

**BUCKINGHAM PARK WATER DISTRICT
COUNTY OF LAKE, STATE OF CALIFORNIA**

**ORDINANCE NUMBER 06-20-02
Water Rates, Other Fees, Charges and Regulations Pertaining Thereto**

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**THE BOARD OF DIRECTORS OF THE BUCKINGHAM PARK WATER
DISTRICT ORDAINS AS FOLLOWS:**

SECTION 1: FINDINGS

- A.** The Buckingham Park Water District Board of Directors finds that it is obligated under Cal. Water Code §31007, which sets forth the requirement that the District must set its rates and fees sufficiently to pay its operating expenses and provide for repairs and depreciation of the water works owned and operated by the District.
- B.** The Board further finds that when the District has sold a connection to its water system to a customer within District boundaries, it is thereafter obligated to continue to maintain and operate a system that must be available to serve the subject water account whenever the owner(s) of said connection decide to utilize water service.
- C.** When a customer pays a capacity expansion fee for a new connection to the District's water service the District is obligated by Government Code Section 66013 to expend those funds on capital facilities or capital expansion projects.
- D.** The Board has sufficiently reviewed the Districts current and future water treatment, distribution and storage capacity requirements and has balanced the Districts capacity needs against revenues derived from rates and fees, and has determined the following:
 - 1.** It is critical to the continued operation of the District to ensure that all properties benefitting from facility improvements contribute to the support of the District. Therefore, once a water service connection is sold, the property must be connected to District facilities within a reasonable time and remain connected thereafter, and
 - 2.** The District must restrict properties that are benefitting from water system improvements from opting out of the repayment of said system improvements, so not to burden remaining District customers with unreasonable debt service for improvement loans.

SECTION 2: DEFINITIONS FOR PURPOSES OF THIS ORDINANCE

- A.** **"Base Rate"** recovers the District's "Fixed Costs" cost relating to maintaining the treatment, storage and distribution system that benefits all customers within District boundaries. Refer to the current Rates / Fees Schedule attached hereto as Attachment A.

- B. **"Board of Directors" or "Board"** refers to the Board of Directors of the Buckingham Park Water District.
- C. **"Capacity Expansion Fee"** is a one-time charge used to fund capital improvements necessary for the expansion of the District.
- D. **"Capital Improvement Plan (CIP) Reserve"** is a reserve account established for cost associated with improvement projects and replacement of assets that have met or exceeded their useful life.
- E. **"Customer"** means any property owner (person or entity) whose property is located within the boundaries served by Buckingham Park Water District for water service.
- F. **"Delinquency"** refers to the status of an account that has not been paid in full by the due date as set forth by the Board of Directors in the current Rates / Fees Schedule attached hereto as Attachment A.
- G. **"District"** refers to the Buckingham Park Water District.
- H. **"Emergency Reserve"** is a reserve account established to provide funds for disasters, unexpected expenditures for catastrophic failures and may only be used in case of an unanticipated emergency that threatens the District's ability to provide an adequate supply of safe water to its customers.
- I. **"Field Operator"** is a Water Distribution Operator that is certified by the State of California State Water Resources Control Board.
- J. **"Fire Suppression"** refers to the extinguishment of fire by professional or volunteer firefighters or citizens using District provided water.
- K. **"Fixed Costs"** refers to the expenses incurred by the District to monitor, maintain and improve the production, distribution and storage infrastructure, which benefits all customers who have a water meter.
- L. **"Involuntary Discontinuance of Water Service"** is the act of stopping water service to a customer by turning off the water meter and recording the meter reading under the following circumstance:
 - i. Non-payment of fees, charges or assessments billed by the District for monthly or bi-monthly water service.
- M. **"Secretary"** refers to the appointed Secretary of the Board of Directors, (*Cal. Water Code §30540(a)*).

- N. **"Standby Assessment Fees"** refers to an annual fee payable by owners of unimproved lots located within the District that do not have a District water meter installed, (*Cal. Water Code §31032.1*).
- O. **"Turn Off at Customer's Request"** refers to the temporary stopping of water service to a customer for the purpose of an emergency repair or maintenance.
- P. **"Water Consumption Fees"** refers to fees charged to recover the District's variable costs related to the delivery of water to the customer through the District's meter.
- Q. **"Water Meter"** refers to the meter installed by the District to measure water flow from the District's distribution system to the customer.

APPLICABILITY OF PROVISIONS

The establishment of accounts, billing for water rates, fees, charges and penalties shall be done in accordance with the provisions of this ordinance.

SECTION 3: ACCOUNT

A. ACCOUNT

1. The account for each service connection will be in the name of the customer of record as recorded with the Lake County Recorder's Office.
2. No other person or entity shall establish an account for a service connection.
3. Upon establishing an account, the customer is responsible for updating his or her phone, email or other contact information by providing written notice to the District.

B. ACCOUNT ESTABLISHMENT

1. An account may be established when property changes owners or when water service is established on a parcel.
2. The customer shall fully complete an "Application for Domestic Water Service" and provide a copy of the deed.
3. Interruption of service may occur if a customer does not fully complete an "Application for Service" within 30 days of ownership.

4. The number of new accounts shall be reported to the Board on a monthly basis.

C. APPLICATION PROCESSING FEE

When an account is established or when an established account is transferred to another customer, a fee shall be collected to recover the District's costs. Refer to the current Rates / Fees Schedule attached hereto as Attachment A.

SECTION 4: ESTABLISHMENT OF DISTRICT BUDGET, RATES, FEES, AND BILLING

A. BUDGET

In April of each year the Board of Directors shall begin developing the District's Operations and Maintenance budget which must be adopted and provided to the County of Lake Auditor-Controller by June 30th annually.

B. RATES AND CHARGES, PAYMENT OF BONDS FROM REVENUES

Pursuant to California Water Code §31007, the rates and charges to be collected by the district shall be so fixed as to yield an amount sufficient to do each of the following:

1. Pay the operating expenses of the district.
2. Provide for repairs and depreciation of works owned or operated by the district.
3. Pay the interest on any bonded debt.
4. So far as possible, provide a fund for the payment of the principal of the bonded debt as it becomes due.

It is intended by this section to require the district to pay the interest and principal of its bonded debt from the revenues of the district, except that this requirement is not intended to apply to a bonded debt for sewage disposal purposes.

C. CONSUMPTION BILLING

1. The customer is responsible for paying for all water that has flowed through the water meter as determined by reading the cubic feet of water recorded by the water meter.
2. The District is not liable for and shall bear no responsibility for any leaks, malfunctions, failures or other anomalies that happen or occur from the point that water exits the water meter.

D. MONTHLY CONSUMPTION RATES

Refer to the current Rates/ Fees Schedule attached hereto as Attachment A.

E. MONTHLY RESERVE FEES

1. CAPITAL IMPROVEMENT PLAN (CIP) RESERVE

Fees collected shall be reserved and expended to replace or upgrade existing equipment or capabilities which has exceeded its useful life and is no longer economically feasible to repair. Refer to the current Rates/ Fees Schedule attached hereto as Attachment A.

2. EMERGENCY RESERVE

Fees collected shall be reserved and expended for disasters or unexpected expenditures for catastrophic failures. The Emergency Reserve account is not intended to fund the District's normal operations and may only be used in the case of an unanticipated emergency that threatens the District's ability to provide an adequate supply of safe drinking water to the District's customers. The Emergency Reserve account shall be funded monthly until a cap of \$100,000 has been reached. Refer to the current Rates/ Fees Schedule attached hereto as Attachment A.

F. RATES APPLICABLE TO BUCKINGHAM HOMES ASSOCIATION

1. The rates in this subsection are applicable to Buckingham Homes Association (BHA) for water used exclusively on BHA property and the use of the BHA clubhouse
2. BHA shall be billed at the Tier 1 rate.
3. BHA will not be subject to the Base Rate for fixed costs as outlined above.

G. ANNUAL ADJUSTMENT TO REFLECT CHANGES IN CONSUMER PRICE INDEX

1. Each year on July 1, all current rates referred to in the current Rates / Fees Schedule attached hereto as Attachment A shall be adjusted to reflect the change in consumer price index for the previous 12-month period for which such data is available, plus any additional costs incurred by the District.
2. The consumer price index to be used shall be the U.S. Cities Average as indicated on the annual April consumer price index for Pacific Cities and the U.S. Cities average.

3. In the event of a negative index, no adjustments to the Rates / Fees Schedule attached hereto as Attachment A will be made.

H. BILLING IN GENERAL

1. The District shall bill the customer for all rates, fees and charges.
2. Unless otherwise specified by the customer, bill shall be mailed to the property address.
3. Should a customer desire to have billing information provided to a tenant or other party, the customer must complete and sign the authorization form. Once the completed Authorization Form has been provided to the business office, the District shall provide the bill to the requested party as "Care Of". Pursuant to Cal. Water Code §31007.5, this does not release the customer from responsibility of amounts due to the District for current and/or past due billing. Buckingham Park Water District reserves the right to revoke authorizations.
4. The District assumes no responsibility for phone, email or other contact information that has not been kept up to date for billing purposes by the customer by providing written notice of said update to the District.

I. BILLING CYCLE

1. Bills shall be prepared and mailed no later than the fifth calendar day of the month unless this day is not a business day in which case the bill shall be mailed on the first District business day following the fifth calendar day.
2. The rates, fees and charges shall be itemized on the customer's bill.
3. The Board shall, by Resolution, establish either a monthly or bi-monthly billing cycle and shall publish the schedule at least thirty (30) days before changing the billing cycle. For the current billing cycle, refer to the Rates / Fees Schedule attached hereto as Attachment A.

J. PAYMENTS

1. Payments received shall be applied first to any carrying charges (as defined in Section 7.) and/or any miscellaneous fees and the remaining payment balance shall be applied to the principal balance of the account.
2. The District currently accepts checks, cash, Visa, MasterCard, Discover Card and automatic debits as methods of payment.

K. DELIQUENCY

1. Bills are due and payable upon receipt.
2. An account becomes delinquent when full payment of the current bill is not received by close of business on the last District business day of the month.
3. Pursuant to Water Code §31024, delinquent bills are subject to imposition of carrying charges (as defined in Section 7.) pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.

SECTION 5: SERVICE CONNECTIONS & METER INSTALLATION

A. NEW SERVICE CONNECTIONS

1. Customers within the District shall request a new connection by completing an "Application for Domestic Water Connection" for each Assessor Parcel Number for which a connection is being requested and submit it to the Secretary along with a copy of the deed.
2. A deposit equal to the meter installation and capacity fees shall accompany the completed application. Refer to the current Rates / Fees Schedule attached hereto as Attachment A.
3. The application shall be placed on the agenda of the next regularly scheduled meeting of the Board of Directors for approval. The Board may disapprove the application if the Board finds the District cannot adequately serve the connection.
4. The Board can, as a condition of approval of an application for domestic water connection, upon finding of good cause, require the payment of a deposit equal to six months of the Base Rate and fees outlined in the current Rates / Fees Schedule attached hereto as Attachment A.
5. After the Board has approved the new connection and the customer has paid all fees, deposits and charges, including satisfying any delinquent tax assessments related to the District, the Secretary shall issue a letter authorizing the customer to connect to the District's water system. A copy of the letter shall be forwarded to the Lake County Community Development Department as well as to the California Department of Public Health.

B. DISCONNECTIONS AND REFUNDS OF CONNECTION FEES

1. Notwithstanding any payment or non-payment by a customer of fees, charges or assessments by the District, once a meter has been installed and connected, there shall be no permanent disconnection of the water meter from the District's water system
2. If a customer has paid a connection/capacity expansion fee to the District and subsequently receives written confirmation from the Lake County Environmental Health Department that their property is unbuildable, for whatever reason (e.g. not enough leach line area for septic, too steep of grade to build on, or there is potential for soil erosion and land slide), the customer may appeal to the Board of Directors in writing, requesting a refund of the connection/capacity expansion fee. The District shall retain ten percent (10%) of the total connection/capacity expansion fee paid to recover its administrative costs associated with the transaction.

C. WATER METER

1. Water meters installed by the District are the property of the District.
2. Only District employees may turn water meters off or on or connect or disconnect a water meter to the District's water system.
3. No person or entity, other than a District employee, unless authorized in writing in advance by the District, may connect any water meter or other device to the District's water system. The person or entity making the connection shall pay a penalty equal to the capacity charge in effect at the time of the connection.
4. Section 5.D. does not apply to emergency services personnel connecting to the District's hydrant system, to county or state health department personnel employees acting in the performance of their official duties, or to contractors under the employment of the District.

D. METER INSTALLATION FEE

1. The fee for installing a meter to a new connection or reinstalling a meter removed for any reason except for District maintenance or replacement is described in the current Rates / Fees Schedule attached hereto as Attachment A.
2. The fee must be paid before the meter is installed.

E. CAPACITY EXPANSION FEE "Restricted Funds"

1. The District charges a capacity expansion fee is to cover the cost of existing facilities, expanded facilities and new facilities to be constructed in the future, which are of benefit to the person or property being charged the fee. A capacity expansion fee shall be levied against any new water connection to which a meter has not previously been installed.
2. The charge is due and payable at the time application is made for water service.
3. Refer to the current Rates / Fees Schedule attached hereto as Attachment A for the Capacity Expansion Fee.

SECTION 6: STANDBY ACCOUNTS

A. STANDBY ASSESSMENT FEES

(Pursuant to Ca Water Code §31032.1)

1. Each parcel located within District boundaries that does not have a water meter installed and which is not paying monthly billing charges shall pay a standby assessment fee as set forth in the current Rates / Fees Schedule attached hereto as Attachment A.
2. The standby assessment fee covers the District's cost of maintaining the water treatment and distribution system that makes water service available to the parcel.

B. STANDBY ASSESSMENT FEE DETERMINED BY PARCEL SIZE

(Pursuant to Cal. Water Code §31032.1)

1. For parcels of one or more acres, the annual standby assessment established by statute is set forth in the attached current Rates / Fees Schedule attached hereto as Attachment A.
2. For parcels of less than one acre, the annual standby assessment established by statute is disclosed in the attached current Rates / Fees Schedule attached hereto as Attachment A.
3. Parcel size is determined and/or verified by the County of Lake Assessor-Recorder's Office.

C. STANDBY ASSESSMENT BILLING

(Pursuant to Cal. Water Code §31032.1)

1. Standby assessment bills will be mailed by June 1st and are due on or before the close of the last business day in June.

2. If the District does not receive payment by the close of the last business day in June, the account is considered delinquent.
3. All billing will be done through the District's billing system.

D. PENALTY FOR NON-PAYMENT OF STANDBY ASSESSMENT FEE,

1. Delinquent accounts will be subject to charges/penalties pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.
2. All applicable charges/penalties will be applied to the account prior to reporting the amount due to the County of Lake Tax Collector.

E. USE OF FUNDS

1. The fees collected pursuant to this Section 6. shall be used for the maintenance and improvement of the District's water treatment, distribution systems, including the salaries, wages and benefits of employees performing duties associated with the maintenance and improvement of the referenced systems and fire protection availability.
2. The Board may allocate funds to cover the administrative costs associated with the collection of the fees referred to in this Section 6.

F. WAIVER

1. Subject to Cal. Health and Safety Code Sections 116906, et seq., the fees provided for in this Section 6. cannot be waived.

SECTION 7: ACCOUNT DELINQUENCY & COLLECTIONS

A. CARRYING CHARGE

1. A Carrying Charge shall be added to an account when it becomes delinquent. The carrying charge covers the District's administrative costs associated with administering delinquent accounts. An account becomes delinquent when full payment of the current bill is not received by close of business on the last calendar day of each month.
2. Refer to the current Rates / Fees Schedule attached hereto as Attachment A for Carrying Charge Fee.

B. WAIVER OF CARRYING CHARGES

1. COURTESY WAIVER OF CARRYING CHARGE

If a customer is not on an installment plan, and has not had a record of a late payment or other delinquency in the preceding twelve months, the customer may request a "Courtesy Waiver" provided the account is paid in full before the next regular billing. The carrying charge shall be posted to the account and then credited to the account with the notation: "Courtesy Waiver of Carrying Charge."

2. AUTOMATIC PAYMENT SERVICE WAIVER OF CARRYING CHARGE

A customer may receive one waiver of a Carrying Charge if the customer completes an Automatic Payment Service Authorization Form for continual automatic payments through the customer's banking institution regardless of the customer's payment history.

3. REPORTING OF CARRYING CHARGE WAIVERS & ENFORCEMENT

The Office Manager and/or Secretary shall include a report detailing all "Courtesy Waivers" as part of the regular monthly report to the Board of Directors.

C. ESTABLISHING INSTALLMENT PLANS

(Pursuant to Cal. Health and Safety Code §§ 116900, et. seq. and Water Code § 31024)

1. The Board of Directors must approve any proposed schedule of incremental payment of an unpaid water bill except as outlined below.
2. Any customer requesting an installment plan must complete the "Request for Installment Plan" form.
3. To comply with the Installment Plan, the initial payment of half of the amount in delinquency must be paid. Then payments of \$100.00 per bill until the balance is paid in full unless the Board finds good cause for making other arrangements. If the Board finds such cause, exists, the Board must state its reasons for making the finding and make them part of the public record.
4. Should the account become delinquent while under the installment plan, the entire amount of the account will be due and carrying charges may apply.
5. The Secretary shall include a report detailing all "Installment Plans" as part of the regular monthly report to the Board of Directors as part of the report to the board.

D. REPORTING DELINQUENT ACCOUNTS TO THE BOARD OF DIRECTORS

1. The Secretary shall furnish the Board of Directors a report of all delinquent accounts including the account number, the amount and days past due and the collection status of the past due accounts.
2. The report shall be included in the Secretary's monthly report to the Board.
3. Any personal information shall be redacted from said reports.

E. ACCEPTANCE OF PARTIAL PAYMENT OF A BILL

1. Acceptance of a partial payment of a bill for water service does not negate any applicable late charges or the right of the District to discontinue water service.
2. The District shall not accept partial or full payments for delinquent accounts that have been submitted to the Lake County Treasurer-Tax Collector's Office for collection. These payments must be made to the Lake County Treasurer-Tax Collector's Office.

F. DELINQUENT ACCOUNT NOTIFICATION

1. 30-Day Notice: Past due accounts that become 30 days late or more shall be issued a Thirty (30) Day late notice and shall be subject to an imposition of the 30 Day Late Notice Fee pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.
 - i. The District shall attempt to notify the customer by phone or U.S. mail who have a delinquent account within 30 days after initial bill due date.
 - ii. The District assumes no responsibility for phone or other contact information that has not been kept up to date by the customer.
2. 60-Day Notice: Past due accounts that become 60 days late or more shall be issued a Sixty (60) Day late notice and shall be subject to an imposition of the 60 Day Late Notice Fee pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.
 - i. The District shall attempt to notify the customer by phone or U.S. mail that the account remains past due within 60 days after bill issuance.
 - ii. The District assumes no responsibility for phone or other contact information that has not been kept up to date by the customer.

3. Shut-Off Notice: The District shall attempt to notify the customer by phone or U.S. mail whose account remains delinquent 70 days past due date of original bill. Past due accounts that become 70 days late or more shall be issued a Final Late Notice and shall be subject to an imposition of the Final Late Notice Fee pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.
 - i. The customer will be advised of the amount past due, the service disconnection (shut-off) date, instructions on how to contact the District by telephone (at (707)279-8568) to make payment arrangements or appeal the bill, and the availability of the District's Policy on Discontinuation of Residential Service for Non-Payment in writing.
 - ii. This Final Notice will be provided by mail at least seven (7) business days prior to water service disconnection. If the customer's mailing address on file with the District and the address of the property to which water service is provided are different, the Final Notice shall be mailed to the account customer's address and to the service address, addressed to "Occupant". (Health and Safety Code § 116908(a)(1)(C).
 - iii. If the District is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the District shall post the Final Notice at least seven (7) business days prior to water service disconnection in a conspicuous place at the service address subject to discontinuation of water service,

G. INTERRUPTION OF SERVICE AND SECURING UNPAID BALANCES

1. All delinquent water service payments must be received by the District by 4:30pm on the day specified in the Final Notice. Any customer account which remains unpaid and without an alternative payment agreement beyond the due date of the final notice will be subject to water service discontinuation (shut-off).
2. All alternative payment agreement requests or requests for appeal must be received by the District Main Office (2870 Eastlake Dr., Kelseyville, CA 95451) by 4:30pm on the day specified in the written disconnection notice (Final Notice).
3. The District will discontinue (shut-off) water service by turning off and locking off the water meter on the day provided on the Final Notice. The customer shall be subject to imposition of "Resumption

of Service Fee" pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.

4. District Field Operators are unable to make payment arrangements or accept payments.
5. Notwithstanding any other provision, water service shall not be shut-off to a resident if **ALL** of the following conditions are met:
 - i. Submission of a receipt and verification by the District Main Office of "Certification of Medical Necessity" provided by the Primary Care Provider stating the "discontinuance of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided". (Health and Safety Code § 116910(a)(1))
 - ii. A customer has demonstrated they are financially unable to pay for residential service within the District's normal billing cycle. The customer "shall be deemed financially unable to pay for residential within the normal billing cycle if any member of the customers household is a current recipient of CalWORKS, CalFreash, General Assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the households annual income is less than 200 percent of the federal poverty level". (Health and Safety Code § 116910(a)(2))
 - iii. The customer is willing to enter into an amortization agreement, alternate payment schedule, or a plan for deferred or reduced payment, consistent with the written policies of the District. (Health and Safety Code § 116910(a)(3))
6. Pursuant to Water Code § 31701.7, any unpaid balance for water service may be secured by a "Certificate of Lien" or placed on the tax rolls.
7. The fee for recording the Certificate of Lien, as determined by the Board and described in the current Rates / Fees Schedule attached hereto as Attachment A shall be added to the unpaid balance before each lien is filed with the County of Lake Assessor/Recorder. The fee recovers the District's administrative costs associated with the recording of the lien.

8. The "Certificate of Lien" may be filed after the 60th day of delinquency.

F.

NOTIFICACIÓN DE CUENTA MOROSA

4. Notificación de 30 días: A las cuentas vencidas que se retrasen 30 días o más se les emitirá una notificación de treinta (30) días de retraso y estarán sujetas a una imposición de la tarifa de notificación de 30 días de conformidad con el programa de tasas/tarifas actual adjunto a la presente como Anexo A.
 - iii. El Distrito intentará notificar al cliente por teléfono o correo de EE. UU. que tenga una cuenta morosa dentro de los 30 días posteriores a la fecha de vencimiento de la factura Inicial.
 - iv. El Distrito no asume ninguna responsabilidad por la información de contacto por teléfono u otra que el cliente no haya mantenido actualizada.
5. Notificación de 60 días: A las cuentas vencidas que se retrasen 60 días o más se les emitirá una notificación de sesenta (60) días de retraso y estarán sujetas a una imposición de la tarifa de notificación de 60 días de conformidad con el programa de tasas/tarifas actual adjunto a la presente como Anexo A.
 - iii. El Distrito intentará notificar al cliente por teléfono o correo de EE. UU. de que la cuenta continúa morosa dentro de los 60 días posteriores a la emisión de la factura.
 - iv. El Distrito no asume ninguna responsabilidad por la información de contacto por teléfono u otra que el cliente no haya mantenido actualizada.
6. Notificación de cierre: El Distrito intentará notificar al cliente por teléfono o correo de EE. UU. cuya cuenta continúa morosa dentro de los 70 días posteriores a la fecha de la factura original. A las cuentas vencidas que se retrasen 70 días o más se les emitirá una notificación de demora final y estarán sujetas a una imposición de la tarifa de notificación de demora final de conformidad con el programa de tasas/tarifas actual adjunto a la presente como Anexo A.
 - iv. Se informará al cliente sobre la cantidad vencida, la fecha de desconexión del servicio (cierre), las instrucciones sobre cómo comunicarse con el Distrito por teléfono (al (707) 279-8568) para hacer acuerdos de pago o para apelar la factura, y la disponibilidad de la Política del Distrito sobre la interrupción del servicio residencial por falta de pago por escrito.
 - v. Esta notificación final se enviará por correo al menos siete (7) días hábiles antes de la desconexión del servicio de agua. Si la dirección postal del cliente en el archivo del Distrito y la dirección de la propiedad a la que se presta el servicio de agua son diferentes, la notificación final se enviará por correo a la dirección del cliente de la cuenta y a la dirección del servicio, dirigida al "Ocupante". (Código de Salud y Seguridad § 116908(a)(1)(C))
 - vi. Si el Distrito no puede ponerse en contacto con el cliente o un adulto que ocupa la residencia por teléfono, y la notificación por escrito se devuelve por correo como no entregable, el Distrito publicará la notificación final al menos siete (7) días hábiles antes de la desconexión del servicio de agua en un lugar visible en la dirección del servicio sujeto a la interrupción del servicio de agua.

G.

INTERRUPCIÓN DEL SERVICIO Y GARANTÍA DE SALDOS NO PAGADOS

9. El Distrito debe recibir todos los pagos morosos del servicio de agua antes de las 4:30 p. m. del día especificado en la notificación final. Cualquier cuenta de cliente que permanezca impaga y sin un acuerdo de pago alternativo después de la fecha de vencimiento de la notificación final estará sujeta a la interrupción del servicio de agua (cierre).
10. La Oficina Principal del Distrito (2870 Eastlake Dr., Kelseyville, CA 95451) debe recibir todas las solicitudes alternativas de acuerdo de pago o solicitudes de apelación antes de las 4:30 p. m. del día especificado en la notificación de desconexión por escrito (notificación final).
11. El Distrito interrumpirá (cerrará) el servicio de agua apagando y bloqueando el medidor de agua el día provisto en la notificación final. El cliente estará sujeto a la imposición de una "tarifa de reanudación del servicio" de conformidad con el programa actual de tasas/tarifas adjunto a la presente como Anexo A.
12. Los operadores de campo del distrito no pueden hacer acuerdos de pago ni aceptar pagos.
13. No obstante, cualquier otra disposición, el servicio de agua no se cerrará a un residente si se cumplen **TODAS** las siguientes condiciones:
 - iv. Presentación de un recibo y verificación por parte de la Oficina Principal del Distrito de "*Certificado de Necesidad Médica*" proporcionado por el médico que indique que "*la interrupción del servicio residencial pondrá en peligro la vida o representará una amenaza grave para la salud y la seguridad de un residente del local donde se presta servicio residencial*". (Código de Salud y Seguridad § 116910(a)(1))
 - v. Un cliente ha demostrado que es financieramente incapaz de pagar el servicio de agua residencial dentro del ciclo de facturación normal del Distrito. El cliente "*se considerará financieramente incapaz de pagar la vivienda dentro del ciclo de facturación normal si algún miembro del hogar del cliente es beneficiario actual de CalWORKS, CalFresh, Asistencia General, Medi-Cal, Ingreso de Seguridad Suplementaria/Programa de Pago Suplementario del Estado, o Programa Especial de Nutrición Suplementaria de California para Mujeres, Bebés y Niños, o el cliente declara que el ingreso anual de los hogares es inferior al 200 por ciento del nivel federal de pobreza*". (Código de Salud y Seguridad § 116910(a)(2))
 - vi. El cliente está dispuesto a celebrar un acuerdo de amortización, un calendario de pago alternativo o un plan de pago diferido o reducido, de conformidad con las políticas escritas del Distrito. (Código de Salud y Seguridad § 116910(a)(3))
14. De conformidad con el Código de Agua § 31701.7, cualquier saldo no pagado por el servicio de agua puede asegurarse mediante un "Certificado de Gravamen" o colocarse en las listas de impuestos.

15. La tarifa por registrar el Certificado de Gravamen, según lo determine la Junta y se describa en el Programa de Tasas/Tarifas actual adjunto como Anexo A, se agregará al saldo pendiente antes de que cada gravamen se presente ante el Tasador/Registrador del Condado de Lake. La tarifa recupera los costos administrativos del Distrito asociados con el registro del gravamen.
16. El "Certificado de Gravamen" puede presentarse después del 60.º día de la morosidad.

F. 账户拖欠通知

7. 逾期 30 天的通知：逾期 30 天或以上的逾期账户将收到逾期三十（30）天通知，并根据本文附件 A 现行费率/费用表收取逾期 30 天通知费。
 - v. 本区将在首次账单到期日后 30 天内通过电话或美国邮件设法通知有拖欠账户的客户。
 - vi. 如果客户未及时更新电话或其他联系信息，本区不承担任何责任。
8. 逾期 60 天的通知：逾期 60 天或以上的逾期账户将收到逾期六十（60）天通知，并根据本文附件 A 现行费率/费用表收取逾期 60 天通知费。
 - v. 本区将通过电话或美国邮件设法通知在开具账单后 60 天内账户仍有拖欠的客户。
 - vi. 如果客户未及时更新电话或其他联系信息，本区不承担任何责任。
9. 停止服务通知：本区将通过电话或美国邮件设法通知在原始账单逾期 70 天后仍拖欠账款的客户。逾期 70 天或以上的逾期账户将收到最后逾期通知，并根据本文附件 A 现行费率/费用表收取最后逾期通知费。
 - vii. 本区会书面告知客户逾期未付的款额、中断（停止）服务日期、如何致电（707）279-8568 与本区联络以作出付款安排或就账单提出申诉的说明，以及本区是否有关于因未缴费而中断住宅服务的相关政策的书面文本。
 - viii. 在供水服务中断前至少七（7）个工作日通过邮件发送最终通知。如果客户在本区存档的邮寄地址与提供水服务的物业地址不同，则最终通知将邮寄至账户客户地址和服务地址，收件人为“居住者”。（《健康和安法》 § 116908(a)(1)(C)。
 - ix. 如果本区无法通过电话与客户或居住于所述住所的成年人取得联系，而书面通知又因无法投递而通过邮件退回，本区将在供水服务中断前至少七（7）个工作日将最终通知张贴在服务地址的明显位置。

G. 服务中断和未付余额担保

17. 必须在最后通知所指定的日期的下午 4:30 前向本区缴纳所有拖欠的水费。任何客户账户在最终通知到期日之后仍未付款且没有替代付款协议，将被中断（停止）供水服务。
18. 如要提交替代付款协议请求或申诉请求，须在书面中断服务通知（最终通知）指定的日期的下午 4:30 之前向本区总务办（2870 Eastlake Dr., Kelseyville, CA 95451）提交。
19. 本区将在最后通知指定的日期关闭和锁止水表，从而中断（停止）供水服务。本区将根据本文附件 A 现行费率/费用表向客户收取“恢复服务费”。
20. 本区外勤人员无法作出付款安排或接受付款。
21. 即使有任何其他规定，如符合下列所有条件，则不得对居民停止供水服务：
 - vii. 提交一份本区总务办出具的证明，表明本区总务办已收到并核对了由初级保健提供者提供的、载有“停止提供住宅服务将会对所服务住宅的居民的生命构成威胁，或对其健康和安法构成严重威胁”的“医疗需要证明”。（《健康和安法》 § 116910(a)(1)）
 - viii. 客户已被证明在经济上无法在本区的正常计费周期内支付住宅服务费用。“如果客户家庭的任何成员目前是 CalWORKS, CalFreash, General Assistance, Medi-Cal, 补充保障收入/州补充支付计划或加利福尼亚妇女、婴儿和儿童特别补充计划的接受者，或客户声明家庭年收入低于联邦贫困水平的 200%，则客户应被视为在正常计费周期内经济上无力支付住宅服务费用”。（《健康和安法》 § 116910(a)(2)）
 - ix. 客户愿意签订与本区书面政策一致的分期缴费协议、替代性的缴费时间安排或延期或减少缴费的计划。（《健康和安法》 § 116910(a)(3)）
22. 根据《水务法》 § 31701.7，任何未付的水费可通过“留置权证明书”获得担保，或列入税务清单。
23. 由委员会确定并在本文附件 A 现行费率/费用表中说明的记录“留置权证书”的费用，应在留置权提交给 Lake 县评估/记录员之前，添加到未付水费中。该费用用于弥补与留置权记录有关的本区行政费用。
24. “留置权证明书”可在缴费逾期 60 日后提交。

F. ABISO SA DELINKUWENTENG ACCOUNT

10. 30-Araw na Abiso: Ang mga nakalipas nang nakatak dang account na 30 araw o higit pa nang naantala ay bibigyan ng Tatlungpung (30) Araw na abiso sa pagkahuli at sasallalim sa Imposisyon ng 30 Araw na Abiso sa Nahuling Bayad alinsunod sa mga kasalukuyang Rate / Bayad na Iskedyul na nakalalip dito bilang Kalakip A.
 - vii. Magtatangka ang Distritong abisuhan ang kostumer sa pamamagitan ng telepono o U.S. mail na may delinkuwenteng account sa loob ng 30 araw makalipas ang unang petsa ng pagkatakda ng singil.

- viii. Walang inaakong responsibilidad ang Distrito para sa telepono o ibang impormasyon sa pakikipag-ugnayan na hindi napanatiling up-to-date ng kostumer.
11. 60-Araw na Abiso: Ang mga nakalipas nang nakatakdang account na 60 araw o higit pa nang naantala ay bibigyan ng Animnapung (60) Araw na abiso sa pagkahuli at sasailalim sa imposisyon ng 60 Araw na Abiso sa Nahuling Bayad alinsunod sa mga kasalukuyang Rate / Bayad na Iskedyul na nakalakip dito bilang Kalakip A.
 - vii. Magtatangka ang Distritong abisuhan ang kostumer sa pamamagitan ng telepono o U.S. mail na ang account ay nananatiling nakalipas ang pagkakatakdang sa loob ng 60 araw makalipas ang pagbigay ng singil.
 - viii. Walang inaakong responsibilidad ang Distrito para sa telepono o ibang impormasyon sa pakikipag-ugnayan na hindi napanatiling up-to-date ng kostumer.
 12. Abiso sa Shut-Off: Magtatangka ang Distritong abisuhan ang kostumer sa pamamagitan ng telepono o U.S. mail na ang account ay nananatiling delinkuwenteng ng 70 araw na nakalipas ang petsang nakatakdang ng orihinal na singil. Ang mga nakalipas nang nakatakdang account na 70 araw o higit pa nang naantala ay bibigyan ng Panghuling Abiso sa Pagkahuli at sasailalim sa Imposisyon ng Panghuling Abiso sa Nahuling Bayad alinsunod sa mga kasalukuyang Rate / Bayad na Iskedyul na nakalakip dito bilang Kalakip A.
 - x. Aabisuhan ang kostumer ng halagang lagpas na ang petsa ng pagmanayad, ang petsa ng pagputol (shut-off) ng serbisyo, mga tagubilin kung paano kontakin ang Distrito sa telepono (sa (707)279-8568) para makipag-ayos sa pagbabayad o lapela ang singil, at ang pagkakaroon ng Patakaran ng Distrito sa Pagputol sa Serbisyong Residensiyal para sa Hindi Pagbabayad nang nakasulat.
 - xi. Ang Panghuling Abiso ay ibibigay sa pamamagitan ng mail ng hindi bababa sa pitong (7) araw ng negosyo bago ang pagputol ng serbisyong tubig. Kung ang address sa koreo ng kostumer na nasa file sa Distrito at ang pag-aari kung saan ang serbisyong tubig ay nilaan ay magkaliba, ang Panghuling Abiso ay ipapadala sa koreo sa address ng kostumer at sa address ng serbisyo, naka-address sa "Occupant". (Pangkalusugan at Pangkaligtasang Code § 116908(a)(1)(C).
 - xii. Kung hindi makontak ng Distrito ang kostumer o adult na nasa tirahan sa pamamagitan ng telepono, at ang nakasulat na abiso ay isinauli sa pamamagitan ng koreo bilang hindi malhatid, ipapaskil ng Distrito ang Panghuling Abiso ng hindi bababa sa pitong (7) araw ng negosyo bago ang pagputol ng serbisyong tubig sa mapapansing lugar sa address ng serbisyo sasailalim sa pagputol ng serbisyong tubig,

G. PAGKAABALA SA SERBISYO AT PAGSEGURO SA MGA HINDI BAYAD NA BALANSE

25. Lahat ng mga delinkuwenteng bayad sa serbisyong tubig ay dapat matanggap ng Distrito sa pagsapit ng 4:30pm sa araw na nakatukoy sa Panghuling Abiso. Ang anumang account ng kostumer na nananatiling hindi bayad at walang kasunduan sa alternatibong pagbabayad na lagpas sa petsang nakatakdang sa panghuling abiso ay sasailalim sa pagputol (shut-off) ng serbisyong tubig.
26. Lahat ng kahilingan sa kasunduan sa alternatibong pagbabayad o kahilingan para sa pag-apela ay dapat matanggap ng Punong Tanggapan ng Distrito (2870 Eastlake Dr., Kelseyville, CA 95451) ng 4:30pm sa araw na nakatukoy sa nakasulat na abiso (Panghuling Abiso).
27. Puputulin (shut-off) ng distrito ang serbisyong tubig sa pamamagitan ng pagpatay sa at pagkandado sa metro ng tubig sa araw na nilaan sa Panghuling Abiso. Sasailalim ang kostumer sa pagpapatupad ng "Pagpapatuloy ng Bayad sa Serbisyo" alinsunod sa mga kasalukuyang Iskedyul ng Rate / Bayarin na nakalakip dito bilang Kalakip A.
28. Ang Mga Operator sa Field ng Distrito ay hindi makakagawa ng pag-aayos sa pagbabayad o makakatanggap ng mga bayad.
29. Anuman ang ibang probisyon, ang serbisyong tubig ay hindi isa-shut-off sa naninirahan kung **LAHAT** ng mga sumusunod na kundisyon ay natugunan:
 - x. Pagsumite ng resibo at pagpapatotoo ng Punong Tanggapan ng Distrito ng "*Sertipikasyon ng Medikal na Pangangailangan*" na nilaan ng Tagapaglaan ng Pangunahing Pangangalaga na nagsasaad na "*ang pagputol ng serbisyo sa tahanan ay banta sa buhay kay, o magpipinto ng malalang banta sa kalusugan at kaligtasan ng, residente sa lugar kung saan nilalaan ang serbisyo sa tahanan*". (Pangkalusugan at Pangkaligtasang Code § 116910(a)(1)
 - xi. Ipinakita ng kostumer na hindi nila kayang pinansiyal na bayaran ang serbisyo sa tirahan sa loob ng karaniwang siklo ng pagsingil ng Distrito. Ang kostumer "*ay ituturing na walang pinansiyal na kakayahang bayaran ang sirahan sa loob ng karaniwang siklo ng pagsingil kung sinumang miyembro ng sambahayan ng kostumer ay kasalukuyang tumatanggap ng CalWORKS, CalFresh, General Assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, o California Special Supplemental Nutrition Program for Women, Infants, and Children, o dineklara ng kostumer na ang taunang kita ng sambahayan ay mas mababa sa 200 porsiyento ng pederal na lebel ng kahirapan*". (Pangkalusugan at Pangkaligtasang Code § 116910(a)(2)

- xii. Ang kostumer ay handang pumasok sa isang kasunduan sa pag-aamortisasyon, alternatibong iskedyul ng pagbabayad, o isang plano para sa ipinagpaliban o nabawasang pagbabayad, na naaayon sa mga nakasulat na patakaran ng Distrito. (Pangkalusugan at Pangkaligtasang Code § 116910(a)(3))
- 30. Alinsunod na Water Code § 31701.7, ang anumang hindi bayad na balanse sa serbisyong tubig ay maaaring iseguro ng "Certificate of Lien" o ilagay sa mga rolyo ng buwis.
- 31. Ang bayad sa pagtatala ng Certificate of Lien, ayon sa nadetermina ng Lupon at isinalarawan sa kasalukuyang Iskedyul ng Mga Rate / Bayarin na nakalalipit dito bilang Kalakip A ay idaragdag sa hindi bayad na balanse bago ang bawat lien ay isinampa sa County of Lake Assessor/Recorder. Binabawal ng bayad ang mga gastos na administratibo ng Distrito na kaugnay sa pagtatala ng lien.
- 32. Maaaring isampa ang "Certificate of Lien" makalipas ang ika-60 araw ng pagiging delinkuwentente.

F. THÔNG BÁO TÀI KHOẢN QUÁ HẠN THANH TOÁN

- 13. Thông báo 30 ngày: Những tài khoản đã quá hạn thanh toán từ 30 ngày trở lên sẽ nhận được thông báo Trễ hạn thanh toán ba mươi (30) ngày và sẽ bị tính Phí Thông báo Trễ hạn Thanh toán 30 ngày chiếu theo Biểu Giá / Phí hiện hành được đính kèm có tên là Tài liệu đính kèm A theo thông báo này.
 - ix. Thủy cục sẽ cố gắng thông báo qua điện thoại hoặc qua đường bưu điện Hoa Kỳ đến khách hàng có tài khoản quá hạn thanh toán trong vòng 30 ngày sau ngày đến hạn thanh toán trên hóa đơn ban đầu.
 - x. Thủy cục không chịu trách nhiệm nếu thông tin về số điện thoại hoặc thông tin liên lạc khác đã không được khách hàng cập nhật.
- 14. Thông báo 60 ngày: Những tài khoản đã quá hạn thanh toán từ 60 ngày trở lên sẽ nhận được thông báo Trễ hạn thanh toán sáu mươi (60) ngày và sẽ bị tính Phí Thông báo Trễ hạn Thanh toán 60 ngày chiếu theo Biểu Giá / Phí hiện hành được đính kèm có tên là Tài liệu đính kèm A theo thông báo này.
 - ix. Thủy cục sẽ cố gắng thông báo qua điện thoại hoặc qua đường bưu điện Hoa Kỳ đến khách hàng rằng tài khoản đã quá hạn thanh toán trong vòng 60 ngày sau ngày xuất hóa đơn.
 - x. Thủy cục không chịu trách nhiệm nếu thông tin về số điện thoại hoặc thông tin liên lạc khác đã không được khách hàng cập nhật.
- 15. Thông báo Cắt dịch vụ: Thủy cục sẽ cố gắng thông báo qua điện thoại hoặc qua đường bưu điện Hoa Kỳ đến khách hàng rằng tài khoản đã quá hạn thanh toán 70 ngày sau ngày đến hạn thanh toán trong hóa đơn ban đầu. Những tài khoản đã quá hạn thanh toán từ 70 ngày trở lên sẽ nhận được Thông báo Trễ hạn Thanh toán Lần cuối và sẽ bị tính Phí Thông báo Trễ hạn Thanh toán Lần cuối chiếu theo Biểu Giá / Phí hiện hành được đính kèm có tên là Tài liệu đính kèm A theo thông báo này.
 - xiii. Khách hàng sẽ được thông báo về khoản tiền đã trễ hạn, ngày ngừng dịch vụ (cắt dịch vụ), hướng dẫn cách liên lạc Thủy cục qua điện thoại (theo số (707)279-8568) để sắp xếp thanh toán hoặc kháng nghị về hóa đơn, và văn bản Chính sách của Thủy cục về việc Ngừng Dịch vụ Cấp nước Sinh hoạt vì Không thanh toán Hóa đơn.
 - xiv. Thông báo Cuối cùng này sẽ được gửi qua đường bưu điện ít nhất là bảy (7) ngày làm việc trước ngày ngừng dịch vụ cấp nước. Nếu địa chỉ gửi thư của khách hàng lưu trong hồ sơ của Thủy cục khác với địa chỉ của nơi nhận dịch vụ cấp nước, Thông báo Cuối cùng cũng sẽ được gửi đến địa chỉ của khách hàng chủ tài khoản và nơi nhận dịch vụ cấp nước, với người nhận là "Người cư trú tại địa chỉ". (Bộ luật Sức khỏe và An toàn § 116908(a)(1)(C)).
 - xv. Nếu Thủy cục không thể liên lạc với khách hàng hoặc người trưởng thành đang sinh sống tại địa chỉ qua điện thoại, và văn bản thông báo bị gửi trở lại qua dịch vụ chuyển hoàn thư không phát được của bưu điện, Thủy cục sẽ gửi Thông báo Cuối cùng ở nơi dễ thấy ít nhất là bảy (7) ngày làm việc trước ngày ngừng dịch vụ cấp nước tại địa chỉ nhận dịch vụ sắp bị ngừng dịch vụ cấp nước.

G. GIẤN ĐOẠN DỊCH VỤ VÀ GIẢI QUYẾT KHOẢN NỢ CHƯA TRẢ

- 33. Thủy cục phải nhận được tất cả các khoản thanh toán dịch vụ cấp nước quá hạn thanh toán trước 4:30 pm của ngày được nêu trong Thông báo Cuối cùng. Bất cứ tài khoản khách hàng nào còn nợ chưa trả và không có thỏa thuận thanh toán thay thế sau ngày đến hạn thanh toán trong thông báo cuối cùng sẽ bị ngừng dịch vụ cấp nước (cắt dịch vụ).
- 34. Tất cả các yêu cầu thỏa thuận thanh toán thay thế hoặc đơn kháng nghị phải được gửi đến Văn phòng Chính của Thủy cục (2870 Eastlake Dr., Kelseyville, CA 95451) trước 4:30pm của ngày được nêu trong văn bản thông báo ngừng dịch vụ (Thông báo Cuối cùng).
- 35. Thủy cục sẽ ngừng dịch vụ cấp nước (cắt dịch vụ) bằng cách tắt và khóa đồng hồ nước vào ngày nêu trong Thông báo Cuối cùng. Khách hàng sẽ chịu "Phí Khôi phục Dịch vụ" chiếu theo Biểu Giá / Phí hiện hành được đính kèm trong Tài liệu đính kèm A.
- 36. Nhân viên Thực địa của Thủy cục không thể sắp xếp thanh toán hoặc nhận tiền thanh toán.

37. Mặc dù có điều khoản khác, thủy cục sẽ không cắt dịch vụ cấp nước cho một cư dân nếu **tất cả** các điều kiện sau đây được đáp ứng:
- xiii. Văn phòng Chính của Thủy cục tiếp nhận và xác minh được "Chứng nhận Sự cần thiết về Y tế" do một Nhà cung cấp Dịch vụ Chăm sóc Ban đầu cấp trong đó nêu rằng "việc ngừng dịch vụ cấp nước sinh hoạt sẽ đe dọa đến tính mạng, hoặc gây ra mối đe dọa nghiêm trọng đến sức khỏe và sự an toàn, của cư dân tại tòa nhà nơi dịch vụ cấp nước sinh hoạt được cung cấp". (Bộ luật Sức khỏe và An toàn § 116910(a)(1))
 - xiv. Khách hàng bày tỏ rằng họ không đủ khả năng tài chính để chi trả dịch vụ cấp nước sinh hoạt trong thời hạn chu kỳ thanh toán hóa đơn bình thường của Thủy cục. Khách hàng "sẽ được xem là không đủ khả năng tài chính để chi trả cho dịch vụ cấp nước sinh hoạt trong thời hạn chu kỳ thanh toán hóa đơn bình thường nếu bất cứ thành viên nào trong hộ gia đình của khách hàng hiện đang nhận trợ cấp từ CalWORKS, CalFresh, phụ cấp tổng quát, Medi-Cal, Chương trình Trợ cấp An sinh/ Trợ cấp Thanh toán Tiểu bang, hoặc Chương trình Bổ sung Dinh dưỡng Đặc biệt cho Phụ nữ, Trẻ sơ sinh và Trẻ em của California, hoặc khách hàng tuyên bố rằng thu nhập hàng năm của hộ gia đình thấp hơn 200 phần trăm mức tiêu chuẩn nghèo khổ của liên bang". (Bộ luật Sức khỏe và An toàn § 116910(a)(2))
 - xv. Khách hàng sẵn lòng ký kết thỏa thuận khấu trừ dần, lịch thanh toán thay thế, hoặc một kế hoạch thanh toán trả chậm hoặc giảm giá, phù hợp với văn bản chính sách của Thủy cục. (Bộ luật Sức khỏe và An toàn § 116910(a)(3))
38. Chiếu theo Bộ luật Tài nguyên Nước § 31701.7, có thể thanh toán nợ chưa trả của dịch vụ cấp nước bằng một "Chứng nhận Quyền thu nợ" hoặc đưa phần nợ vào sổ thuế.
39. Lệ phí lưu hồ sơ Chứng nhận Quyền thu nợ, theo ấn định của Hội đồng và được nêu trong Biểu Giá / Phí hiện hành được đính kèm trong Tài liệu đính kèm A sẽ được thêm vào phần nợ chưa trả trước mỗi khi nộp chứng nhận quyền thu nợ đến Thẩm định viên/ Văn thư của County of Lake. Lệ phí trang trải cho các chi phí hành chính của Thủy cục đi kèm với việc lưu hồ sơ về quyền thu nợ.
40. "Chứng nhận Quyền thu nợ" có thể được nộp sau ngày thứ 60 quá hạn thanh toán.

F. 연체 계정 통지

16. 30일 연체 통지서: 30일 이상 지난 연체 계정에는 30일 연체 통지서가 발행되며 첨부 A의 현재 요금/수수료 기준에 따라 30일 연체 통지 수수료가 부과됩니다.
- xi. 사업소는 최초 청구서 만기일 후 30일 이내 체납 계좌가 있는 고객에게 전화 또는 미국 우편으로 통지합니다.
 - xii. 사업소는 고객이 최신 상태로 유지하지 않은 전화 또는 기타 연락처 정보에 대해 책임을 지지 않습니다.
17. 60일 연체 통지서: 60일 이상 지난 연체 계정에는 60일 연체 통지서가 발행되며 첨부 A의 현재 요금/수수료 기준에 따라 60일 연체 통지 수수료가 부과됩니다.
- xi. 사업소는 청구서 발행 후 60일 이내 체납 계좌가 있다는 것을 고객에게 전화 또는 미국 우편으로 통지합니다.
 - xii. 사업소는 고객이 최신 상태로 유지하지 않은 전화 또는 기타 연락처 정보에 대해 책임을 지지 않습니다.
18. 단수 통지서: 사업소는 원래 청구서의 만기일 후 70일이 지난 계정의 고객에게 전화 또는 미국 우편으로 통지합니다. 70일 이상 지난 연체 계정에는 최종 연체 통지서가 발행되며 첨부 A의 현재 요금/수수료 기준에 따라 최종 연체 통지 수수료가 부과됩니다.
- xvi. 고객에게 체납 금액, 서비스 중단(차단) 날짜, 사업소에 전화로 ((707)279-8568) 연락하여 납부 조정을 하거나 청구에 이의를 신청하는 방법에 대한 설명 및 체납 주택용 서비스의 중단에 관한 사업소 정책의 서면 이용에 대한 정보를 제공합니다.
 - xvii. 이 최종 통지서는 수도 서비스 중단보다 최소 7일 전에 우편으로 제공됩니다. 사업소에 등록된 고객의 우편 주소와 수도 서비스가 제공되는 주소가 다른 경우, 계정 고객의 주소와 서비스 주소의 "Occupant(거주자)" 앞으로 최종 통지서가 발송됩니다. (보건 및 안전법 § 116908(a)(1)(C)).
 - xviii. 사업소가 전화를 통해 고객 또는 해당 장소에 거주하는 성인과 연락할 수 없고 서면 통지서도 우편 배달 불가로 반송되는 경우, 사업소는 수도 서비스 중단보다 최소 7일 무일 전에 단수 대상이 되는 서비스 주소의 눈에 띄는 장소에 최종 통지서를 게시해야 합니다.

G. 서비스 중단 및 미납 잔액의 확보

41. 모든 수도 서비스 체납액 납부는 최종 통지서에 명시된 날 오후 4시 30분까지 사업소에서 수납이 되어야 합니다. 최종 통지서의 납부 기한이 지난 후 대체 납부 계약이 없는 고객 계정은 수도 서비스 중단(차단)이 적용됩니다.
42. 모든 대체 납부 계약 요청 또는 이의 제기 요청은 서면 단수 통지서(최종 통지서)에 명시된 날 오후 4시 30분 이전에 사업소 본사 (2870 Eastlake Dr., Kelseyville, CA 95451)에 접수해야 합니다.
43. 사업소는 최종 통지서에 제공된 날짜에 계량기를 끄고 잠가서 수도 서비스를 중단(차단)합니다. 고객에게는 첨부 A의 현재 요금/수수료 기준에 따라 "서비스 재개 수수료"가 부과됩니다.

44. 사업소 현장 직원은 납부 조정을 하거나 수납을 할 수 없습니다.
45. 다른 어떤 조항에도 불구하고, 다음 조건이 모두 충족되는 경우 주택용 수도 서비스를 중단하지 않습니다.
- xvi. "주택용 서비스 중단은 주택용 서비스가 제공되는 곳의 거주자의 생명을 위협하거나 건강과 안전에 심각한 위협이 될 것"이라는 내용으로 1차 진료 제공자가 제공한"의학적 필요성 증명서"를 사업소 본사가 접수하고 확인합니다. (보건 및 안전법 § 116910(a)(1).
 - xvii. 고격이 사업소의 정상적인 납부 주기 내에 주택용 서비스 비용을 지불할 경제적 능력이 없음을 입증합니다. "고격의 가구 구성원 중 누구라도 CalWORKs, CalFresh, 일반 지원, Medi-Cal, 상황 보조금/주 보조 납부 프로그램, 여성, 유아 및 어린이를 위한 캘리포니아 특별 보충 영양 프로그램의 지원을 현재 받고 있는 경우, 또는 고격이 가구의 연간 소득이 연방 빈곤 수준의 200% 미만이라고 신고하는 경우, 정상 납부 주기 내에 주택용 서비스 비용을 재정상 지불할 수 없는 것으로 간주됩니다." (보건 및 안전법 § 116910(a)(2).
 - xviii. 고격이 사업소의 서면 정책에 따라 분할 납부 계약, 대차 납부 일정 또는 유예 또는 면제된 납부 계획을 체결하고자 합니다. (보건 및 안전법 § 116910(a)(3).
46. 수도법 § 31701.7에 따라, 수도 서비스에 대한 미납 잔액은 "유치권 증서"로 확보하거나 납세 대장을 올릴 수 있습니다.
47. 이사회가 결정하여 첨부 A로 첨부된 현재 요금/수수료 기준에 기재한 것과 같이, 각 유치권을 레이크카운티 평가자/기록자와 설정하기 전에 유치권 증서 기록 수수료가 미납 잔액에 추가됩니다. 이 수수료로 유치권의 기록과 관련된 사업소의 행정 비용을 회수합니다.
48. "유치권 증서"는 60일 연체 이후에 설정할 수 있습니다.

H. COLLECTION WITH GENERAL TAXES

1. Any fees and penalties delinquent for 180 days shall be placed on the Lake County Treasurer-Tax Collector rolls pursuant to Section 31701.5 of the California Water Code.
2. The Secretary is responsible for reporting delinquent accounts to the Lake County Treasurer-Tax Collector in such form and manner as the Lake County Treasurer-Tax Collector shall prescribe.
3. The Secretary shall make a report of all delinquent accounts reported to the District's Board of Directors at the Board's next regularly scheduled meeting.
4. Once a delinquent account has been submitted to the Lake County Treasurer-Tax Collector for the property tax roll, payments to the delinquent account MUST be made at the Lake County Treasurer-Tax Collector's Office.

I. RETURNED CHECK CHARGES

1. If any check, draft or other negotiable instrument that is returned to the District for any reason, a fee to cover the District's administrative costs shall be imposed, as determined by the Board and described in the current Rates / Fees Schedule attached hereto as Attachment A.
2. In the event a customer's check, draft, or other negotiable instrument payment is not processed by the bank due to insufficient funds three (3) times within a twelve (12) month

timeframe, a letter will be mailed to the customer notifying them that only cash or cashier's check will be accepted as payment for a period of twelve (12) months from the most recent returned payment.

3. Any account owner (customer) issuing a non-negotiable payment to restore residential water service discontinued for non-payment shall be required to pay cash or cashier's check to restore any future water service discontinuations for a period of twelve (12) months from the date of the returned payment.
4. Any non-compliance with the aforementioned payment provisions would result in a delinquency status of the customer's account.

J. FEES FOR MAILINGS AND NOTIFICATION

1. In addition to any other fees authorized by this or any other ordinance, a fee shall be added to a customer's account for each occasion that the District sends a notice via certified or registered mail. The fee as determined by the Board is described in the current Rates / Fees Schedule attached hereto as Attachment A.
2. In addition to any other fees authorized by this or any other ordinance, a fee shall be added to a customer's unpaid balance for each occasion that the District sends a notice of delinquency, notice of pending shut-off or any other required notice via Federal Express, UPS, DHL, or any other express delivery or mail service. The fee as determined by the Board is described in the current Rates / Fees Schedule attached hereto as Attachment A.

K. WAIVING OF FEES OR CHARGES PROHIBITED

1. Except as otherwise stated in the District's policies, no individual member of the Board of Directors, the Board's Secretary, the District's General Manager, the District's Office Manager, the District's Auditor, or any District employee may waive any fee or charge.
2. Any account holder requesting a waiver of any fee or charge shall be informed that they must follow the District's appeal process.

L. RESUMPTION OF SERVICE FOR DELINQUENT ACCOUNT

1. When water service has been discontinued due to account delinquency, a fee shall be charged. The fee is to recover the District's administrative and operational costs as

determined by the Board and described in the current Rates / Fees Schedule attached hereto as Attachment A.

2. Water service shall not be provided to any parcel that is delinquent in paying the fees referenced in this section until such delinquency has been fully satisfied.
3. The fee shall be included on the customer's next bill.

M. LATE CROSS-CONNECTION INSPECTION CERTIFICATE FEES

1. Should the annual cross-connection inspection certificate not be filed with the District by annual deadline a fee will be charged as determined by the Board and described in the current Rates / Fees Schedule attached hereto as Attachment A.
2. The fee recovers the District's costs associated with performing duties associated with late cross-connection certification.
3. The fee shall be included on the customer's next bill.
4. If the fee is not paid when billed, the account shall be considered delinquent and subject to the charges described in the current Rates / Fees Schedule attached hereto as Attachment A.

N. TURN OFF AT CUSTOMER REQUEST

1. Customers may request that the District temporarily discontinue water service for repairs, temporary vacancy, or other reason.
2. Accounts that are temporarily turned off at the customer's request remain responsible for payment of the monthly rates and fees.

O. CALL OUT FEE

1. A fee to recover the District's costs for non-District responsibilities shall be charged pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.
2. A fee to recover the District's costs for calling the on-call operator out after normal operating hours shall be charged pursuant to the current Rates / Fees Schedule attached hereto as Attachment A.

SECTION 8: APPEALS DISPUTING CHARGES & FEES

1. To prevent misunderstandings and to ensure account holders are afforded due process, the District's employees and directors shall not accept verbal appeals of disputed water bills or charges.
2. An account holder desiring to dispute a water bill, carrying charge, other charge or fee shall be furnished with a copy of this appeal process or referred to the District's website where the provisions of this section may be found.
3. The appeal must be in writing and include the facts and reasons for appeal. The appeal may be made by US mail, e-mail or facsimile.
4. The account holder must pay all charges not being disputed.
5. The appeal must either be postmarked or be received by the District's Secretary during posted business hours by the end of the fifteenth business day following the date of the bill being disputed.
6. A disputed water bill, carrying charge or other fee must be appealed by the account holder in writing to the District within fifteen (15) business days of the date of the bill being disputed.
7. The appeal will be placed on the agenda of the next regularly scheduled meeting of the Board of Directors for consideration. The appeal, the account's billing, payment and meter history shall be included with the appeal for the Board's review.
8. The account holder may appear at the Board meeting and present information to the Board for its consideration. The Board reserves the right to place reasonable time limits on the presentation. The account holder, in lieu of appearing, may submit in writing facts, circumstances or reasons supporting the appeal to the Board for their consideration.
9. The Board will consider the appeal. The Board's decision shall be recorded in the minutes of the meeting during which the Board made its decision.
10. The Board's Secretary shall inform the account holder of the Board's decision by letter via first class mail mailed to address of record for the account.
11. If the Board approves the appeal, the appealed charges to be waived will be credit immediately to the customer's account.

12. The Board of Directors will work diligently to research all aspects of the appeal and in doing so will make fair and equitable decisions and all decision made by the Board of Directors will be final.

SECTION 9: CONFLICT WITH OTHER ORDINANCES & RESOLUTIONS

A. CONFLICT WITH OTHER ORDINANCES AND RESOLUTIONS

All ordinances or parts of ordinances or resolutions or parts of resolutions in conflict herewith are hereby repealed to the extent of such conflict and no further.

B. SEVERABILITY

If any part of this ordinance is found to be unlawful by a court of competent jurisdiction, only that portion found to be unlawful is null and void. All other sections, subsections and provisions of the ordinance shall remain in full force and effect.

C. EFFECTIVE DATE

This ordinance shall be effective immediately upon adoption by the Board of Directors.

D. POSTING

The Secretary shall post this ordinance in three (3) public places within ten (10) days of adoption.

CERTIFICATION

The foregoing ordinance was introduced before the Board of Directors of the Buckingham Park Water District at a public meeting on 6/1/2020 and adopted by the following vote on 6/12/2020 at a special public meeting of the Board of Directors by the following vote:

AYES: _
NOES: _
ABSTENTIONS: _
ABSENCES:



Mark D. Boyle, Board President

Ahimsah O. Wonderwheel, Interim Secretary to the Board

DATE

6/13/2020

DATE

BUCKINGHAM PARK WATER DISTRICT
COUNTY OF LAKE, STATE OF CALIFORNIA

ORDINANCE NUMBER 06-20-02

Water Rates, Other Fees, Charges and Regulations Pertaining Thereto

ATTACHMENT: A
RATES / FEES SCHEDULE AS ORDAINED BY THE BOARD OF DIRECTORS ON:
6/28/2021 & revised annually to reflect the April Consumer Price Index

MONTHLY RATES & FEES

BASE RATE	74.48
WATER CONSUMPTION RATES:	
TIER 1 (1 CF – 1,145 CF) per 100 cf	3.22
TIER 2 (1,146 CF – 1560 CF) per 100 cf	6.20
TIER 3 (1,560 CF+)	8.64
RESERVE FEES:	
CAPITAL IMPROVEMENT PLAN (CIP) RESERVE FEE	23.00
EMERGENCY RESERVE FEE (WHEN EMERGANCE ACCOUNT FALLS BELOW SPEFIED AMOUNT)	7.00

MISCELLANEOUS FEES

APPLICATION PROCESSING FEE	150.00
CALL-OUT FEE	25.00
AFTER HOURS CALL-OUT FEE	100.00
CARRYING CHARGE FEE	15.00
CAPACITY EXPANSION FEE	9,000
CERTIFIED MAIL FEE	35.00
CROSS CONNECTION CONTROL INSPECTION LATE FEE	150.00
EXPRESS DELIVERY MAIL FEE	55.00

LEIN FILING FEE	200.00
RESUMPTION OF SERVICE FEE	125.00
RESUMPTION OF SERVICE FEE <i>*(For Low Income Households during normal working hours of 8 am – 4:30pm)</i>	50.00
RETURNED CHECK FEE	35.00
METER FEE:	
5/8" METER (GPM=30)	700.00
1" METER (GPM=55)	1,300.00
2" METER	4,400.00
STANDBY ASSESSMENTS:	
ONE ACRE PARCEL OR LESS	30.00
ADDITIONAL ACRE OR PORTION THEREOF	10.00
<i>Note: Basic Penalty for non-payment of Standby Assessments is 6%; then 0.5% per month thereafter.</i>	
30-DAY SHUT OFF NOTICE FEE	3.00
60-DAY SHUT OFF NOTICE FEE	3.00
FINAL SHUT OFF NOTICE FEE	35.00

Note: The aforementioned rates and fees are subject to annual cost of living adjustments as indicated by the change in consumer price index for the previous 12-month period for which such data is available, plus any additional costs incurred by the District. The consumer price index to be used shall be the U.S. Cities Average as indicated on the annual April consumer price index for Pacific Cities and the U.S. Cities average.

*A community water system shall deem a residential customer to have a household income below 200 % of the federal poverty line if any member of the house hold is a current recipient of calWORKS, CalFreash, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, Or the California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 % of the federal poverty level.