Any noxious or malodorous solid, liquid, or gas, which either singly or by interaction with other substances, is capable of interfering with wastewater treatment or processes, creating a public nuisance or hazard, or preventing entry into the wastewater system for their maintenance and repair.
- Any ashes, asphalt, dead animals, offal, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, whole blood, animal manure, bones, hair, or fleshings, entrails, paper dishes, paper cups, milk containers, or other similar paper products or any other solids, greases, slurries or viscous materials of such character or in such quantity that it may cause an obstruction to the flow in the wastewater or interfere with the proper function of the wastewater system.
- Any waste which contains more than 100 mg/l of fat, oil, or grease (See Ordinance 2.22.2).
- Any toxic substance, chemical element, or compound in quantities sufficient to impair the operation efficiency of the wastewater treatment facilities, or that will pass through the wastewater treatment plant and cause the effluent thereof to exceed state or federal water quality requirements established under section 307a of the Clean Water Act.
- Any liquids having a pH lower than 6.5 or higher than 8.3, or having any corrosive property capable of causing damage or hazards to structures, equipment, or the wastewater system.
- Any wastes containing radioactive substances.
- Any liquid or vapor that will solidify at normal wastewater system temperatures.

- Any garbage that may cause obstruction to the wastewater flow including, but not limited to, diapers and “flushable” wipes.
- Any pumping wastes from septic tanks, cesspools, or chemical toilets.
- Any water or wastes containing non-biodegradable cutting oils, commonly called soluble oils, which form persistent water emulsions.
- Any waste lubricating oil or concentration of non-biodegradable oil, petroleum oil, or refined petroleum products greater than 10 mg/l.
- Any waste with a concentration of reducing agents or substances that will significantly increase the amount of chlorine or other disinfecting agents or upset biological stabilization in any way.
- Any amount of a chlorinated hydrocarbon or an organic phosphorus compound, commonly known as pesticides, herbicides, or fungicides.
- Any waste which results in discoloration of treatment plant effluent.
- Any infectious waste which cannot be effectively disinfected by chlorination.
- Any unused, unwanted, or expired pharmaceuticals (both over-the-counter and prescription-only medications) except in accordance with federal and state regulations.
- Any hypodermic needles, syringes, or associated articles.
- Any water or wastes containing toxic substances exceeding the following concentrations in mg/l:

Ammonia	55
Arsenic	2.0
Beryllium	3.0
Cadmium	0.2
Chloride	250
Chromium	2.0
Copper	2.0
Cyanide (total)	1.0
Lead	1.0
Mercury	0.01
Nickel	3.0
Phenol	25.0
Selenium	0.4
Silver	1.5
Sodium	270
Total Dissolved Solids	1100
Zinc	1.0

- Any water added for the purpose of diluting wastes which waste would otherwise exceed applicable maximum concentration limitations except at the direction or approval of the District.
- Any waste that may have an adverse or harmful effect on wastewater, maintenance personnel, wastewater treatment plant personnel or equipment, wastewater treatment plant effluent quality, public or private property, or may otherwise endanger the public, the local environment, or create a public nuisance.
- Any brine solution wasted in water softener recharge from any water softener connected to the wastewater system that does not meet the efficiency requirements of Health & Safety Code § 116785.

NOTE: This rule does not prohibit the use of exchange canister-type water softener units which are encouraged to be used.

Effective July 1, 2020, new residential or non-residential self-regenerating water softeners may not be installed. Existing residential or non-residential self-regenerating water softeners are not required to be removed unless the unit violates the efficiency requirements of Health & Safety Code § 116785. However, they may not be replaced or enlarged.

Effective July 14, 2020, all dental offices must install amalgam separators to achieve at least a 95% removal efficiency in accordance with 40 CFR Part 441.

The District shall at all reasonable hours, have access to property feeding directly into its wastewater collection system to inspect for violations of the above restrictions and prohibitions.

Refusal of such access shall be considered sufficient and conclusive evidence that the customer is in violation of this rule.

2.22. COMMERCIAL, INSTITUTIONAL, AND INDUSTRIAL WASTES

2.22.1. SERVICE SUBJECT TO SPECIAL CONDITIONS

Every commercial, institutional, or industrial applicant for service will be required to furnish the utility with an estimate of the quantity and characteristics of the wastes proposed to be discharged into the wastewater system. If in the District's judgment, the waste discharge will have a harmful effect upon the wastewater works, processes, plant, equipment, or which otherwise creates a hazard to life or constitutes a public nuisance, the District may:

- Reject the wastes.
- Require pretreatment to an acceptable condition for discharge into the wastewater system.
- Require control over quantities and rates of discharge.

- Require the construction of control manholes for the purpose of monitoring, measuring, and testing the quantity and characteristics of waste to be discharged.
- Require, as a condition of service, periodic reports on flows and characteristics of discharged wastes to ensure compliance with the rules of the District and conditions of service.

2.22.2. FATS, OILS, AND GREASE (FOG) CONTROL PROGRAM

2.22.2.1. PROGRAM ADMINISTRATION

In accordance with California Government Code § 61000(b) and California Health and Safety Code §§ 6400 et seq., the District has the legal authority to prohibit discharges to the system; identify measures to prevent sewer system overflows and blockages caused by fats, oils, and grease; enforce fees for monitoring and inspecting wastewater discharges; and require reimbursement for any costs incurred in the administration of this program.

2.22.2.2. FEES AND CHARGES

All non-routine services provided by the District in connection with the enforcement of this FOG control program will be charged to the customer who caused the blockage, if determined, at the hourly rate of the person performing the service and equipment required plus the current overhead rate or the actual cost of work performed by a private contractor. Fines and penalties may also be enforced in response to non-compliance with this Ordinance.

2.22.2.3. FOOD SERVICE ESTABLISHMENTS

All food service establishments are required to install, operate, and maintain an approved grease interceptor. All devices shall be sized, installed, configured, and connected according to the most recent Uniform Plumbing Code and approved by District personnel.

All grease removal devices are required to operate according to the manufacturer's recommendations for optimum grease removal. Tampering with the operation of the grease removal device may result in discontinuance of water service.

All grease removal devices are required to be cleaned and maintained, including the pumping of hydro-mechanical and gravity grease interceptors, according to the manufacturer's recommendations for optimum grease removal. Cleaning and maintenance records are to be kept on-site for a minimum of three calendar years and made available upon request of District personnel.

2.22.3. PRELIMINARY TREATMENT OF WASTES

Where pretreatment, monitoring, measuring, and testing facilities are required they shall be maintained continuously and operated in a satisfactory and effective manner at the applicant's expense.

Except where expressly authorized to do so by an applicable pretreatment standard, process water is not to be used to dilute a discharge as a partial or complete substitute for adequate pretreatment to achieve compliance with pretreatment standards or requirements.

3. POLICIES AND PROCEDURES FOR RATES, FEES, AND CHARGES

3.1. GENERAL PROVISIONS

The penalties and regulatory provisions of Ordinance 2 shall apply herein.

The District reserves the right to determine the applicability of any and all rates, charges, and fees.

Current rates and charges can be found in Ordinance 4. All non-routine services provided by the District whose charges are not covered by this Ordinance will be charged at the hourly rate of the person performing the service plus the current overhead rate.

3.2. FEES TO CONNECT TO DISTRICT FACILITIES

3.2.1. WATER AND WASTEWATER CAPACITY CHARGES

Capacity charges to connect previously unconnected premises or lots or parcels of land or facilities to the District's Water and/or Wastewater Systems are hereby established. Said capacity charges are due and payable prior to the installation of a water meter serving the property, or at an earlier date to reimburse capital improvements already made, or contemplated to be made in the Strategic Plan, all in accordance with the following aggregate rate schedule:

See Ordinance 4 for established capacity charges¹.

Category of Facility	Water Capacity Charge	Wastewater Capacity Charge
Residential: Connection of any residential home to the District water or wastewater systems including master metered multi-family dwellings.	¹ Capacity charge per single-family house or, as computed by SFE calculation, for master metered multi-family dwellings.	¹ Capacity charge per single-family house or, as computed by SFE calculation, for master metered multi-family dwellings.
Residential: Accessory Dwelling Units (ADU)	<ul style="list-style-type: none"> Exempt single-family ADUs are not assessed capacity charges Non-exempt single-family ADUs shall pay proportional capacity charges Multi-family ADUs shall pay capacity charges as computed by SFE calculation, for master metered multi-family dwellings. 	<ul style="list-style-type: none"> Exempt single-family ADUs are not assessed capacity charges Non-exempt single-family ADUs shall pay proportional capacity charges Multi-family ADUs shall pay capacity charges as computed by SFE calculation, for master metered multi-family dwellings.

Category of Facility	Water Capacity Charge	Wastewater Capacity Charge																																				
School, Church, Commercial, Industrial, Medical Care facilities:	<p>The water capacity charge times a factor based on the following interior-use water meter sizes:</p> <table> <tr> <th>Meter Size</th><th>USGPM</th><th>Factor</th></tr> <tr> <td>5/8"</td><td>20</td><td>1.0</td></tr> <tr> <td>3/4"</td><td>30</td><td>1.5</td></tr> <tr> <td>1"</td><td>50</td><td>2.5</td></tr> <tr> <td>1 1/2"</td><td>100</td><td>5.0</td></tr> <tr> <td>2"</td><td>160</td><td>8.0</td></tr> <tr> <td>3"</td><td>350</td><td>17.5</td></tr> <tr> <td>4"</td><td>400</td><td>20.0</td></tr> <tr> <td>6"</td><td>900</td><td>45.0</td></tr> <tr> <td>8"</td><td>1200</td><td>60.0</td></tr> <tr> <td>10"</td><td>1500</td><td>75.0</td></tr> <tr> <td>12"</td><td>2000</td><td>100.0</td></tr> </table>	Meter Size	USGPM	Factor	5/8"	20	1.0	3/4"	30	1.5	1"	50	2.5	1 1/2"	100	5.0	2"	160	8.0	3"	350	17.5	4"	400	20.0	6"	900	45.0	8"	1200	60.0	10"	1500	75.0	12"	2000	100.0	The wastewater capacity charge times the factor used for calculating the water capacity charge.
Meter Size	USGPM	Factor																																				
5/8"	20	1.0																																				
3/4"	30	1.5																																				
1"	50	2.5																																				
1 1/2"	100	5.0																																				
2"	160	8.0																																				
3"	350	17.5																																				
4"	400	20.0																																				
6"	900	45.0																																				
8"	1200	60.0																																				
10"	1500	75.0																																				
12"	2000	100.0																																				
Motel, Hotel facilities:	The commercial water capacity charge plus \$500.00 per motel or hotel rental unit.	The commercial wastewater capacity charge plus \$500.00 per motel or hotel rental unit																																				

3.2.2. WATER CONSERVATION IN-LIEU FEE

In-lieu fees shall be charged to new connections to the Water System in accordance with the District's Water Conservation Program. This in-lieu fee shall be charged to all new connections approved by the Board on the basis of conservation savings through toilet retrofit, and for which developers choose not to directly retrofit existing homes in accordance with the Water Conservation Program. This fee will be due and payable prior to the installation of a water meter serving the property in accordance with the rate schedule adopted by the Board of Directors and detailed in Ordinance 4. The single-family equivalent is established as 16.77 hundred cubic feet per month (ccf/mo).

3.3. SCHEDULE OF WATER UTILITY CHARGES

Applicability: Water utility charges are hereby established for the provision of water service to all premises, lots, parcels, or facilities connected to the District's Water System. Water utility charges shall be determined pursuant to this ordinance, and shall, if the rate is monthly, become due and payable nineteen days following the billing date each calendar month in accordance with the following monthly rate schedule. Said charges shall be charged to and collected from account holders receiving water from the water systems of the Vandenberg Village Community Services District.

3.3.1. MONTHLY SERVICE CHARGE

All customers except master-metered Apartments and Condominiums

For all customers except master-metered multi-family apartment units and master-metered multi-family condominium/townhouse units, there shall be charged and collected with regard to each metered service installation the following applicable minimum monthly service charge according to water meter size. For current rates and charges approved by the Board of Directors, see Ordinance 4.2.2 for residential, Ordinance 4.4.2 for commercial, Ordinance 4.5.2 for schools, Ordinance 4.6.2 for irrigation, and Ordinance 4.8.3 for temporary service.

Master-metered Apartments and Condominiums

For master-metered multi-family apartment units and master-metered multi-family condominium/townhouse units, there shall be charged and collected with regard to each metered service installation the following applicable minimum monthly service charge according to water meter size plus a monthly surcharge per dwelling unit. For current rates and charges approved by the Board of Directors, see Ordinance 4.3.2.

3.3.2. MONTHLY WATER USAGE RATE

In addition to all other water charges imposed upon account holders receiving water from the Vandenberg Village Community Services District, there shall be charged and collected with respect to the quantity of water delivered each billing period, per 100 cubic feet (ccf). This amount will be added to and collected at the same time as the monthly service charge. In the event of meter failure, the quantity charge shall be billed pursuant to Ordinance 2.17.2.

For current rates and charges approved by the Board of Directors, see Ordinance 4.2.1 for residential, Ordinance 4.3.1 for master-metered residential, Ordinance 4.4.1 for commercial, Ordinance 4.5.1 for schools, Ordinance 4.6.1 for irrigation, and Ordinance 4.8.2 for temporary service.

Schools not having separate meters for irrigation water will have the charge for their domestic water usage estimated once a year using the State-reported subvention number of students as of October 1 each year plus the normal operating number of staff and faculty during the school year times the flow factor detailed in Ordinance 3.4.4 times the tiered water rates detailed in Ordinance 4.5.1. The difference between the estimate and the actual meter reading each month will be billed at the current irrigation rate detailed in Ordinance 3.5.1 and Ordinance 4.6.1.

3.4. SCHEDULE OF WASTEWATER UTILITY CHARGES

3.4.1. RESIDENTIAL SERVICE

- **Applicability:** Applicable to residential wastewater service for single-family residences and multi-family residential dwelling units with master-metered water service.

- **Rates:** In addition to all other charges imposed upon residential account holders receiving water from the Vandenberg Village Community Services District, there shall be charged and collected a monthly wastewater service charge. For current rates and charges approved by the Board of Directors, see Ordinance 4.2.3 and 4.3.3.

3.4.2. LOMPOC REGIONAL WASTEWATER RECLAMATION PLANT (LRWRP) UPGRADE PROJECT CHARGE

- **Applicability:** Applicable to all account holders who receive wastewater service.
- **Rates:** In addition to all other charges imposed upon all account holders receiving wastewater service from the Vandenberg Village Community Services District, there shall be an LRWRP Upgrade service charge on the Santa Barbara County property tax rolls or monthly bill, as applicable. For current rates and charges approved by the Board of Directors, see Ordinance 4.2.4 and 4.3.4.

3.4.3. COMMERCIAL WASTEWATER SERVICE

- **Applicability:** Applicable to all services except for those listed in Ordinance 3.4.1.
- **Minimum:** Each customer will be billed a minimum wastewater service charge and LRWRP Upgrade charge equal to the residential amount for those charges detailed in Ordinance 4.2.3 and 4.2.4.
- **Rates:** For commercial establishments including hotels/motels with metered water service, the wastewater service charge will be calculated by multiplying the average winter water by the disposal rate. The Lompoc Regional Wastewater Reclamation Plant upgrade project charge will be calculated in the same manner. For current rates and charges approved by the Board of Directors, see Ordinance 4.4.3 and 4.4.4.

3.4.4. INSTITUTIONAL SERVICE, PUBLIC SCHOOLS

- **Applicability:** Applicable to schools that do not have separate meters for irrigation water or meters to monitor wastewater flows.
- **Flow Factor per Occupant per Month:** The monthly wastewater flows will be based on the number of students, staff, and faculty (occupants) multiplied by the following flow factors:

For schools having showers on the premises	0.157
For schools without showers on the premises	0.063

- **Monthly Charge:** The monthly charge will be calculated using the school's State-reported subvention number of students as of October 1 each year plus the normal operating number of staff and faculty during the school year (or number of normal weekday occupants), times the appropriate flow factor times the wastewater rate and the LRWRP rate detailed in Ordinance 4.5.3 and 4.5.4.

The monthly charges for the summer months of June, July, and August (if full-time school is not in session) will assume a 50% reduction in occupant population. For budgetary purposes, the rates may be annualized by totaling the 12 individual monthly rates and dividing by 12 for a constant monthly charge.

- **Minimum:** Each school will be billed a minimum wastewater service charge and LRWRP Upgrade charge equal to the residential amount for those charges detailed in Ordinance 4.2.3 and 4.2.4.

3.5. OTHER CHARGES

3.5.1. METERED IRRIGATION SERVICE

- **Applicability:** Applicable to measured irrigation service.
- **Minimum charge:** The minimum charge will entitle the customer to the quantity of water which that minimum charge will purchase at the quantity rates. See Ordinance 4.6.1 for current rates and charges approved by the Board of Directors.
- **Special Conditions:**
 - Service under this Section is limited to water for irrigation use.
 - All water taken under this Section will be limited to the hours of 8 p.m. and 7 a.m. unless otherwise approved by District management.
 - Service under this Section will be subject to interruption or reduced delivery rate whenever the District determines that it will interfere with the service of other customers.

3.5.2. NON-METERED FIRE SPRINKLER SERVICE

- **Applicability:** Applicable only for water service to privately owned non-metered fire sprinkler systems where water is to be used only in case of fire.
- **Rates:** See Ordinance 4.7 for current rates and charges approved by the Board of Directors.
- **Special Conditions:**
 - The minimum diameter for fire sprinkler service will be 2 inches and the maximum diameter will not be more than the diameter of the main to which the service is attached.
 - The customer will pay, without a refund, the entire cost of installation of the fire sprinkler service. The above will be construed to include the necessary fittings, valves, pipe, vault, if necessary, and detector check valve or similar device to indicate the use of water. If a distribution main of adequate size to serve the private fire sprinkler system does not exist adjacent to the premises to be served, a service

main from the existing main of adequate capacity shall be installed at the cost of the applicant.

- The customer's installation beyond the District's detector check valve or similar device must be such as to effectively separate the fire sprinkler system from that of the customer's regular water service. There shall be no cross connections made unless a Department of Health Services-approved backflow prevention device is installed and certified by a licensed backflow prevention inspector. Any unauthorized cross-connection may be the grounds for immediate termination of water service without liability on the part of the District.
- Any unauthorized use of water, other than for fire extinguishing purposes, shall be charged for at the regular established rate detailed in Ordinance 3.3.2, and/or may be the grounds for the immediate disconnection of the sprinkler service without liability on the part of the District.

3.5.3. CONSTRUCTION AND OTHER TEMPORARY METERED SERVICE

- **Applicability:** Applicable to all metered water services furnished for construction and other temporary purposes.
- **Rates:** Monthly quantity rates and minimum charges listed in Ordinance 4.8, will apply to service furnished.
- **Special Conditions:** Where it is necessary to install or relocate a meter to furnish service, and where such meter may be connected to the utility's existing facilities, the following charges will apply:
 - **For installation and removal of the meter:** Actual Cost of Labor, Equipment, and Materials plus the current overhead rate
 - **For each relocation of the meter within the same local area as the original installation:** Actual Cost of Labor, Equipment, and Materials plus the current overhead rate

Where no suitable outlet exists at the point where service is desired, the necessary facilities will be installed under the provisions of a negotiated agreement that covers the District's direct and indirect costs.

In case a meter is installed or used under conditions which are considered by the District to subject the meter to unusual hazards, the applicant will be required to deposit with the District the amount, shown in Ordinance **4.8.1**, which corresponds to the size and type of meter installed.

The deposit less the cost of any repairs other than those due to normal depreciation will be returned to the customer upon completion of the service for which the meter was installed.

3.5.4. PRIVATE FIRE HYDRANT SERVICE

- **Applicability:** To water service furnished for privately owned fire hydrants.
- **Rates - Per Hydrant per Month:** See Ordinance 4.9 for current rates and charges approved by the Board of Directors.
- **Special Conditions:**
 - The District reserves the right to limit the installation of private fire hydrant service to such areas where public fire hydrant service does not exist or where public fire hydrant service is limited in scope to the detriment of the applicant.
 - The applicant will be required to pay, without refund, the entire cost of installing the fire hydrant. Also, if a distribution main of adequate size to serve the private fire hydrant in addition to all other service does not exist at the desired point of service, a service main from the nearest existing main of adequate capacity will be installed at the cost of the applicant.
 - The use of water from such a private fire hydrant other than for the purpose of extinguishing fires is prohibited. The hydrant head will be sealed by the District upon installation. Any authorized use of the hydrant must be reported to the District within a period of 24 hours. If the District in the course of its inspection of such hydrant, finds the seal broken or removed and that water has been used for any unauthorized purpose, the District will estimate the quantity of water used and will charge the applicant at the quantity rate for General Metered Service and may without liability on the part of the District disconnect such hydrant from its main.

4. SCHEDULE OF RATES, FEES, AND CHARGES

4.1. ADMINISTRATIVE SERVICES

Fee	Amount	Reference	Effective Date
After-hours connection charge	\$50.00	Ordinance 2.1.1	3/5/1994
After-hours reconnection charge	\$50.00	Ordinance 2.3.3.1	3/5/1994
Board package copies	\$6.00 per packet	Meeting Minutes	4/1/2003
Interest on past due accounts	1% of past due amount per month	Ordinance 2.9.3	7/2/2009
Late payment fee	10% of past due balance	Ordinance 2.5	3/5/1994
Padlock/facilities damage fee	Minimum \$50.00	Ordinance 2.3.2	3/5/1994
Photocopies	\$0.20 per page	Meeting Minutes	2/15/1990
Returned check charge	\$25.00	Ordinance 2.9.4	4/5/1997

Fee	Amount	Reference	Effective Date
Returned electronic payment charge	\$50.00	Ordinance 2.9.4	7/5/2013
Security deposit – Fire hydrant meter	\$750.00	Ordinance 3.5.3	1/4/2024
Security deposit – Residential (establish credit)	\$125.00	Ordinance 2.2.1	7/2/2009
Security deposit – Residential (re-establish credit)	Minimum \$375.00	Ordinance 2.2.2	7/2/2009
Standard reconnection charge	\$25.00	Ordinance 2.3.3.1	3/5/1994

4.2. RESIDENTIAL WATER AND WASTEWATER RATES AND CHARGES

4.2.1. WATER USAGE RATE (Reference: Ordinance 3.3.2)

<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
	Amount (per ccf)	Amount (per ccf)	Amount (per ccf)
First 10 hundred cubic feet	\$2.14	\$2.23	\$2.32
11+ hundred cubic feet	3.85	4.01	4.18

4.2.2. WATER SERVICE CHARGE (Reference: Ordinance 3.3.1)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
Meter Size	Flow Rate (USGPM)	Amount	Amount	Amount
5/8" X 3/4"	20	\$24.47	\$25.49	\$26.56
3/4"	30	26.41	27.51	28.66
1"	50	33.86	35.26	36.72
1 1/2"	100	43.33	45.11	46.97

4.2.3. WASTEWATER SERVICE CHARGE (Reference: Ordinance 3.4.1)

<i>EFFECTIVE</i>	<i>JULY 1, 2015</i>
	Amount
Single-family residence or individually metered dwelling unit per month	\$45.55

4.2.4. LOMPOC REGIONAL WASTEWATER RECLAMATION PLANT UPGRADE CHARGE (Reference: Ordinance 3.4.2)

<i>EFFECTIVE</i>	<i>OCTOBER 1, 2018</i>
	Amount
Single-family residence or individually metered dwelling unit per year (billed on the Santa Barbara County property tax rolls)	\$361.44

4.3. MASTER-METERED APARTMENTS AND CONDOMINIUMS WATER AND WASTEWATER RATES AND CHARGES

4.3.1. WATER USAGE RATE (Reference: Ordinance 3.3.2)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
		Amount (per ccf)	Amount (per ccf)	Amount (per ccf)
First 10 hundred cubic feet		\$2.14	\$2.23	\$2.32
11+ hundred cubic feet		3.85	4.01	4.18

4.3.2. WATER SERVICE CHARGE (Reference: Ordinance 3.3.1)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
Meter Size	Flow Rate (USGPM)	Amount		
1"	50	\$29.41	\$30.59	\$31.81
1 1/2"	100	38.88	40.44	42.06
2"	160	63.20	65.73	68.36
3"	350	117.64	122.35	127.24
Apartment / Condominium Surcharge per dwelling unit		4.45	4.67	4.91

4.3.3. WASTEWATER SERVICE CHARGE (Reference: Ordinance 3.4.1)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2018</i>
		Amount
Master-metered multi-family apartment/condominium/townhouse units, per dwelling unit served by master-meter, per month		\$45.55

4.3.4. LOMPOC REGIONAL WASTEWATER RECLAMATION PLANT UPGRADE CHARGE (Reference: Ordinance 3.4.2)

	<i>EFFECTIVE</i>	<i>OCTOBER 1, 2018</i>
		Amount
Master-metered multi-family apartment/condominium/townhouse units, per dwelling unit served by master-meter, per year (billed on the Santa Barbara County property tax rolls).		\$361.44

4.4. COMMERCIAL WATER AND WASTEWATER RATES AND CHARGES

4.4.1. WATER USAGE RATE (Reference: Ordinance 3.3.2)

<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
	Amount (per ccf)	Amount (per ccf)	Amount (per ccf)
First 10 hundred cubic feet	\$2.14	\$2.23	\$2.32
11+ hundred cubic feet	3.85	4.01	4.18

4.4.2. WATER SERVICE CHARGE (Reference: Ordinance 3.3.1)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
Meter Size	Flow Rate (USGPM)	Amount	Amount	Amount
5/8" X 3/4"	20	\$24.47	\$25.49	\$26.56
3/4"	30	26.41	27.51	28.66
1"	50	33.86	35.26	36.72
1 1/2"	100	43.33	45.11	46.97
2"	160	67.65	70.40	73.27
3"	350	122.09	127.02	132.15
4"	400	152.46	158.60	165.00
6"	900	266.91	277.63	288.79
8"	1200	370.18	385.03	400.48
10"	1500	458.12	476.49	495.60

4.4.3. WASTEWATER SERVICE CHARGE (Reference: Ordinance 3.4.3)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2018</i>
		Amount
Minimum charge per month		\$45.55
Disposal Rate (per ccf [hundred cubic feet] of water usage recorded on meter serving other than irrigation or other outside use)		8.90

4.4.4. LOMPOC REGIONAL WASTEWATER RECLAMATION PLANT UPGRADE CHARGE (Reference: Ordinance 3.4.2 and 3.4.3)

	<i>EFFECTIVE</i>	<i>OCTOBER 1, 2018</i>
		Amount
<i>Billed on the Santa Barbara County Property Tax Rolls</i>		
Minimum charge per year		\$361.44
Per ccf [hundred cubic feet] of water usage recorded on meter serving other than irrigation or other outside use (billed as an annual charge on the Santa Barbara County property tax rolls)		4.15
<i>Property Tax Exempt Customers</i>		
Minimum charge per month		\$30.12
Per ccf [hundred cubic feet] of calculated water usage		4.15

4.5. INSTITUTIONAL SERVICE, SCHOOLS WATER AND WASTEWATER RATES AND CHARGES

4.5.1. WATER USAGE RATE (Reference: Ordinance 3.3.2)

<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
	Amount (per ccf)	Amount (per ccf)	Amount (per ccf)
First 10 hundred cubic feet	\$2.14	\$2.23	\$2.32
11+ hundred cubic feet	3.85	4.01	4.18

4.5.2. WATER SERVICE CHARGE (Reference: Ordinance 3.3.1)

<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
Meter Size	Flow Rate (USGPM)	Amount	Amount
1 1/2"	100	\$43.33	\$45.11
2"	160	67.65	70.40
3"	350	122.09	127.02
4"	400	152.46	158.60
6"	900	266.91	277.63
8"	1200	370.18	385.03

4.5.3. WASTEWATER SERVICE CHARGE (Reference: Ordinance 3.4.4)

<i>EFFECTIVE</i>	<i>JANUARY 4, 2018</i>
	Amount
Minimum charge per month	\$45.55
Disposal Rate (per ccf [hundred cubic feet] of calculated water usage)	8.90

4.5.4. LOMPOC REGIONAL WASTEWATER RECLAMATION PLANT UPGRADE CHARGE (Reference: Ordinance 3.4.2 and 3.4.3)

<i>EFFECTIVE</i>	<i>OCTOBER 1, 2018</i>
<i>Billed on the Santa Barbara County Property Tax Rolls</i>	Amount
Minimum charge per year	\$361.44
Per ccf [hundred cubic feet] of water usage recorded on meter serving other than irrigation or other outside use (billed as an annual charge on the Santa Barbara County property tax rolls)	4.15
<i>Property Tax Exempt Customers</i>	
Minimum charge per month	\$30.12
Per ccf [hundred cubic feet] of calculated water usage	4.15

4.6. METERED IRRIGATION SERVICE WATER RATES AND CHARGES

4.6.1. USAGE RATE (Reference: Ordinance 3.5.1)

<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
	Amount (per ccf)	Amount (per ccf)	Amount (per ccf)
For all water delivered (per ccf)	\$2.14	\$2.23	\$2.32
Minimum charge per month	269.64	280.98	292.32

4.6.2. WATER SERVICE CHARGE (Reference: Ordinance 3.3.1)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
Meter Size	Flow Rate (USGPM)	Amount	Amount	Amount
1 1/2"	100	\$43.33	\$45.11	\$46.97
2"	160	67.65	70.40	73.27
3"	350	122.09	127.02	132.15
4"	400	152.46	158.60	165.00
6"	900	266.91	277.63	288.79
8"	1200	370.18	385.03	400.48

4.7. NON-METERED FIRE SPRINKLER SERVICE CHARGES (Reference: Ordinance 3.5.2)

	<i>EFFECTIVE</i>	<i>MARCH 17, 1990</i>
Size of Service		Amount
2"		\$5.00
3"		7.50
4"		10.00
6"		15.00
8"		20.00
10"		25.00
12"		30.00

4.8. CONSTRUCTION AND OTHER TEMPORARY METERED WATER SERVICE CHARGES

4.8.1. DEPOSIT (Reference: Ordinance 3.5.3)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>
Size of Service		Amount
Fire Hydrant		\$750.00
5/8" x 3/4"		250.00
3/4"		250.00
1"		300.00
1 1/2"		400.00
2"		500.00
3"		2,000.00
4"		3,000.00

4.8.2. WATER USAGE RATE (Reference: Ordinance 3.3.2)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
		Amount (per ccf)	Amount (per ccf)	Amount (per ccf)
First 10 hundred cubic feet		\$2.14	\$2.23	\$2.32
11+ hundred cubic feet		3.85	4.01	4.18

4.8.3. WATER SERVICE CHARGE (Reference: Ordinance 3.3.1)

	<i>EFFECTIVE</i>	<i>JANUARY 4, 2024</i>	<i>JANUARY 1, 2025</i>	<i>JANUARY 1, 2026</i>
Meter Size	Flow Rate (USGPM)	Amount	Amount	Amount
Fire Hydrant		\$67.65	\$70.40	\$73.27
Meter				
5/8" x 3/4"	20	24.47	25.49	26.56
3/4"	30	26.41	27.51	28.66
1"	50	33.86	35.26	36.72
1 1/2"	100	43.33	45.11	46.97
2"	160	67.65	70.40	73.27
3"	350	122.09	127.02	132.15
4"	400	152.46	158.60	165.00

4.9. PRIVATE FIRE HYDRANT SERVICE CHARGES (Reference: Ordinance 3.5.4)

	<i>EFFECTIVE</i>	<i>MARCH 17, 1990</i>
Size of Service		Amount
For each 4" x 2 1/2" hydrant per month		\$2.00
For each 6" x 2 1/2" x 2 1/2" hydrant per month		3.00
For each 6" x 4" x 2 1/2" hydrant per month		4.00

4.10. CAPACITY CHARGES**4.10.1. RESIDENTIAL**

Fee	Amount	Reference
EFFECTIVE JANUARY 3, 2008		
Water Conservation In-lieu Fee per SFE	\$4,300.00	Ordinance 3.2.2
EFFECTIVE MAY 4, 2024		
Water Buy-in Fee per house	5,366.00	Ordinance 3.2.1
Water Developer Fee per house	2,382.00	Ordinance 3.2.1
APN Specific Water Fee per house		
– Booster Station #4 Service Area	722.00	Ordinance 3.2.1
– Booster Station #5 Service Area	722.00	Ordinance 3.2.1
Wastewater Buy-in Fee per house	8,827.00	Ordinance 3.2.1

Fee	Amount	Reference
Wastewater Developer Fee per house	267.00	Ordinance 3.2.1
APN Specific Wastewater Fee per house		
– Lift Station #1 Service Area	637.00	Ordinance 3.2.1
– Lift Station #2 Service Area	300.00	Ordinance 3.2.1

4.10.2. BULK-RESIDENTIAL

Fee	Amount	Reference
EFFECTIVE JANUARY 3, 2008		
Water Conservation In-lieu Fee per SFE	\$4,300.00	Ordinance 3.2.2
EFFECTIVE MAY 4, 2024		
Water Buy-in Fee per SFE	5,366.00	Ordinance 3.2.1
Water Developer Fee per SFE	2,382.00	Ordinance 3.2.1
APN Specific Water Fee per SFE		
– Booster Station #4 Service Area	722.00	Ordinance 3.2.1
– Booster Station #5 Service Area	722.00	Ordinance 3.2.1
Wastewater Buy-in Fee per SFE	8,827.00	Ordinance 3.2.1
Wastewater Developer Fee per SFE	267.00	Ordinance 3.2.1
APN Specific Wastewater Fee per SFE		
– Lift Station #1 Service Area	637.00	Ordinance 3.2.1
– Lift Station #2 Service Area	300.00	Ordinance 3.2.1

4.10.3. COMMERCIAL, SCHOOL, INDUSTRIAL

4.10.3.1. WATER CONSERVATION IN-LIEU FEE (Reference: Ordinance 3.2.2)

EFFECTIVE JANUARY 3, 2008

	Amount
Water Conservation In-lieu Fee per SFE	\$4,300.00

4.10.3.2. WATER BUY-IN FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

Size of Water Meter	Flow Rate	Factor	Amount
5/8" x 3/4"	20	1.0	\$5,366.00
3/4"	30	1.5	8,049.00
1"	50	2.5	13,415.00
1 1/2"	100	5.0	26,830.00

Size of Water Meter	Flow Rate	Factor	Amount
2"	160	8.0	42,928.00
3"	350	17.5	93,905.00
4"	400	20.0	107,320.00
6"	900	45.0	241,470.00
8"	1200	60.0	321,961.00
10"	1500	75.0	402,451.00
12"	2000	100.0	536,601.00

4.10.3.3.WATER DEVELOPER FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

	Amount
Water Developer Fee per SFE	\$2,382.00
APN Specific Water Fee per SFE	
– Booster Station #4 Service Area	722.00
– Booster Station #5 Service Area	722.00

4.10.3.4.WASTEWATER BUY-IN FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

Size of Water Meter	Flow Rate	Factor	Amount
5/8" x 3/4"	20	1.0	\$8,827.00
3/4"	30	1.5	13,241.00
1"	50	2.5	22,069.00
1 1/2"	100	5.0	44,137.00
2"	160	8.0	70,620.00
3"	350	17.5	154,480.00
4"	400	20.0	176,549.00
6"	900	45.0	397,235.00
8"	1200	60.0	529,647.00
10"	1500	75.0	662,059.00
12"	2000	100.0	882,745.00

4.10.3.5.WASTEWATER DEVELOPER FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

	Amount
Wastewater Developer Fee per SFE	\$267.00
APN Specific Wastewater Fee per SFE	
– Lift Station #1 Service Area	637.00
– Lift Station #2 Service Area	300.00

4.10.4. HOTEL, MOTEL

4.10.4.1.WATER CONSERVATION IN-LIEU FEE (Reference: Ordinance 3.2.2)

EFFECTIVE JANUARY 3, 2008

	Amount
Water Conservation In-lieu Fee per SFE	\$4,300.00

4.10.4.2.WATER FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MARCH 1, 1990

	Amount
per motel or hotel rental unit	\$500.00

4.10.4.3.WATER BUY-IN FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

Size of Water Meter	Flow Rate	Factor	Amount
5/8" x 3/4"	20	1.0	\$5,366.00
3/4"	30	1.5	8,049.00
1"	50	2.5	13,415.00
1 1/2"	100	5.0	26,830.00
2"	160	8.0	42,928.00
3"	350	17.5	93,905.00
4"	400	20.0	107,320.00
6"	900	45.0	241,470.00
8"	1200	60.0	321,961.00
10"	1500	75.0	402,451.00
12"	2000	100.0	536,601.00

4.10.4.4.WATER DEVELOPER FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

	Amount
Water Developer Fee per SFE	\$2,382.00
APN Specific Water Fee per house	
– Booster Station #4 Service Area	722.00
– Booster Station #5 Service Area	722.00

4.10.4.5.WASTEWATER FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MARCH 1, 1990

	Amount
per motel or hotel rental unit	\$500.00

4.10.4.6.WASTEWATER BUY-IN FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

Size of Water Meter	Flow Rate	Factor	Amount
5/8" x 3/4"	20	1.0	\$8,827.00
3/4"	30	1.5	13,241.00
1"	50	2.5	22,069.00
1 1/2"	100	5.0	44,137.00
2"	160	8.0	70,620.00
3"	350	17.5	154,480.00
4"	400	20.0	176,549.00
6"	900	45.0	397,235.00
8"	1200	60.0	529,647.00
10"	1500	75.0	662,059.00
12"	2000	100.0	882,745.00

4.10.4.7.WASTEWATER DEVELOPER FEE (Reference: Ordinance 3.2.1)

EFFECTIVE MAY 4, 2024

	Amount
Wastewater Developer Fee per SFE	\$267.00
APN Specific Wastewater Fee per SFE	
– Lift Station #1 Service Area	637.00
– Lift Station #2 Service Area	300.00

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