

Schedule No. SJ-1-S  
San Juan Oaks District  
Sewer Service

(N)  
(N)

**APPLICABILITY**

Applicable to all wastewater services.

(N)

**TERRITORY**

San Juan Oaks and vicinity, located in San Benito County.

**RATES**

Service Charges:	Per Meter <u>Per Month</u>
For 5/8 x 3/4-inch meter	\$ 42.94
For 3/4-inch meter	\$ 64.41
For 1-inch meter	\$ 107.35
For 1-1/2 inch meter	\$ 214.70
For 2-inch meter	\$ 343.52
For 3-inch meter	\$ 644.10
For 4-inch meter	\$ 1,073.50
For 6-inch meter	\$ 2,147.00
For 8-inch meter	\$ 3,435.20
For 10-inch meter	\$ 4,938.10

**SPECIAL CONDITIONS**

- All bills are subject to the reimbursement fee set forth on Schedule No. UF (CPUC reimbursement fee).

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 1-SDecision No. 24-12-009

Issued By  
**R. J. Sprowls**  
**President**

(To be inserted by P.U.C.)

Date Filed January 23, 2025Effective March 1, 2025

Resolution No. \_\_\_\_\_

Sewer Rule No. 1  
Definitions

Page 1

(N)

(N)

Applicant: The person, association, corporation or governmental agency applying for sewer service.

(N)

Business Day: Monday through Friday, excluding federal or state holidays.

Commercial Service: Sewer service to commercial, business and institutional premises including, but not limited to, offices, stores, markets, hotels, motels, dormitories, automobile trailer parks or courts, service stations, schools, churches, hospitals, convalescent homes, and other similar types of facilities.

Customer: Any person, association, corporation or governmental agency supplied or entitled to be supplied with sewer service by the utility for compensation. However, account information can only be discussed with the Customer of Record or their authorized representative. Unless the property receives both water and sewer service from the Utility, only the property owner may open an account for service and be the customer of record.

Customer's Lateral: That portion of the service line extending from the building to a point of connection with the utility's lateral.

Customer of Record: The person, association, corporation or governmental agency who is obligated to pay the bill.

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the Customer of Record.

Disabled Customer: Any residential customer whose certified health or physical condition may qualify her or him for special consideration. Proof of disability must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code.

Electronic Transfer: Paperless exchange of data and /or funds, usually involving computer and telecommunications technology.

Flat Rate Service: Service for which the charges are based upon the types and number of units served.

Industrial Service: Sewer service to any premises used for manufacturing, processing or other industrial purposes which discharge waste, sanitary waste and sewage by reason of the manufacturing processing or other industrial purpose involved, or discharges chemicals or putrescent.

(N)

(Continued)

(To be inserted by utility)

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Resolution No.

Sewer Rule No. 1Definitions

Page 2

(N)

(N)

Main: A sewer line owned, operated and maintained by the utility to transport sewage, but does not include service line.

(N)

Main Extension: The extension of sewer mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

Metered Service: Service for which the charges are computed on the basis of measured quantities of sewage discharged from the premises or estimated from measured quantities of fresh water delivered to the premises.

Multiple Family Dwelling Service: Sewer service to any premise designed, improved or used as a residence for two or more families living independently of each other in two or more structurally joined dwelling units with separate entrances; this term shall include apartment houses and duplexes, but it shall not include hotels, motels, dormitories, or similar structures.

Nonresidential Sewage: The liquid wastes from industrial or manufacturing processes, trades, businesses or other sources, as distinct from residential sewage. Nonresidential sewage may contain wastes that are not typical of residential sewage, for example, fats, oils, grease, biological materials, or chemicals.

Occupant: Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

Older Adult Customer: Any residential customer who is age 62 or over may qualify for special consideration under Sewer Rule No. 11.B.1.j (Third-Party Representation).

Person: Any individual, trust, association, corporation, limited liability company, partnership, joint venture, governmental agency, or other entity.

Premises: The integral property or area, including improvements thereon, to which sewer service is, or is to be, provided.

Point of Connection: That point at which a line owned by a customer connects with a line owned by the company.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities Commission" shall be construed to mean the Public Utilities Commission of the State of California.

Reclaimed Water Service: Provision of treated wastewater or other remediated water for commercial, agricultural, industrial or other non-potable use.

(N)

(Continued)

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Sewer Rule No. 1Definitions

(N)

(N)

Residential Service: Sewer service to a residential connections that includes single-family residences, multifamily residences, mobile homes, including, but not limited to, mobile homes in mobile home parks, or farmworker housing.

(N)

Residential Sewage: Water and waste-borne wastes of the nature and concentrations that are ordinarily expected from household use, including water collected from toilets, sinks, showers, bathtubs, dishwashers, and washing machines.

Service Address: Address of the property to which sewer service is provided.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service pipe or ditch owned by the utility.

Service Line: A sewer line which connects the plumbing system of the building to the main.

Service Pipe: The connection between the utility's mains and the service connection, including all the pipe, fittings and valves necessary to make the connection.

Sewer Line: A pipe or conduit for carrying sewage.

Sewer service: The collection, transportation, and treatment of sewage by the utility.

Single Family Residential Service: Sewer service to a premise designed, improved, or used as a residence for one family and a caretaker, senior unit or guest house, and no other purpose.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Temporary Service: Sewer service which is usually supplied for a limited duration to provide sanitation facilities for construction purposes and emergency situations.

Utility: The public utility named herein.

Utility's Lateral: That portion of the service line extending from the main to a point of connection with the customer's lateral; a cleanout may be included near to the point of connection.

Water Shutoff Protection Act: Chapter 6 (commencing with Section 116900 and ending with Section 116926) of Part 12 of Division 104 of the Health and Safety Code.

(N)

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Sewer Rule No. 2  
Description of Service

(N)

(N)

## A. Quantities

(N)

The utility will endeavor to supply sewer and reclaimed water service dependably and safely in adequate quantities to meet the reasonable needs and requirements of customers. The utility will operate its plant and system in accordance with its tariffs and with the regulations of the California Public Utilities Commission, California Division of Drinking Water, State Water Resources Control Board, Regional Water Quality Control Board and the County Health Department.

## B. Pressures

Collection service will ordinarily operate on gravity flow. If a lift is required in the mains, it will be provided by the utility by means of lift stations or force mains. Any lift that may be required in the service line shall be provided by the customer.

## C. Quality

The utility will maintain its mains and its portion of each service line free from obstructions. Each customer is responsible for clearing obstructions in and maintaining the customer's portion of the service line.

## D. See Sewer Rule No. 16 for additional customer and utility responsibilities.

(N)

(To be inserted by utility)

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Resolution No. \_\_\_\_\_

Sewer Rule No. 3  
Application For Service

Page 1

(N)

(N)

## A. Application for Service

(N)

## 1. Content

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

- a. Date and place of application
- b. Location of premises to be served.
- c. Date applicant will be ready for service.
- d. Whether the premises have been heretofore supplied with sewer by the utility.
- e. Purpose for which service is to be used.
- f. Address to which bills are to be mailed or delivered.
- g. Whether applicant is owner or tenant of, or agent for the premises.
- h. Rate schedule desired where optional rates are in effect.
- i. Such other information as the utility may reasonably require.

## 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 upon which the flat rate charge, minimum charge, or readiness to serve charge of the applicable rate schedule is based; neither does it bind the utility to serve, except under reasonable conditions.

## B. 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.

## C. Change in Customer's Equipment or Operations

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

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 3  
Application For Service

Page 2

(N)

(N)

## D. Discharge of Sewage Without Application for Service Having Been Made

(N)

Any person discharging sewage to the service line without having made application to the utility for service, shall be liable for the full amount of the service rendered.

## E. Service to Affordable Housing

Applications for service to a proposed development that includes housing units affordable to lower income households shall not be denied, conditioned, or reduced unless the utility finds in writing that said action is necessary due to the existence of one or more of the following:

1. The applicant for service has failed to agree to reasonable terms and conditions relating to the provision of service generally applicable to development projects, including, but not limited to, the requirements of local, state, or federal laws and regulations.
2. The utility providing sewer service does not have sufficient treatment or collection capacity, as demonstrated by a written engineering analysis and report on the condition of treatment or collection works, to serve the needs of the proposed development.
3. The utility providing sewer service is under an order issued by a regional water quality control board that prohibits new sewer connections.

Unless otherwise stated, definitions of the language herein are governed by Section 65589.7 (d) of the Government Code.

## F. Service to a Tenant

No tenant applying for residential sewer service shall be required to pay charges or penalties on account of nonpayment of charges by a previous tenant. The Company may, however, require that service to subsequent tenants be furnished on the account of the landlord or property owner.

(N)

(To be inserted by utility)

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Sewer Rule No. 4  
Contracts

(N)

(N)

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

(N)

1. Where required by provision in a filed rate schedule.
2. When a main extension to be made under the provision of Rule No. 15 requires an advance for construction.
3. For temporary service supplied under the provisions of Rule No. 13.
4. For standby service, except where furnished under a filed rate schedule not requiring a contract.
5. For any service to be furnished at rates or under conditions other than the rates and conditions contained in these tariff schedules, such contract to become effectively only after such authorization as may be required by the Public Utilities Commission has first been obtained.

(N)

(To be inserted by utility)

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Sewer Rule No. 5  
Special Information Required On Forms

Page 1

(N)

(N)

## A. Contracts

(N)

Each contract for service will contain substantially the following provisions:

## 1. Unless exempted by the Public Utilities Commission:

“This contract shall at all times be subject to such changes or modification by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

## 2. Unless otherwise not required by the Public Utilities Commission:

“It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.”

## B. Bill for Service

On each bill for service will be printed substantially the following language:

“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 mailing.”

“If you believe there is an error on your bill or have a question about your service, please call Customer support at 800-999-4033. We welcome the opportunity to assist you.

If after contacting us, you are still not satisfied with the company’s response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to Submit your complaint online:

**Telephone:** 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

**Mail:** California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts.”

(N)

(Continued)

(To be inserted by utility)

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Resolution No.

Sewer Rule No. 5  
Special Information Required On Forms

Page 2

(N)

(N)

## B. Bill for Service (Continued)

(N)

If you prefer having your calls immediately answered in your mode of communication, dial one of the toll free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice TTY/VCO/HCO Voice	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech English	English	1-800-854-7784
	Spanish	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. If bill becomes past due and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Sewer Rule No. 11.B.1.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

## C. Discontinuance of Service for Nonpayment – Notice

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

1. The name and address of the customer whose account is delinquent.
2. The amount of delinquency.
3. The date by which payment or arrangements for payment is required in order to avoid discontinuance.
4. A description of the process to apply for an extension of time to pay delinquent charges.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 5  
Special Information Required On Forms

Page 3

(N)

(N)

## C. Discontinuance of Service for Nonpayment - Notice (Continued)

(N)

5. The procedure to petition for bill review and appeal to the Commission.
6. The procedure by which the customer may request a deferred (paying at a later date), reduced, or some other alternative payment schedule, including an amortization (spreading payments out over an agreed upon period of time not to exceed 12 months) of the unpaid charges as set forth in Sewer Rule No. 11.B.1.e.
7. The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
8. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.
9. The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 Spanish or (800) 854-7784 English/Spanish Speech-to-Speech to which inquiries by the customer may be directed (as stated in Sewer Rule No. 5.B.).

Residential Customers. Where sewer service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record but is not the occupant, the notice of discontinuance shall further include:

- a. The date on which service will be discontinued.
- b. What the occupants are required to do in order to prevent the discontinuance or to re-establish service.
- c. The estimated monthly cost of service (where service is metered).
- d. The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the occupants (where service is metered).

Sewer Rule 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at <https://www.gswater.com/policy-of-discontinuation/>

(N)

(To be inserted by utility)

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Sewer Rule No. 6  
Establishment And Re-establishment Of Credit

(N)

(N)

## A. Establishment of Credit

(N)

Each applicant for metered service will be required to establish credit, which will be deemed established upon qualifying under any one of the following:

1. Applicant owns the premises for which service is requested, or owns other real estate within the same service area of the utility.
2. Applicant makes deposit prescribed in Sewer Rule No. 7 under "Amount to Establish Credit"
3. Applicant has been a customer of the utility and during the last 12 consecutive months of that prior service has paid all bills for service without having been disconnected for non-payment thereof.

(C)

|

(C)

## B. Re-establishment of Credit

1. An applicant who previously has been a customer of the utility and during the last 12 months of that prior service has had service discontinued for nonpayment of bills, will be required to pay any unpaid balance due to the utility for premises for which service is to be restored and may be required to reestablish credit by making the deposit prescribed in Sewer Rule No. 7 under "Amount to Re-establish Credit."
2. A customer whose service has been discontinued for nonpayment of bills will be required to pay an unpaid balance due the utility for the premises for which service is to be restored and may be required to pay a reconnection charge as prescribed in Sewer Rule No. 11 under "Restoration Reconnection Charge" and to re-establish credit by making the deposit prescribed in Sewer Rule No. 7 under "Amount to Re-establish Credit" before service is restored.

(To be inserted by utility)

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Resolution No. \_\_\_\_\_

Sewer Rule No. 7Deposits

Page 1

(N)

(N)

## A. Amount to Establish Credit

(N)

## 1. Metered Service

To establish credit by deposit, the amount for all other service will be twice the estimated average monthly bill.

## 2. Flat Rate Service

No deposit will be required, except as prescribed for temporary service in Sewer Rule No. 13.

## B. Amount to Re-Establish Credit

## 1. Former Customers

To re-establish credit for an applicant who previously has been a customer of the utility and during the last 12 months of that prior service has had service discontinued for nonpayment of bills, the amount will be twice the estimated average monthly or bimonthly bill to be rendered for the service requested.

## 2. Present Customers

To re-establish credit for a customer whose service has been discontinued for nonpayment of bills, the amount will be twice the average monthly or bimonthly bill to be rendered for that service.

## C. Applicability to Unpaid Accounts

1. Deposits made under this rule will be applied to unpaid bills for service when such service has been discontinued.

## D. Return of Deposits

1. Upon discontinuance of service, the utility will refund the balance of the customer's deposit in excess of unpaid bills for that service for which the deposit was made.
2. If the customer has paid bills for service on the average within 15 days after presentation during the period of time the deposit is held or for 12 consecutive months, the utility will refund the deposit with interest as provided in Paragraph E of this rule.
3. Should the customer establish credit by other means in accordance with Sewer Rule No. 6 and then requests the return of his deposit, it shall then be returned with interest.

## E. Interest on Deposits

1. The Utility will pay simple interest on deposits at the average monthly 90-day Commercial paper rate per month for the last calendar year (or shorter period if service is discontinued after less than 12 months) and for additional time thereafter up to the date of refund; provided, however, the no interest shall accrue (1) after mailing refund or notice that refund is due and payable to the customer at his last known address, and (2) if service is temporarily or permanently disconnected for nonpayment disconnected for nonpayment of bills.
2. No interest will be paid on deposits made for temporary service.

(N)

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Resolution No.

Sewer Rule No. 8Notices

Page 1

(N)

(N)

## A. Notice to Customers

(N)

## 1. In Writing

Notice to a customer will normally be in writing. Depending on the type of notice, written notice will either be delivered or mailed to the customer's last known address, except as otherwise specified by the utility's tariffs.

## 2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

## 3. Notice of Discontinuance of Service of Residential Service for Nonpayment

- a. The utility shall contact the residential customer of record at least 7 business days prior to discontinuance by telephone or written notice.

- 1) Written notice shall be mailed to the address of the customer of residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Sewer Rule No. 5. C.

- 2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

- 3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

- b. The utility shall contact the residential occupants of a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager, or operator is listed by the utility as the customer of record, as follows:

- 1) Where individually metered service is provided, the utility will make every good faith effort to inform the occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. In addition to including the information prescribed in Sewer Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due to the delinquent account.

(N)

(Continued)

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Sewer Rule No. 8Notices

Page 2

(N)

(N)

## A. Notice to Customers (Continued)

(N)

## 3. Notice of Discontinuance of Service of Residential Service for Nonpayment

2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance or service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

c. All notices of discontinuance for nonpayment relating to residential services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Sewer Rule No. 5.C.

d. Procedures for the discontinuance and restoration of service are specified in Sewer Rule No. 11.

## 4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment

The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

## 5. Discontinuance of Service for Reasons Other Than Nonpayment

The utility may discontinue service for reasons not related to payment. Sewer Rule No. 11 provides additional examples of circumstances resulting in discontinuation of service and related notice, if any, associated with the specific situation.

## 6. Third-Party Notification

Notice of availability of third-party notification shall be given annually to all residential customers.

## B. Notice from Customers

1. A customer may make notification in person, by telephone or by letter to the utility at its commercial office, or to an authorized representative of the utility.
2. Customers who wish to qualify for consideration under Sewer Rule No. 11.B.1.e. must have presented evidence to the utility establishing their status.
3. Older Adult or disabled customers who desire third-party notification must so inform the utility with certification of status and with a letter from the third party accepting the responsibility.
4. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse or social worker.

(N)

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Sewer Rule No. 9  
Rendering And Payment of Bills

Page 1

(N)

(N)

## A. Rendering of Bills

(N)

Bills for service will be rendered to each customer on a monthly or bimonthly basis at the option of the utility, unless otherwise provided in the rate schedules.

At the customer's request, the utility may be requested to provide either paper or electronic bills for service rendered, but not both.

The customer may elect to receive and view regular bills for service and other legal and mandated notices electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with the utility's electronic means of bill delivery; except, however, all notices of termination of service shall be made in accordance with Sewer Rule No. 8. The customer may discontinue electronic billing upon 30 days prescribed notice.

## 1. Metered Service

- a. 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.
- b. The opening bills for metered service will not be less than the established monthly minimum or readiness to serve charge for the service. 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, except that no such credit shall accrue if the total period of service is less than one month.
- c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.
  - 1) Should a monthly billing period contain less than 27 days or more than 33 days a pro rata correction in the amount of the bill will be made.
  - 2) The charge for metered service for a bimonthly period will be computed by doubling the monthly minimum or readiness to serve charge and the number of cubic feet to which each block rate is applicable on a monthly basis.
  - 3) For billing periods other than monthly or bimonthly adjustments will be made proportionate to that for a monthly billing period.
- d. 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 and kinds of units, and date of the current meter reading.

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 1-S

Decision No. 24-12-009

*Issued By*  
**R. J. Sprowls**  
*President*

(To be inserted by P.U.C.)

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Effective March 1, 2025

Resolution No.



Sewer Rule No. 9  
Rendering And Payment of Bills

Page 2

(N)

(N)

## 1. Metered Service (Continued)

(N)

- e. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience or necessity may require the use of more than one meter or a battery of meters. In the latter case, the monthly minimum or readiness to serve charge will be prorated from the monthly minimum or readiness to serve charges of the applicable rate schedule upon the basis of a meter size equivalent in diameter to the total combined discharge areas of such meters.

## 2. Flat Rate Service

- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service will be the established monthly charge for the service. 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, except that no such credit shall accrue if the total period of service is less than one month.
- c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period.

## 3. Proration of Bills

- a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

## 1) Metered Service

The amount of the minimum charge (and the quantity allowed therefor) or the readiness to serve charge and the quantity in each of the several quantity rate blocks 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. The measured quantity of usage will be applied to such prorated amounts and quantities.

## 2) Flat Rate Service

The billing period charge 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.

## 3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

(N)

(Continued)

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Rendering And Payment of Bills

Page 3

(N)

(N)

## B. Payment of Bills

(N)

1. Bills for service are due and payable upon presentation and payment may be made at any commercial office of the utility or to any representative of the utility authorized to make collections. Collection of closing bills may be made at the time of presentation.
2. The utility may charge \$10.00 for any bad check, electronic fund transfer or Automated Clearing House (ACH) not honored.
3. Credit/Debit Card Option

At the option of the customer, a credit or debit card payment can be made. These payments will be accepted through the use of a vendor(s), and a non-refundable \$1.45 convenience fee for transactions up to \$800 shall apply. Customers are limited to one transaction per each assessed fee. If a customer has more than one account, a separate transaction is needed for each account. A non-refundable convenience fee will apply for each transaction completed and will be added as a charge to the credit/debit account by the vendor(s) and not the utility statement. The convenience fee is paid directly to the vendor(s), not the utility. The payment option is not available to customers who have made fraudulent payments within the last 12 months.

## C. Service to Tenants

No tenant applying for residential service shall be required to pay any charges or penalties on account of non-payment of charges by a previous tenant. The company may, however, require that service to subsequent tenants be furnished on the account of the landlord or property owner.

(N)

(To be inserted by utility)

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Sewer Rule No. 10Disputed Bills

Page 1

(N)

(N)

## A. Correctness of Bill

(N)

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of her or his account over a reasonable period of time.

## B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, California 94102 the amount of the bill claimed by the utility to be due. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued.

## C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

1. In lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, California 94102, the amount claimed by the utility to be due. Whether or not the residential customer makes a deposit with the California Public Utilities Commission, the utility shall not discontinue the sewer service of any residential customer for a minimum total of 79 days from the date of mailing its bill for services, postage prepaid.
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission (Consumer Affairs Branch), pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Sewer Rule No. 10.B.1. will warrant discontinuance of service.
6. If before the completion of the Commission's review, additional bills become due which the customer wishes to dispute, she or he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of her or his service in accordance with Sewer Rule No. 11.

(N)

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Resolution No.

Sewer Rule No. 11  
Discontinuance And Restoration Of Service

Page 1  
(N)  
(N)

A. Customer's Request for Discontinuance of Service

(N)

1. A customer may have service discontinued by giving not less than two days' advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
2. When such notice is not given, the customer may be required to pay for service until two days after the utility has knowledge that the customer has vacated the premises or otherwise has discontinued sewer service.

B. Discontinuance of Service by Utility

1. For Nonpayment of Bills

a. Past-Due Bills.

When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing.

1) Residential Service

For the purposes of this rule, residential service means sewer service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehome parks, or farmworker housing. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The utility shall allow every residential customer a total of 79 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill prior to discontinuance of service. The utility shall not discontinue residential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance, in conformance with Sewer Rule No. 8.A.3, which establishes notice periods ranging from 7 to 15 days, depending on the occupancy type. The utility will provide notices timely to ensure that the applicable notice period is included in the total 79-day period referenced above and does not provide additional time to pay.

2) All Other Service (Non-residential)

The utility shall not discontinue nonresidential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance in conformance with Sewer Rule No. 8.A.4.

- b. When a bill for sewer service has become past due and a discontinuance of service notice for nonpayment has been issued, service may be discontinued if bill is not paid in full (or alternative payment arrangements acceptable to the utility have not been made) within the time required by such notice. The customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

(N)

(Continued)

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Sewer Rule No. 11Discontinuance And Restoration Of Service

(N)

(N)

## B. Discontinuance of Services by Utility (Continued)

(N)

## 1. For Nonpayment of Bills (Continued)

## c. Petition for Utility Review.

- 1) Any customer (or adult occupant of residential service address) may petition the utility for review of a bill for sewer service in accordance with Sewer Rule Nos. 5 and 10.
- 2) Such customer shall not have the sewer service discontinued for nonpayment during the pendency of an investigation by the utility of a complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the utility, if:
  - i. The customer who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill, or
  - ii. Before discontinuance of service, the customer made payment arrangements for a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment.
- 3) The review shall include consideration of whether 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.

Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the utility, provided the customer also keeps current her or his account for sewer service as charges accrue in each subsequent billing period.

If a customer fails to comply with an installment payment agreement the utility will give a discontinuance of service notice no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

## d. Appeal to the Commission.

Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Sewer Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential sewer service during the official appeal process.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 11  
Discontinuance And Restoration Of Service

Page 3  
(N)  
(N)

B. Discontinuance of Services by Utility (Continued)

(N)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception.

- 1) Service to a residential customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met:
  - i. The residential customer submits certification from a primary care provider\*, as defined by the Water Shutoff Protection Act, that discontinuation 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;  
  
\*Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, non-physician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "non-physician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician and surgeon supervision, or a nurse practitioner performing services in collaboration with a physician and surgeon. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code.
  - ii. The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, 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 household's annual income is less than 200 percent of the federal poverty level; and,
  - iii. The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills\*.  
  
\*The written policy is available at <https://www.gswater.com/policy-of-discontinuation/>
- 2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:
  - i. Amortization of the unpaid balance.
  - ii. Participation in an alternative payment schedule.
  - iii. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
  - iv. Temporary deferral of payment.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 11  
Discontinuance And Restoration Of Service

Page 4  
(N)  
(N)

B. Discontinuance of Services by Utility (Continued)

(N)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception (continued)

- 3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.
- 4) Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:
- i. Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more, OR
- ii. After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location at the property no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

f. Other Disconnection Terms

A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 11Discontinuance And Restoration Of Service

(N)

(N)

## B. Discontinuance of Services by Utility (Continued)

(N)

## 1. For Nonpayment of Bills (Continued)

## g. Timing of Disconnection

Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public. The utility will avoid disconnection of service on Fridays and a day prior to a holiday. The utility will inform customers of the option to reconnect during regular business hours to avoid the more costly fees associated with after-hours service.

- h. Where the owner, manager, or operator of the dwelling, structure, or park is listed by the utility as the customer of record, and sewer service is provided to residential occupants in a detached single-family dwelling, a multi-unit residential structure, mobilehome park, or permanent residential structure in a labor camp the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Sewer Rule No. 8.A.3.b.

## 1) Where said occupants are individually metered.

The utility is not required to make service available to these occupants unless each user agrees to the terms and conditions of service and meets the requirement of the law and the utility's rules and tariffs.

However, if one or more occupants are willing and able to assume responsibility for subsequent charges by these occupants to the account to the satisfaction of the utility, or if there is a practical physical means, legally available to the utility of selectively providing services to these occupants who have met the requirements of the utility's rules and tariffs, the utility will make service available to these occupants.

## 2) Where said occupants are master metered.

The utility is not required to make service available to these occupants unless each occupant agrees to the terms and conditions of service, and meets the requirements of the law and the utility's rules and tariffs and the following:

The same Sewer Rule 11, item B.1.h. (1) above which applies to individually metered occupants also applies to master metered occupants, except a representative may act on the behalf of a master metered occupant, and the utility will not discontinue service in any of the following situations:

- i. During the pendency of an investigation by the utility of a master-meter customer dispute or complaint.
- ii. When the master-metered customer has been granted an extension of the period for repayment of a bill.

(N)

(Continued)

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Sewer Rule No. 11Discontinuance And Restoration Of Service

(N)

(N)

## B. Discontinuance of Services by Utility (Continued)

(N)

## 1. For Nonpayment of Bills (Continued)

- h. Where the owner, manager, or operator of the dwelling, structure, or park is listed by the utility as the customer of record, and sewer service is provided to residential occupants in a detached single-family dwelling, a multi-unit residential structure, mobilehome park, or permanent residential structure in a labor camp the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Sewer Rule No. 8.A.3.b.

## 2) Where said occupants are master metered (Continued)

- iii. For an indebtedness owned by the master-metered customer to any other person or corporation or when the obligation represented by the delinquent account or any other indebtedness was incurred with a person or corporation other than the utility demanding payment therefor.
- iv. When a delinquent account relates to another property owned, managed, or operated by the master-metered customer.
- v. When a public health or building officer certifies that discontinuance would result in a significant threat to the health or safety of the residential occupants or the public. Proof of age or disability are described in Sewer Rule No. 11.B.1.e.

## i. Residential Customer's Remedies Upon Receipt of Discontinuance Notice for Nonpayment.

- 1) If upon receipt of a discontinuance notice, a residential customer is unable to pay, she or he must contact the utility before discontinuance of service to make payment arrangements to avoid discontinuance of service.
- 2) If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that she or he is unable to make payment arrangements with the utility she or he should contact the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. To maintain uninterrupted service this action must be taken prior to discontinuation of service as defined in the provided notice.
- 3) The CAB's resolution of the matter should be reported to both the utility and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, such customer may file, within ten business days after the date of the CAB's letter, a formal complaint with the Commission under Public Utilities Code Section 1702 on a form provided by the CAB.
- 4) Failure of any customer to observe these time limits prescribed herein shall entitle the utility to insist upon payment or, upon failure to pay, to proceed to discontinue the customer's residential service in accordance with the utility's rules.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 11Discontinuance And Restoration Of Service

(N)

(N)

## B. Discontinuance of Services by Utility (Continued)

(N)

## 1. For Nonpayment of Bills (Continued)

## j. Designation of a Third-Party Representative (Older Adult or Disabled only)

- 1) Customer must inform utility if she or he desires that a third party receive discontinuance or other notices on her or his behalf.
- 2) Utility must be advised of name, address and telephone number of third party with a letter from third party accepting this responsibility.
- 3) Only customers who certify that they are older adults age 62 or over or disabled are entitled to third-party representation. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of disability must be by certification from a licensed physician, public health nurse or social worker.

## 2. For Noncompliance with Rules

The utility may discontinue service to any customer for violation of these rules after it has given the customer at least five days' written notice of such intention. Where health and safety, the environment, or natural resources are threatened, service may be discontinued immediately without notice.

## 3. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers

If an unsafe or hazardous condition is found to exist on the customer's premise, or if the generation of sewage thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

## 4. For Fraudulent Use of Service

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

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 11  
Discontinuance And Restoration Of Service

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(N)

(N)

## C. Restoration of Service

(N)

## 1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge \$45.00 for reconnection of service during regular working hours or \$130.00 for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours, except as otherwise provided by the utility's tariffs.

## 2. To be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if the conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.

## 3. 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 utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

## 4. Wrongful Discontinuance

A service wrongfully discontinued by the utility must be restored without charge for the restoration to the customer within 24 hours.

## 5. Limits on Certain Reconnection Charges

For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

- a. For reconnections during regular working hours, the lesser of the actual cost (as stated in Sewer Rule No. 11.C.1) or \$50.00; and
- b. For reconnections during other than regular working hours, the lesser of the actual cost (as stated in Sewer Rule No. 11.C.1) or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

(N)

(Continued)

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Discontinuance And Restoration Of Service

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(N)

(N)

## D. Refusal to Serve

(N)

## 1. Conditions for Refusal

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

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

## 2. Notification to Customers

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to serve and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

(N)

(To be inserted by utility)

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Sewer Rule No. 12  
Information Available To Public

Page 1  
(N)  
(N)

A. General Information

(N)

The utility will maintain, open for public inspection on its Internet website ([www.gswater.com](http://www.gswater.com)) or upon request, provide electronically or by United States Postal Service (USPS), pertinent information regarding the service rendered including the following:

1. Characteristics of Sewage

A description in writing of the kind of sewage to be accepted and the conditions of acceptance.

2. Rates and Rules

A copy of the tariff schedules consisting of rates, general rules of the utility, service area maps and forms of contracts and applications applicable to the territory served from that office.

3. Reading Meters

Information about method of reading meters.

4. Bill Analysis

A statement of the most recent past readings of the meter or meters serving a customer's own premises for a period of two years.

B. Rates and Optional Rates

The utility will explain to every applicant for service each rate schedule which is applicable, and of the applicant's right to elect therefrom the option under which service is desired.

C. New or Revised Rates

Should new or revised rates be established, the utility will duly notify all customers affected.

D. Change of Rate Schedule by Customer

1. Should a customer elect to take service under a different applicable rate schedule, the change will become effective immediately after the regular meter reading next following the date of such request for metered service and at the beginning of the regular billing period next following such request for flat rate service. The utility may refuse to permit such a change unless service has been taken under the current rate schedule for a period of not less than 12 months, except such change will be permitted when an applicable new or revised rate schedule is first put into effect or the customer's operations have so changed as to justify immediate transfer to a different schedule.

2. When service is furnished on an annual or seasonal basis, a change in schedule may be made only at the end of a regular billing period.

(N)

(To be inserted by utility)

Advice Letter No. 1-S

Decision No. 24-12-009

Issued By

**R. J. Sprowls**  
**President**

(To be inserted by P.U.C.)

Date Filed January 23, 2025

Effective March 1, 2025

Resolution No.

Sewer Rule No. 13  
Temporary Service

Page 1

(N)

(N)

## A. Establishment of Temporary Service

(N)

1. The utility will, if no undue hardship to its existing customers would result therefrom, furnish temporary service when the applicant has requested service on this basis or the utility reasonably expects the service to be temporary and the applicant therefore has:
  - a. Advanced to the utility the estimated net cost of installing and removing the facilities necessary to furnish the service; and;
  - b.
    - 1) Deposited a sum of money equal to the estimated bill when the duration of service is to be for a period of one month or less, subject to adjustment and refund or repayment in accordance with the actual bill due upon discontinuance of the service, or
    - 2) Established credit in the same manner as is prescribed for permanent service when the duration of service is to exceed one month.
2. Adjustment of any differences between the estimated net cost advanced and the actual cost of installing and removing the facilities necessary to furnish the service, including reasonable costs for depreciation and consumption of such facilities, will be made within 10 days after the utility has ascertained such actual cost. The actual cost thus advanced is not subject to refund except as hereinafter provided.

## B. Change to Permanent Status

1. In the event a temporary service becomes permanent, the utility will refund the amount advanced for the temporary service when a main extension is not involved if the service is the first for the lot as defined in the original subdivision map.
2. Where a main extension to an individual is involved, exclusive of an extension to serve a real estate development or subdivision, service which was initiated as temporary service hereunder when continued for 36 consecutive months, and at the end of that period appears to be of permanent and established character and is received at a premises improved with structures of a permanent nature, will be then treated as though it had been initially furnished on a permanent basis in accordance with Sewer Rule No. 15, Main Extensions. The amount advanced for the temporary service will be applied in full by the utility to the balance of any advance then due under such application of said main extension rule; any excess thereof over any such balance will be refunded by the utility.

## C. Rates, Charges and Conditions for Service

1. Rates, charges and conditions for temporary service will be the same as those prescribed for permanent service except as are herein otherwise provided.

(N)

(To be inserted by utility)

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Sewer Rule No. 14  
Continuity of Service

(N)  
(N)

A. Emergency Interruptions

The utility 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 to its customers and the general public.

B. Scheduled Interruptions

Whenever the utility finds it necessary to schedule an interruption to its service, it will, where feasible, notify all customers to be affected by the interruption, stating the approximate time and anticipated duration of the interruption. Scheduled interruptions will be made at such hours as will provide least inconvenience to the customers consistent with reasonable utility operations.

(N)  
|  
(N)

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(To be inserted by utility)

Advice Letter No. 1-S  
Decision No. 24-12-009

*Issued By*  
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***President***

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<u>Sewer Rule No. 15</u>	(N)
<u>Main Extensions</u>	(N)

A. Responsibility	(N)
All main extensions shall be the responsibility of the developer and shall be built to specifications provided by the utility. Upon completion and acceptance by the utility, all sewer facilities shall be transferred to the utility. Upon transfer, the utility shall be provided a bill of materials and a detailed cost summary of facilities installed.	(N)



Sewer Rule No. 16Service Connections, Meters And Customer's Facilities

(N)

(N)

## A. General

(N)

## 1. Utility's Responsibility

- a. 1) In urban areas with dedicated front streets, rear service roads, or public utility easements, the Utility will furnish and install its portion of the service pipe at its own expense for the purpose of connecting its collection system to the customer's piping, except for temporary services and as otherwise provided in Sewer Rule No. 15, Main Extensions. The connection to the customer's portion of the service will be installed at a convenient place between the property line and the curb, or inside the customer's property line where necessary.
- 2) In areas which do not have dedicated front streets, rear service roads, or public utility easements the utility will furnish and install the service pipe as above provided but at a convenient point on or near the customer's property except for service beyond the service area. A non-exclusive utility easement shall be obtained for installations on the customer's property.
- b. Where the charge for sewer service is based on metered water consumption, the sewer utility will arrange with the water utility for permission to use water meter readings unless such service is also provided by the utility providing the sewer service. In this case, the water meter readings would be used as obtained by the utility in its normal course of providing service.

## 2. Customer's Responsibility

## a. Condition Precedent to Receiving Service

The customer as a condition precedent to receiving service shall:

- 1) Conform sewer facilities to the Utility's Standard Plans and Specifications. Some of the utility mains are force mains and may require special engineering.
- 2) Furnish and lay the necessary piping to make the connection from the service connection to any structures on the customer's premises, including septic tank and appurtenances thereto, if present and remaining in service, and shall keep such piping in good repair in accordance with such reasonable requirements of the utility as may be incorporated in its rules herein.
- 3) If a septic tank is to be disconnected and replaced by a connection to the sewer facilities, the septic tank and appurtenances thereto shall be disconnected and abandoned in accordance with utility requirements and applicable public health standards.
- 4) Where required to pre-treat the waste stream prior to delivery of waste stream into the utility main, customers are required to install and maintain a separate pre-treatment facility, the design, construction and location of which must be approved by the utility. The utility shall be consulted before installation thereof and its approval of location secured. The pretreatment facility must be designed and constructed in accordance with local, state and federal regulations and laws.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 16Service Connections, Meters And Customer's Facilities

(N)

(N)

## 2. Customer's Responsibility (Cont'd)

(N)

- b. The customer is responsible for all onsite sewer lines located beyond the utility's clean out located on the sewer lateral. The utility shall be consulted before installation thereof and its approval of location secured.

## 3. Ownership and Absence of Rental Obligation Where Facilities Are on Premises of Customer.

- a. The service pipe and related appurtenances furnished by or on behalf of the utility and located wholly or partially upon a customer's premise are the property of the utility.
- b. No rent or other charge will be paid by the utility where the utility-owned service facilities are located on a customer's premises.

## 4. Access to Premises of Customer

- a. The utility shall at all reasonable hours have access to property owned by it which may be located on 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 utility. In the event of an emergency, as determined by the utility, access shall be granted at any time and outside of reasonable hours.
- b. Any inspection work or recommendations made by the utility or its agents in connection with plumbing, fixtures or use of sewer service on customer's premises, either as a result or a complaint or otherwise, will be made without charge, provided that the customer's plumbing, fixtures and sewer service conform to the utility rules as set forth herein.

## 5. Responsibility for Loss or Damages

- a. The utility 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.
- b. The customer will be held responsible for damage to utility's meters and other property resulting from the use or operation of appliances and facilities on customer's premises, discharge of wastes prohibited by these rules, or denial of access to the customer's property to effectuate necessary repairs of the utility's facilities.

## B. Services

## 1. Size of Service Pipe

- a. The minimum size of a gravity service pipe shall be 4-inch nominal size. Force service lines shall be 2-inch nominal size.

(N)

(Continued)

(To be inserted by utility)

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Resolution No.

Sewer Rule No. 16  
Service Connections, Meters And Customer's Facilities

Page 3

(N)

(N)

## C. Cross-Connections

(N)

## 1. Physical Connection

No physical connection between the sewer system of the public utility and that of any other sewer system will be permitted except as authorized by the utility.

## 2. Backflow Preventers Required

The utility recommends the installation of approved backflow protection devices where the circumstances are such that there is special danger of backflow of sewage onto the customer's premises.

## 3. Type and Expense of Backflow Preventers

Any backflow preventer utilized shall be of the type and design specified and approved for the circumstances by the State Department of Health and such device shall be installed by and at the expense of the customer, in a manner approved by the utility and the public health agency having jurisdiction when so required, and in a location which is readily available for periodic inspection.

## 4. Periodic Inspection of Backflow Preventers

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

(N)

(To be inserted by utility)

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Sewer Rule No. 17	(N)
<u>Standards For Measurement Of Service</u>	(N)

The Standards for Measurement of Service are contained in General Order No. 103 and, therefore, are not  
reprinted under this rule.

(N)  
(N)

Sewer Rule No. 18  
Meter Tests And Adjustment Of Bills For Meter Error

Page 1

(N)

(N)

Where Sewer Charges are Based on Metered Water Usage

(N)

## A. Tests on Customer Request

## 1. Compliance by utility

- a. Where sewer utility and water utility are the same or affiliated, the utility will within one week after request by a customer proceed to test the water meter serving the customer's premises, except where service is rendered from open conduits such 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 General Order No. 103, Measurement of Service, will consist of an acceptable method of verifying the accuracy of the meter.

- b. Where water utility is independent of sewer utility, sewer utility will arrange for such tests.

## 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 sewer service or more often than once a year, in which cases the customer shall be required to pay the actual cost of such tests.

## 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 General Order No. 103 under "Accuracy Requirements of Water Meters", 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.

## 4. Return of Deposit

Any deposit made under paragraph 2, above, will be returned to the customer if the average meter error is found to be more than 2% fast. The customer will be notified not less than five days in advance of the time and place of the test.

## 5. Location of Test

A customer will have the right to require the utility to conduct the test in such customer's presence or in the presence of a representative of such customer. Where the utility 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 or by the utility's meter testing plant where located in some other community, in which latter case the utility upon demand of the customer will furnish the customer with a notarized statement certifying as to the method used in making the test and as to the accuracy of the meter.

(N)

(Continued)

(To be inserted by utility)

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Resolution No.

Sewer Rule No. 18  
Meter Tests And Adjustment Of Bills For Meter Error

Page 2

(N)

(N)

Where Sewer Charges are Based on Metered Water Usage (Continued)

(N)

## 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.

## B. Adjustment of Bills for Meter Error

## 1. Fast Meters

When, upon test, a meter is found to be registering more than 2% fast, the utility will refund to the customer the amount of the overcharge based on corrected meter readings for the period the meter was in use but not to exceed a period of six months.

## 2. Slow Meters

## a. Commercial Service

When, upon test, a meter used for commercial (residential and business) service is found to be registering more than 25% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

## b. Other than Commercial Service

When, upon test, a meter used for commercial service, is found to be registering more than 5% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

## 3. Non-registering Meters

The utility may bill the customer for sewer service based on water consumed while the meter was non-registering, but not to exceed a period of three months, at the minimum monthly meter rate, or upon an estimate of the consumption based upon the customer's prior use during the same season of the year if conditions were unchanged, or upon an estimate based upon a reasonable comparison with the use of other customers during the same period receiving the same class of service under similar circumstances and conditions.

## 4. 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 or the undercharge will be computed back to but not beyond such date.

(N)

(To be inserted by utility)

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Resolution No. \_\_\_\_\_

Sewer Rule No. 19

(N)

Service To Separate Premises And Multiple Units, And REsale of Sewer Service

(N)

## A. Number of Services to Separate Premises

(N)

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

## B. Service to Multiple Units on Same Premises

Separate houses, buildings, living or business quarters on the same premises or on adjoining premises, under a single control or management, shall be served through a single service pipe to supply the entire premises in which case a service charge equivalent to the number of dwelling units connected to the sewer system will be applied. If multiple septic tanks are installed on the premises, and if the septic tanks are not disconnected and abandoned, the service charge shall reflect the number and size of all tanks.

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

## C. Resale of Sewer Service

Except by special agreement with the utility, no customer shall resell any of the sewer service received from the utility by accepting sewage not generated on the premises served and discharging it to the utility through the customer's service.

(N)

(To be inserted by utility)

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Resolution No. \_\_\_\_\_

Sewer Rule No. 20  
Regulations Regarding Sewer Use

(N)

(N)

## A. Prohibited Discharges

(N)

No person shall discharge or cause to be discharged into any sewer works any storm water, surface water, groundwater, roof runoff, subsurface drainage, uncontaminated cooling water, or industrial process water that violates applicable state and federal regulations and limitations established by the applicable local sewer treatment agency.

## B. 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 sewer line. If in the utility's judgment, the waste discharge will have a deleterious effect upon the sewer works, processes, plant, equipment, create a hazard to life, constitute a public nuisance, , or violate Sewer Rule 20, the utility may:

1. Reject the wastes.
2. Require pretreatment (e.g. grease traps) to an acceptable condition prior to discharge into the sewer.
3. Require control over quantities and rates of discharge.
4. Require the construction of control manholes for the purpose of monitoring, measuring and testing the quantity and characteristics of sewage to be discharged.
5. Require, as a condition of service, periodic reports on flows and characteristics of discharged wastes to ensure compliance with the rules of the utility and conditions of service.

## C. Preliminary Treatment of Wastes

Where pretreatment, monitoring, measuring and testing facilities are required they shall be maintained continuously and operated in satisfactory and effective manner at applicant's expense. The utility has the right to inspect any pretreatment, monitoring, measuring and testing facilities to ensure satisfactory maintenance and operation.

(N)

(To be inserted by utility)

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Resolution No. \_\_\_\_\_



Sewer Rule No. 21  
Military Family Program

Page 1

(N)

(N)

## A. General

(N)

The purpose of this Program is to implement the California Military Families Relief Act of 2005 by providing sewer utility service shutoff protection for a 180 day period to families of service members who are called to active duty.

## B. Definitions

1. "Service member" means both of the following:
  - a. Members of the militia called or ordered into active state service by the Governor pursuant to Section 143 or 146 or into active federal service by the President of the United States pursuant to Title 10 or 32 of the United States Code.
  - b. Reservist of the United States Military Reserve who have been called to full-time active duty.
2. "Military service" means full-time active state service or full-time active federal service, as defined in paragraph A above, or full-time active duty of a reservist, as defined in paragraph B above, or a period of 30 consecutive days.
3. "Qualified customer" means the customer of record of a qualified household.
4. "Qualified household" is a residential household for which the income is reduced because the customer of record, the spouse of the customer of record, or the registered domestic partner of the customer of record, as defined by Section 297.5 of the Family Code, is a service member called to full-time active military service by the President of the United States or the Governor of this state during a time of declared national or state of emergency or war.

## C. Application for Protection

Application for shutoff protection shall be submitted in writing to the utility at its regular business office and accompanied by a copy of the activation or deployment order of a service member that specifies the duration of the active service. The Application shall include: "I understand that the protection afforded by the Act only defers the time of payment of all water and sewer charges and does not waive or cancel them".

A qualified customer receiving assistance under this rule shall notify the Company if the active duty status of the service member is either shortened or extended. If the qualified customer moves out of the residence that is receiving shutoff protections, he/she shall provide the company a written notice that includes the date of service termination and a valid forwarding address.

## D. Shutoff Protection

Shutoff protection provided by this rule is for a period of 180 days. The Company may but is not required to grant extensions after the initial 180-day period.

(N)

(Continued)

(To be inserted by utility)

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Sewer Rule No. 21  
Military Family Program

Page 2

(N)

(N)

## E. Payment for Utility Services

(N)

The shutoff protection provided under this section shall not void or limit the obligation of the qualified customer to pay for utility services received during the time of assistance.

The Company and its qualified customer shall establish a repayment plan requiring minimum monthly payments that allows the qualified customer to pay any past due amounts over a reasonable time period not to exceed one year after the service member's release from active military duty.

The utility will not charge late payment fees or interest to the qualified customer during the period of military service or the repayment period.

## F. General Provisions Applicable to This Rate

This tariff shall not affect or amend any rules or orders of the Public Utilities Commission pertaining to billing standards.

If the terms and conditions under this section are not followed by the qualified customer, the Company may follow its procedures and rules on customer standards and billing practices for providing residential water and sewer services.

## G. Notification of Customers

The Company will notify all customers of the availability of the program two times a year using an insert in the water bill.

(N)

(To be inserted by utility)

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Sewer Rule No. 22  
Customer Information Sharing

(N)

(N)

## A. General

(N)

This rule establishes the guidelines for the release of specific customer information to prescribed entities, if requested. This information will be used for the sole purpose of the calculation of local taxes, sewer fees, miscellaneous city fees and water conservation efforts, whereby the calculation of these fees and/or efforts depends on data held by Golden State Water Company ("GSWC"). GSWC will enter into non-disclosure agreements with the entities to insure that the customer information shared is kept private and only used for the sole purpose for which it is intended for.

*Please note: A copy of GSWC's sample Non-Disclosure Agreement can be found in its tariffs as Form No. 24.*

Golden State Water Company will only release the following information to local government (city and county) and wholesale water agencies, if requested, for the purpose discussed above:

Customer name  
 Service Address  
 Water consumption data, if applicable\*

\* This data may include service establishment and termination dates.

If a local government entity requires additional information or intend to use the information for purposes other than what is mentioned above, GSWC will inform the entity it cannot release that information without having received prior customer consent to do so.

(N)

(To be inserted by utility)

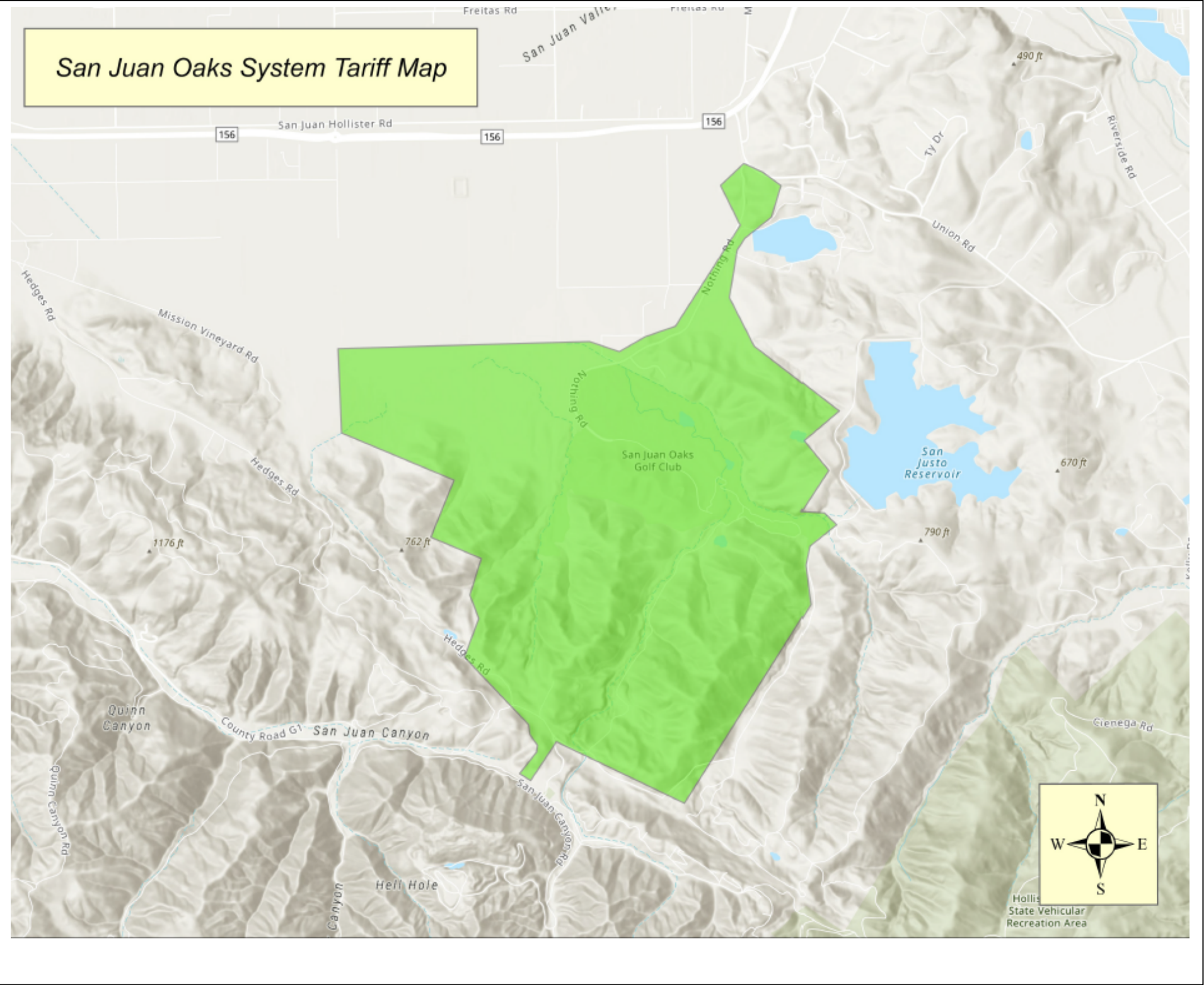
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*President*

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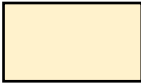


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Resolution No. \_\_\_\_\_



SHOWING TERRITORY WITHIN WHICH DULY ESTABLISHED AND REGULARLY FILLED TARIFF SCHEDULES APPLICABLE TO WATER SERVICE ARE IN EFFECT

*“This map is only an approximate graphical representation of the service area. The underlying referenced GIS shape file shall be considered by the CPUC or any other public body as the final or conclusive determination or establishment of the dedicated area of service, or any portion thereof.”*

-  Indicates Existing Service Area
-  Indicates Service Area Added by the Filing of this Map
-  Indicates Service Area Being Removed by the Filing of this Map



Preliminary Statements

Page 1

(N)

(N)

## A. Territory served by the Utility

(N)

The areas in which service is or will be furnished by this utility under its main extension rule are described below and are delineated on the tariff area maps shown on tariff sheets following:

Contra Costa County:

Bay Point

Imperial County:

Calipatria-Niland

Lake County:

Clearlake

Los Angeles County:

Metropolitan

Claremont

San Dimas

San Gabriel Valley

Wrightwood

Orange County

Orange County

Sacramento County:

Arden-Cordova

San Benito County:

San Juan Oaks

San Bernardino County:

Barstow

Desert

Wrightwood

San Luis Obispo County:

Los Osos

Santa Maria (Nipomo)

Santa Barbara County:

Santa Maria (Cypress Ridge, Lake Marie, Nipomo, Orcutt, Sisquoc, and Tanglewood)

Ventura County:

Simi Valley

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 1-S

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Preliminary Statements

Page 2

(N)

(N)

**B. Types and Classes of Services**

(N)

The types and classes of services furnished are set forth in each rate schedule under the designation "Applicability".

**C. Description of Service**

The characteristics of the service furnished are indicated in Rule No. 2, Description of Service.

**D. Procedure to Obtain Service**

Service as described herein will be furnished to any person or corporation whose premises are within the utility's service area, provided application is made in accordance with Rule No. 3, Application for Service; credit is established as required in Rule No. 6, Establishment and Re-establishment of Credit; customer's piping and valves are installed as required in Rule No. 16, Service Connections, Meters, and Customer's Facilities, under "Customer's Responsibility"; and a contract is signed in those certain circumstances specified in Rule No. 4, Contracts.

Where an extension of the utility's mains is necessary Rule No. 15, Main Extensions, applies, and if the project is of a temporary or speculative nature, Rule No. 13, Temporary Service, is applicable.

Applicants for service and customers must also conform to and comply with the other established rules as provided herein.

**E. Symbols**

Whenever tariff sheets are filed, changes will be identified by the following symbols:

- (C) To signify changed listing, rule, or condition which may affect a rate, charge, term, or condition;
- (D) To signify discontinued material, including a listing, rate, charge, rule, or condition;
- (I) To signify a rate or charge increase;
- (L) To signify material relocated to another part of tariff schedules with no change in text;
- (N) To signify new material including a listing, rate, charge, rule or condition;
- (P) To signify material subject to change under a pending application or advice letter;
- (R) To signify a rate or charge reduction; and
- (T) To signify textual change that does not affect a rate, charge, term, or condition

(N)

(To be inserted by utility)

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**R. J. Sprowls**  
**President**

(To be inserted by P.U.C.)

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Schedule No. UF

(N)

Surcharge to Fund

(N)

Public Utilities Commission Reimbursement Fee

(N)

**APPLICABILITY**

(N)

This surcharge applies to all sewer bills rendered under all tariff rate schedules authorized.

**TERRITORY**

This schedule is applicable within the entire San Juan Oaks territory served by the utility.

**RATE**

A 2% surcharge shall be added to all customer bills.

\* In 1982 the Legislature established a Public Utilities Commission Reimbursement Fee to be paid by all water and sewer system corporations to fund their regulation by the Commission Public Utilities (PU) Code Sections 401-443. The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433.

(N)

(To be inserted by utility)

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