

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

A. General

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 the service pipe, curb stop, meter and meter box at its own expense for the purpose of providing a metered connection between the Utility's distribution system and the customer's service line, except for temporary services and as otherwise provided in Rule No. 15, Main Extensions. The service connection, which includes the curb stop, meter, and meter tailpiece, and meter box will be installed at a convenient place between the property line and the curb, or inside the customer's property line where necessary. (T)

Please refer to Section B. of this Rule No. 16 for any current charges for service connections.

- 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, curb stop, meter and meter box as above provided but at a convenient point on or near the customer's property except for service beyond the service area. (T)
- b. The service connection will determine the point of delivery of water service to the customer. (T)

2. Customer's Responsibility

a. Condition Precedent to Receiving Service

The customer as a condition precedent to receiving service shall:

- 1) Furnish and lay the necessary piping to make the connection from the service connection to the place of consumption and shall keep such piping in good repair in accordance with such reasonable requirements of the utility as may be incorporated in its rules herein. (T)
- 2) Provide a main valve on the customer's piping between the service connection and as close as practical to the meter box and before the first point of customer use. (T)
- 3) Where service is rendered at or near the service area boundary for use beyond the service area, install, operate and maintain the facilities necessary to provide service. (T)

(Continued)

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2. Customer's Responsibility (Cont'd)
- a. Condition Precedent to Receiving Service (Cont'd)
- 1) **Santa Maria Customer Service Area only:** Applicants requesting a new service connection, a new water meter or an increase in the size of their existing service connection and/or existing water meter resulting in increased demand within the Santa Maria Customer Service Area, as defined on the Service Area Maps, must provide a source of supplemental water to offset the increased demand, pursuant to the Court adopted Stipulation in Santa Maria Valley Water Conservation District v. City of Santa Maria, et al. (and related actions), Lead Case No. CV770214, Superior Court of the State of California, County of Santa Clara, in January 2008 and Commission Decision No. 13-05-011. Where and when available, applicants may remit payment to a third party public agency a water resource demand offset fee in lieu of providing a source of supplemental water, provided such fee fully offsets the cost, and results in the dedication to GSWC, of a source of supplemental water sufficient to meet the water demands of the service requested.

The condition will not apply if one (1) the applicant is not an existing Golden State Water Company customer and provides Golden State Water company a final Can and Will Serve Letter and/or recorded land use entitlement demonstrating a prior obligation to serve the parcel with water service, or two (2) the applicant is an existing customer (with an existing connection, water meter, and service agreement) and all of the following criteria are satisfied:

- a. The new dwelling is authorized under applicable state and/or local Accessory Dwelling Unit ("ADU") regulations, as they may be amended from time to time.
- b. The new dwelling (and/or request land use entitlement) only requires a ministerial land use permit or other form of land use entitlement.
- c. The applicant currently has one (1) service line/connection of 1-inch or less.
- d. Water service to both the existing dwelling structure and the proposed ADU can be provided with one (1), 1-inch service line/connection or less.
- 5) The Customer shall provide satisfactory evidence that service will be for a use of a permanent nature, and must also provide a plot plan of the permitted structure or facility to which service will be provided. (T)
(T)

(Continued)

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2. Customer's Responsibility (Cont'd)
 - b. The customer's piping shall extend to that point on the curb line or property line of easiest access to the utility from its existing distribution system or requiring the least extension of the existing distribution main. 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, curb stop, meter, and meter box 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 service pipe, curb stop, meter, meter box, and other 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. (T)
 - b. Any inspection work or recommendations made by the utility or its agents in connection with plumbing or appliances or any use of water on customers premises, either as a result or a complaint or otherwise, will be made without charge. (T)
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 service pipe, curb stop, meter, meter box and other property, including but not limited to damage caused by steam, hot water, or chemicals. (T)

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B. Services

1. Charges for Service Connections

Except as provided in subparagraphs (a), (b), (c) or (d) below, the utility shall provide one standard service connection, up to 2", at no charge for each separately assessed single family residential parcel. This no-charge connection applies only to the initial service connection for the parcel. Any additional service connections, or any connection falling within the circumstances listed below, shall be subject to applicable charges: (T)

- Connections for private fire protection service
- Connections for temporary service
- Changes, including upsizing or downsizing, or relocations made at the request and for the convenience of the customer, to the service pipe, fittings, meter, and valve(s)
- Situations where additional connections are requested such as the addition of an Accessory Dwelling Unit (ADU) or
- Due to the divisions of land ownership, when the original parcel or lot was receiving service prior to division (T)

a. Individual Customer Connection Fee. A Class A utility district or subsidiary serving 2,000 or fewer connections, may accept connection fees from individual customers as Contributions (as defined in Rule 15, Section E) calculated pursuant to the Commission's Connection Fee Data Form (or equivalent) contained in the Utility's tariffs (including a collection of an Income Tax Component of Contribution ["ITCC"] [also known as a "tax gross-up"] pursuant to Rule 15).

b. In lieu of paying a connection fee, an applicant for a service connection may retain a licensed contractor, qualified in the judgment of the utility, to install the service connection. Cost to the Utility of inspection and supervision of the installation, including an ITCC pursuant to Rule 15, shall be paid by the applicant. The applicant shall provide the utility with a statement of actual construction cost in reasonable detail. The amount shall be treated as a Contribution to the Utility. The installation shall be in accordance with plans and specifications of the Utility.

c. Individual Customer Facilities Fee. A Class A utility district or subsidiary serving 2,000 or fewer connections, may accept from individual customers amounts in contribution as a facilities fee calculated pursuant to tariffs approved by the Commission (including a collection of an ITCC pursuant to Rule 15).

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B. Services (Cont'd)

1. Charges for Service Connections (continued)

d. Connection Fees. This fee is applicable to all new service connections in the following in districts: (T)

<u>District</u>	<u>Connection Fee</u>	
Bay Point	\$4,500 per residential lot	(I) (D)

These fees, and corresponding ITCC, are for a 5/8 x 3/4" meter.
 The districts and applicable fees and ITCC by meter size are shown below:

Meter Size	Bay Point	ITCC @ 28%	Total Charge	
5/8" x 3/4"	\$4,500	\$1,260	\$5,760	(I)
3/4"	\$6,750	\$1,890	\$8,640	
1"	\$16,875	\$4,725	\$21,600	
1 1/2"	\$33,750	\$9,450	\$43,200	(I)
2"	\$54,000	\$15,120	\$69,120	

Service connection fees are to be considered as Contribution-in-Aid-Of-Construction and will be applied as a reduction to rate base to offset cost of capital expenditures for facilities necessitated by the addition of new customers to the existing system. (L)
 |
 (L)

Residential service connections larger than 2" and non-residential service connections will require the customer to pay for the actual cost of the service installation plus any applicable taxes and regulatory fees. (N)
 |
 (N)

2. Size of Service Pipe (L)

a. The minimum size of service pipe installed by the utility will not be less than 1-inch nominal size. (T)

b. The utility may require the customer to provide such data as may be necessary for the utility properly to size a service larger than 1-inch nominal size consistent with pressure requirements. (T)
 (L)

(Continued)

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B. Services (Continued)

3. Installation

Only duly authorized employees or agents of the utility (or contractors, upon approval of the utility) will be permitted to install a service pipe from the utility's main to the location of the service connection. The connection from the meter to the customer's piping will be made by the utility; provided, however, that if the customer's piping requires repair or replacement, the connection may, at the option of the utility, be made by the customer or his agent.

C. Cross-Connections

1. Protective Regulation

No physical connection between the potable water supply system of the public utility and that of any other water supply or source of actual or potential contamination will be permitted except in compliance with the regulations of the State Water Resources Control Board (SWRCB) contained in the Cross -Connection Control Policy Handbook (CCCPH), adopted December 19, 2023.

2. Backflow Preventers Required

The utility will evaluate the degree of potential health hazard to the public water supply which may be created as a result of conditions existing on a user's premises. As a minimum, the evaluation will consider: the existence of cross-connections, the nature of materials handled on the property, user premises accessibility, previous backflow incidents on the user premises, the probability of a backflow occurring, the degree of piping system complexity and the potential for piping system modification. The utility may implement a Cross Connection Control Fee to administer the Cross-Connection Control Program as indicated on Schedule No. CCCF.

(D)

(D)

(L)

(L)

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(D)

C. Cross-Connections (continued)

(L)

2. Backflow Preventers Required (continued)

The utility will require the installation of approved backflow preventers of required type under any of the following conditions:

- a. Where a fresh water supply which has not been approved by the SWRCB Division of Drinking Water is already available from a well, spring, reservoir or other source. (If the customer agrees to abandon this other supply and agrees to remove all pumps and piping necessary for the utilization of this supply, the installation of backflow preventers will not be required.)
- b. Where salt water, or water otherwise contaminated, is available for industrial or fire protection purposes at the same premises.
- c. Where the premises are or may be engaged in industrial processing using or producing process waters or liquid industrial wastes, or where the premises are or may be engaged in handling sewage or any other dangerous substances.
- d. Where fresh water hydrants or other outlets are or may be installed on piers or docks.
- e. Where the circumstances are such that there is special danger of backflow of sewage or other contaminated liquids through plumbing fixtures or water-using or treating equipment, or storage tanks and reservoirs.
- f. Premises that have internal cross-connections that are not abated to the satisfaction of the utility or the health agency.
- g. Premises where cross-connections are likely to occur and entry is restricted so that cross-connection inspections cannot be made with sufficient frequency or at sufficiently short notice to assure that cross-connections do not exist.
- h. Premises having a repeated history of cross-connections being established or re-established.

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C. Cross-Connections (Continued)

(L)

3. Type and Expense of Backflow Preventers

Any backflow preventer utilized shall be of the type and design specified and approved for the circumstances described in the CCCPH, Article 3 - Backflow Prevention Assemblies, except that a customer may utilize an approved backflow preventer providing greater protection than required. Such backflow preventers 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. Following the compliance date, the utility may have a backflow prevention assembly installed. The cost of the installation will be borne by the customer, and the utility may add such cost to the customer's water bill. Backflow preventers shall be installed as close as practical to the customer's connection to the utility and in a location which is readily available for periodic inspection.

Backflow preventers shall be installed, tested, repaired or replaced at the expense of the customer.

4. Periodic Testing of Backflow Preventers

Whenever a backflow preventer is installed permanently, relocated, depressurized for winterizing, or repaired the customer shall have it tested by persons with valid certification from a certifying organization recognized by the State Water Board as described in Article 4 of the CCCPH. Backflow preventers shall be tested at least annually or more frequently if determined to be necessary by the health agency or utility. The utility shall notify the customer when testing of backflow preventers is needed. The notice shall also inform the customer that, following the compliance date, the utility may have all untested assemblies tested and, if needed, repaired or replaced. The costs of all testing, repair, or replacement will be borne by the customer, and the utility may add such costs to the customer's water bill. In tenant-landlord situations, the utility shall not be responsible for determining the responsible party beyond notification of the customer of record. The notice shall give the date when the test must be completed. Reports of testing and maintenance shall be maintained by the utility for a minimum of three years.

Whenever a backflow prevention assembly is found to have failed, it must be repaired or replaced as soon as repair parts or a replacement assembly is available, but in no event later than the testing compliance date, or 20 days after testing, whichever comes first. If the assembly cannot or will not be repaired within 3 days of discovery of the failure, the backflow prevention assembly tester must notify the utility of the failure. In cases where the failed assembly presents an immediate risk to public health, the service will be discontinued until the repairs or replacement is completed.

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C. Cross-Connections (continued)

5. Refusal to Serve or Discontinuance of Service

(L)

The utility may refuse or discontinue service:

- a. Until there has been installed on the customer's piping an approved backflow preventer of the required type, if one is required.
- b. Where the utility has been denied access to the customer's premises to make an evaluation.
- c. Where the customer refuses to test a backflow preventer, or to repair or replace a faulty backflow preventer.
- d. Where there is a direct or indirect connection between the public water system and a sewer line.
- e. Where there is an unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
- f. Where there is an unprotected direct or indirect connection between the public water system and auxiliary water system.
- g. When there is a situation which presents an immediate health hazard to the public water system.

6. Pumps and Boosters

When a customer receiving service at the utility's main or service connection must, by means of a pump of any kind, increase the pressure of the water received, the pump shall not be attached to any pipe directly connected to the utility's main or service pipe. Such pumping or boosting of pressure shall be done, at the option of the utility, either:

- a. From a sump, cistern or storage tank which must be served through an air gap connection, or
- b. From a combination of an approved backflow preventer plus a device approved by the water utility to prevent the booster pump from drawing the utility's system pressure below 20 psi.

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C. Cross-Connections (continued)

(L)

(L)

6. Pumps and Boosters (continued)

(L)

This requirement shall not apply to American Water Works Association (AWWA) Class 2 Fire Protection systems, except as provided for in the information Bulletin issued by the Office of State Fire Marshall on December 10, 1984.

AWWA Class 2 fire protection systems have direct connections from public water mains only; no pumps, tanks or reservoirs, except that booster pumps may be installed in the connections from the street mains to the fire protection systems; no physical connection from other water supplies; no antifreeze or other additives of any kind; all sprinkler drains discharging to atmosphere, dry well, or other safe outlets.

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