



# Domestic Water New Service Application

Oakdale Irrigation District

1205 East F Street

Oakdale, CA 95361

[billing@oakdaleirrigation.com](mailto:billing@oakdaleirrigation.com)

209-847-0341

## Applicant Information

Last Name:	First Name:
Mailing Address:	
Phone Number:	Email:
State ID Number:	

## Service Connection Information

Service Address:	Start Date:
APN:	Owner: <input type="checkbox"/> Renter: <input type="checkbox"/>

All new residential and commercial customers are required to at the time of this request for service:

1. A) Submit to the District, at the customers expense, a credit report indicating a reliable credit history,  
or  
B) Provide a security deposit to guarantee payment of unpaid bills in the event of discontinuance of service or District lockout. This security deposit will be held for a minimum of 12 consecutive months (1 year). When the customer has no outstanding amounts owed to the District, and has not been delinquent during the past 12 consecutive months, the deposit shall be refunded to the customer. The 12 consecutive months start over if customer's account becomes delinquent.
2. For the protection of the public water distribution system from contamination or pollution due to backflow through the water service connection, an OID approved backflow prevention device must be installed prior to water service being activated. OID approved backflow prevention devices are as follows:
  - a. Watts Model 009
  - b. Wilkins Model 975XL
  - c. Febco Model 825Y-Please refer to attached "Assembly Installation Diagram #1" for more detail.

I hereby apply for water service at the above premises. I agree to use and pay for said water, in accordance with the rates and rules legally in effect, and acknowledge receipt of the Oakdale Irrigation District's Rural Water System's Domestic Water Policy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Current Schedule of Fees and Charges		
Security Deposit	\$100.00	Initial/reinstated
New Connection	\$25.25	Per occurrence
Immediate Availability Charge	\$14.40	Per month
Base Rate	\$5.70	Monthly for first 1,000 cubic feet
Water Usage	\$0.52	Per 100 cubic feet after first 1,000

Please submit application to [billing@oakdaleirrigation.com](mailto:billing@oakdaleirrigation.com) or mail to our office at the above address.

## DISCLOSURE STATEMENT

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in the program. **You are not required to furnish this information, but are encouraged to do so.** This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

**Please check one box in each of the following categories:**

**Ethnicity Category:**

- ☐ Hispanic or Latino
- ☐ Not Hispanic or Latino

**Race Category:**

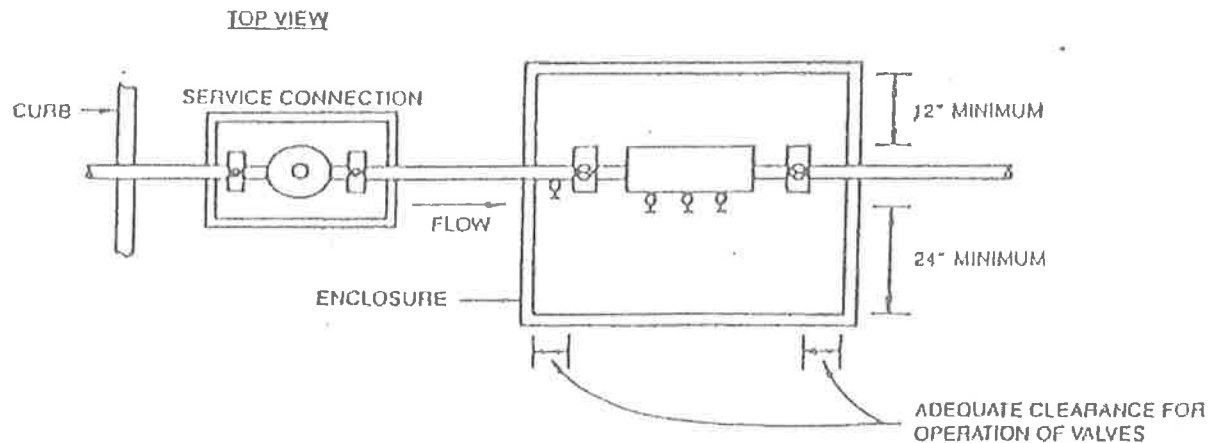
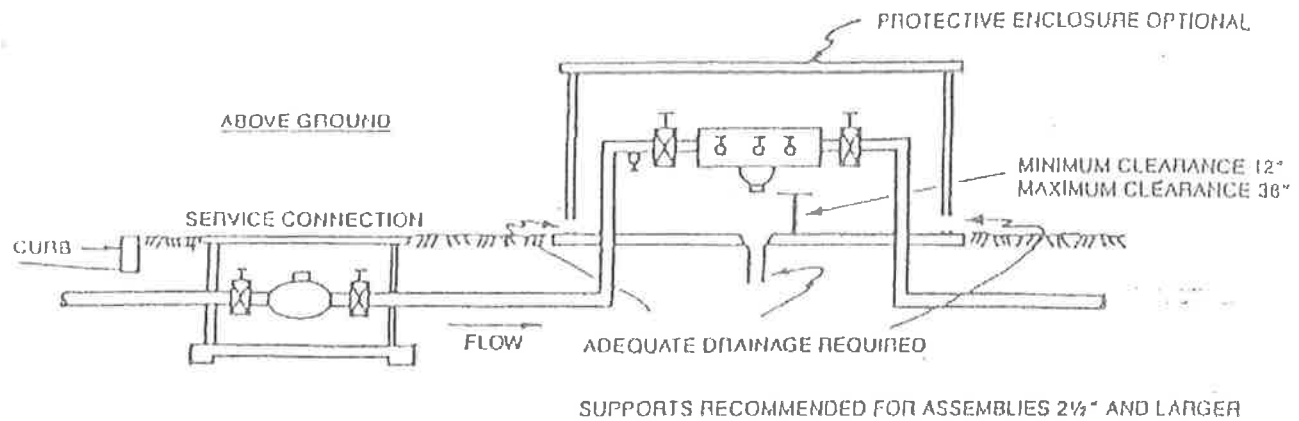
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**SERVICE ADDRESS**

**This institution is an equal opportunity provider.**



OAKDALE IRRIGATION DISTRICT  
 APPROVED BACKFLOW PREVENTION  
 ASSEMBLY INSTALLATION DIAGRAM #1

No outlet, tap, tee or connection on the water line between the water meter and the assembly.

Note that installation of a backflow prevention assembly will prevent release of on-site pressure to the utility water mains. Therefore, it is important that a temperature/pressure relief valve be properly installed to relieve any excessive increase in on-site pressure due to hot water heating systems or other activities. Also Thermal Expansion Protection is recommended.

The assembly should be sized equal to the water service pipe diameter or larger in accordance with the flow requirements.

The assembly shall be inline repairable and testable with no obstruction in front of the 4 test cock valves.

The assembly should be protected against freezing as needed.

The assembly is only approved for horizontal orientation.



# OAKDALE IRRIGATION DISTRICT

## Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 1 of 9

### **PURPOSE**

This policy details Oakdale Irrigation District's (District) administrative actions for the service of Domestic Water through the Rural Water System. This policy will be made available to the public on the District's website.

### **SCOPE**

The District, as a public agency and irrigation district, is governed by Division 11 of the Water Code of the State of California. According to the provisions of Water Code Section 22280, the District has the authority to fix and collect charges to any service furnished by the District. Furthermore, as a community water system that supplies water to more than 200 service connections, the District is further governed, effective by law April 1, 2020, by Chapter 6 of the Health and Safety Code, added in 2018 by Senate Bill 998 (SB8998). SB998 provides rules and procedures for community water systems to follow before the shut off of residential water service by the District. A separate policy, the Rural Water Collection and Discontinuation Policy (Section 1.402), follows this policy in the Miscellaneous Policies and Procedures manual.

### **POLICY AND PROCEDURE**

#### **1. Statement of Policy**

This policy sets forth District fees, charges, and other conditions relating to the District's Rural Water System. All such fees and charges will be reviewed annually and may be adjusted to reflect the cost to the District of providing the service. The income generated will support operations of the Rural Water System and future system replacement.

##### **a. New Customer Security Deposit**

All new residential and commercial customers are required to:

1. Submit to the District, at the customers expense, a credit report indicating a reliable credit history, or;
2. Post a cash security deposit to guarantee payment of unpaid bills in the event of discontinuance of service or District lockout. This security deposit will be held for minimum 12 consecutive months (1 year). If the customer has no outstanding amounts owed the District, and has not been delinquent during past 12 consecutive months, the deposit shall be refunded to the customer.



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 2 of 9

NOTE: These 12 twelve consecutive months start over whenever the customer's account becomes delinquent.

The amount of the deposit shall be as follows:

<u>Service Connection</u>	<u>Deposit</u>
Residential 3/4"-1"	\$100.00

The deposit shall be determined on a case-by-case basis by District Staff for Commercial Accounts or Connections larger than 1", but in no event will the deposit be less than that indicated for a Residential Service Connection.

b. Existing Customer Deposit

Existing residential and commercial customers which have two or more late payments on their account during a twelve consecutive month period of time, starting after the implementation date of January 1, 1997, will be required to post a cash security deposit as set forth in Section 1(a)(2).

c. Temporary Meter Deposit

A deposit shall be collected from those who make temporary use of the water meter furnished by OID, Temporary use shall be deemed as any use of less than six months in duration to a permanent site. A typical temporary meter deposit is to cover the cost of furnishing, installing and removing the meter and to guarantee payment of bills. If, after the end of the temporary use, the meter is returned in an undamaged condition, is reusable and all bills paid, the customer shall be entitled to a refund of 50% of the amount of the deposit.

<u>Meter Size</u>	<u>Deposit</u>
3/4" - 1"	\$500.00

Note: Temporary meter deposit for meters in excess of 1" size will be determined on a case-by-case basis by OID Staff, but in no event will the deposit be less than that indicated for a Residential Service Connection



# OAKDALE IRRIGATION DISTRICT

## Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 3 of 9

d. Meter Test Deposit

Customers who question their water usage and request their meter to be tested, shall be required to post a deposit prior to the testing. This deposit reflects the actual cost to remove, test and reinstall a water meter. If upon the customer's request to test, the meter test proves the meter to be inaccurate, the customer shall be entitled to a full refund of the total amount of the deposit. If, on the other hand, the meter is accurate, the deposit shall be retained by the District to reimburse the cost of the procedure. The meter test deposit shall be as follows:

Meter Size  
3/4" - 1"

Deposit  
\$45.25

Note: The test deposit for meters over 1" will be determined on a case-by-case basis by OID Staff.

2. Fees

a. Water Service Connection Fees

A fee shall be collected for each new service connection solely utilizing OID's Rural Water System's service capacity. This fee represents the customer's share of the capital costs of providing community-wide facilities such as source of supply, pumping, storage and transmission lines. All connection fees for dwelling units are charged on a "per unit" basis and shall become payable at the time the application for service is received and are as follows:

1. Single Family Residence (3/4"-1 ") = \$5,000.00/connection
2. The connection fees for connections over 1" will be determined on a case-by-case basis by OID Staff, and based on the allocated cost for the supply demand.

The fee for nonresidential connections shall be determined on a case-by-case basis by OID Staff and shall be based upon the gross area served, the type of development and the demand generated, but in no case shall it be less than the rate for a single family residence.



# OAKDALE IRRIGATION DISTRICT

## Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 4 of 9

NOTE: Fees collected fund the designated "Rural Water Capital/Special Project Improvement Fund."

b. Private Fire Service Connection Fee

Private fire service connections such as fire hydrants, fire sprinkler systems or other fire suppression systems which are connected to OID's Rural Water System benefit by the system's capacity reserved for this use. The following fee shall be collected for each new fire service connected to OID's Rural Water System.

Fire Service Fee

The connection fees for any type of fire suppression services will be determined on a case-by-case basis by OID Staff, and based on the estimated cost to purchase the materials and complete the installation thereof.

NOTE: Fees collected fund the designated "Rural Water Capital/Special Project Improvement Fund."

c. New Meter Connection Installation Fee

All water service connections shall be furnished with a meter. All meters shall be sized for the anticipated flow in accordance with OID Standards. The New Meter Connection Installation fee shall be collected at the time service is requested or prior to placement of the meter and shall be as follows:

Meter Size

Fee

3/4"-1"

\$50.50

Note: The installation fees for meters over 1" in size will be determined on a case-by-case basis by OID Staff, and based on the estimated cost to purchase the meter and complete the installation thereof.

d. New Customer Connection Fee

A change of ownership on an account which the property is currently equipped with a meter shall be charged a fee covering Clerical Staff time to set up the new account plus



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 5 of 9

Field personnel time to read the meter. The New Customer Connection fee shall be collected at the time service is requested:

Meter Size

Fee

All Sizes

\$25.25

e. Customer Complaint Call-Out Fee

Customers registering a complaint and requesting field personnel to investigate water problems, whether on their property or not, maybe subject to a "call-out" fee. If the problem is determined to be the customer's responsibility, the customer shall be charged a fee for the call-out. Fees shall be as follows and added to the customer's next monthly billing:

1. During the working hours of 7:00 a.m. to 3:30 p.m. the fee shall be: \$40.00/hr. (1 hour minimum) plus \$10.00 for each additional 15 minutes after the first hour.
2. Other than normal working hours, weekends, holidays, etc. the fee shall be: \$100.00 (minimum) plus \$13.00 for each additional 15 minutes after the first 2 hours.

f. Extension Fee

In most cases the developer will be required to install all on-site as well as off-site piping which is necessary or required. In cases where OID installs the piping extension, the fees will be charged on a time and materials basis, including administration, consulting, legal, engineering and clerical staff time plus any other related expenses.

3. Service Charges

The collection of service charges represent the repayment of costs incurred to operate and maintain OID's Rural Water System. The service charges are broken down into two basic elements:

"Immediate Availability" charge recovers the cost of depreciation expense, indebtedness and other long term obligations; and



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 6 of 9

"Minimum Monthly Rate" charge recovers the cost of delivering potable water. These costs represent water quality testing, routine operation and maintenance and maintaining a cross connection/backflow prevention control program.

a. "Immediate Availability" Charge

Depreciation and debt costs for OID's Rural Water System are fixed costs and do not vary according to the quantity of water delivered. This charge is applied to all properties, including properties that are currently supplied with a water service connection but which are not in active service. The "Immediate Availability" charge shall be as follows:

<u>Connection Size</u>	<u>Monthly Charge</u>
3/4" - 1"	\$14.40

"Immediate Availability" charges for connections over 1" in size shall be determined on a case-by-case basis by OID Staff

NOTE: Presently 90% of all fees collected as "Immediate Availability" charge shall fund the designated "Rural Water Capital/Special Project Improvement Fund". This percentage is reviewed and adjusted annually by District staff.

b. "Minimum Monthly Rate" Charge

The "Minimum Monthly Rate" charges shall be billed in cubic feet. Readings from meters which register in gallons will be converted to cubic feet by dividing the usage reading by 7.48. Fees collected from this rate are to be deposited in the Rural Water Systems operating fund to pay for routine operation and maintenance costs. This charge applies to all properties supplied with a service connection equipped with a water meter. The "Minimum Monthly Rate" charges shall be as follows:

<u>Quantity</u>	<u>Rate</u>
0 – 1000 cubic feet (monthly minimum)	\$5.70
Per each additional 100 cubic feet	\$0.52



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 7 of 9

c. Temporary Service Fee

The monthly service fee for a temporary service (Section II(C)) shall be the same as the "Minimum Monthly Rate" charge.

d. Turn On/ Off Fees

The fee to unlock and turn-on and/or turn-off and lockout a service shall be as follows:

1. During the working hours of 7:00 a.m. to 3:30 p.m. the fee shall be: \$20.00
2. Other than normal working hours, weekends, holidays, etc. the fee shall be: \$100.00

e. Delinquent Account Fees

All language regarding the administrative actions for the collection of delinquent accounts, including notifications, fee assignments and discontinuation of service can be found in the Collection and Termination Policy for Delinquent Accounts within the Rural Water System, Section 4.102.

f. Construction Water Fees

The fees for the use of water for the construction of subdivisions, buildings, or other types of development shall be as follows:

1. Water may only be taken from a fire hydrant specifically designated by OID for that purpose.
2. The fire hydrant will be equipped with a flow meter to record water usage for billing purposes. A \$500.00 retainer shall be submitted to OID prior to the installation of the flow meter and water delivery. This retainer guarantees that any unpaid portion of the bill or costs incurred to repair or replace items damaged by the user will be paid prior to refunding the balance of the retainer.
3. The fire hydrant may be required to be equipped with a backflow prevention assembly if OID's Cross Connection Control Specialist deems it necessary.



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 8 of 9

4. A \$50.50 fee shall be charged for the installation, monitoring and removal of the fire hydrant flow meter. When the service is no longer needed this fee may be deducted from the \$500.00 retainer if the customer so desires.
5. A minimum usage rate of \$25.00 will be charged. This rate includes the first 2,000 cubic feet of water. Additional water used after the initial 2,000 cubic feet is billed at a rate of \$0.52/100 cubic feet. When the service is no longer needed these fees may be deducted from the \$500.00 retainer if the customer so desires.
6. 48 hour notice shall be given to OID:
  - i. Prior to the commencement of activities requiring the use of the fire hydrant.
  - ii. When the use of the fire hydrant is no longer needed.
7. Due to system demands during times of peak water usage, OID may place restrictions on the days and times that water may be drawn from the system.

#### 4. Service Provisions

- a. Well Abandonment  
Prior to connecting any property to OID's Rural Water System, any privately owned well on said property shall be disconnected and abandoned as per State and/or County regulations.
- b. Cross Connection Control Policy  
Any connection to OID's Rural Water System is subject to OID's Cross Connection Program. For further information consult OID's Domestic Water Specifications Manual.



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*

1 – FINANCE

*Chapter*

4 – Rural Water System

*Section*

4.101 Rural Water System's  
Domestic Water Policy

Adopted:

Revised:

Page 9 of 9

c. OID's Domestic Water Specifications

The materials used, as well as the construction of any addition or connection to OID's Rural Water System shall be completed in compliance with OID's Domestic Water Specifications Manual.



# OAKDALE IRRIGATION DISTRICT

## Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.102 Collection and Service  
Termination Policy for  
Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 1 of 8

### 1. GENERAL POLICY AND AUTHORIZATION.

- A. **PURPOSE.** This policy details Oakdale Irrigation District's (District) policies and procedures for handling of delinquent residential water accounts, including with respect to notifications, imposition of additional charges, and discontinuation and restoration of service. This policy will be made available to the public on the District's website. Customers wishing to discuss options for avoiding interruption of residential water service for nonpayment under the terms of this policy may contact the District at (209) 847-0341.
- B. **AUTHORIZING LAW.** Pursuant to the California Water Code, section 22280, the District has authority to fix and collect charges for delivery of water for residential use. As of April 1, 2020, the District is subject to the mandates of Senate Bill 998 ("SB 998," also known as the Water Shutoff Protection Act, now codified in Health and Safety Code §§ 116900, et seq.). SB 998 sets forth procedures that must be followed before residential water service can be discontinued for delinquency in payment.
- C. **PUBLISHED LANGUAGES.** This policy and all written notices required by this policy shall be available and published in English, the languages listed in Civil Code section 1632, and any other language spoken by at least 10 percent of the people residing in the District's service area.

### 2. DELINQUENCY IN PAYMENT; LATE FEE AND FEE FOR RETURNED CHECK.

- A. All amounts set forth in each monthly residential water bill are due and payable upon receipt.
- B. An account becomes delinquent when, at the end of the billing cycle in which a bill has been issued, some or all of the charges set forth in that bill remain unpaid and no payment arrangement or alternative payment schedule has been established.
- C. A late fee will be assessed if the account remains delinquent for 15 days.
- D. If a check is returned by the customer's financial institution as non-negotiable for reasons including but not limited to insufficient funds, a returned check fee will be assessed and the account will be treated as though the attempted payment was never made. If the returned check



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.102 Collection and Service  
Termination Policy for  
Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 2 of 8

was for payment made within 48 hours before the date set for discontinuation of service, then the District will provide at least 48 hours' notice before discontinuing service for nonpayment. Such notice will be given by phone or via an in-person visit from a District representative. All amounts paid to redeem a returned check and to pay the returned check fee must be by cash, credit card, or certified funds.

### **3. DISCONTINUATION OF SERVICE FOR NONPAYMENT ON DELINQUENT ACCOUNTS.**

- A. The District will not discontinue residential service for nonpayment until an account has been delinquent for at least 60 days.
- B. The District will make a reasonable good-faith effort to contact the customer at least seven business days before discontinuation of residential water service for nonpayment.
- C. At least seven business days before discontinuation of residential water service for nonpayment, the District will mail written notice of the payment delinquency and impending discontinuation to the customer at the residence where 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 shall also be sent to the address of the property to which residential service is provided, addressed to "Occupant." The notice shall indicate:
  - The name and address of the customer on record;
  - The amount of the delinquency;
  - The date by which payment or payment arrangement must be made in order to avoid discontinuation of service;
  - The procedures by which the customer may request an extension of time to pay delinquent charges, appeal charges, and/or request a deferred, reduced, amortized, or alternative payment schedule; and



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.102 Collection and Service  
Termination Policy for  
Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 3 of 8

- The telephone number the customer may call to request a payment arrangement or receive additional information from the District, and a web link to this written policy.

Prior to termination of services, the District will make a reasonable, good faith effort to visit the residence and leave a final 48 hour notice of termination of water service for non-payment.

- D. If the written disconnection notice is returned through the mail as undeliverable, the District will make a reasonable, good-faith effort to reach the customer or an adult occupying the residence at least 48 hours in advance of discontinuation of water service for non-payment, either by telephone or by dispatching a District representative to visit the residence and leave a notice of imminent discontinuation of residential water service for non-payment with an adult occupant or posted in a conspicuous place.
- E. When contact is by telephone, the District shall offer to provide the customer a copy of its written policy on discontinuation of residential service for nonpayment, and shall offer to discuss options to avert discontinuation of residential service for nonpayment, including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and petition for bill review and appeal.
- F. Disconnection Deadline. Payment of delinquent water service charges and associated fees is timely when received by the District by 5:00 p.m. on the date specified in the written disconnection notice.

#### **4. CUSTOMER'S RIGHT TO APPEAL CHARGES FOR RESIDENTIAL WATER SERVICE.**

- A. Time to Initiate a Complaint or Request an Investigation. Any customer may dispute charges included on a residential water bill at any time before the due date of the bill. A dispute may be initiated by submission of a complaint or request for investigation to the District in writing or by telephone during regular business hours. Final appeal of charges and late fees will be decided by the Board in a meeting open to the public. The District may, in its discretion, review untimely complaints or requests for investigations; however, such untimely complaints or requests are not appealable to the District Board of Directors.



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

<i>Title</i>	<i>Chapter</i>	<i>Section</i>
1 – FINANCE	4 – Rural Water System	4.102 Collection and Service Termination Policy for Delinquent Residential Accounts Within the Rural Water System

Adopted:

Revised:

Page 4 of 8

- B. Review by District. Upon receipt of a written complaint or request for investigation, the Chief Financial Officer shall review the complaint and/or conduct an investigation determined to be appropriate in the Chief Financial Officer's sole discretion. The Chief Financial Officer's review will include consideration of whether the District may grant an extension or alternative payment schedule and/or waive late penalties. During the review and/or investigation, the District will extend the customer's payment due date in order to avoid imposition of late fees. However, the customer will not be provided an extension of the 60-day time period provided under Section 3(A) above. Wherever possible, the investigation shall be completed, and the customer shall be notified of the Chief Financial Officer's decision, within 10 days from receipt of the written complaint or request.
- C. Outcomes. If, following review and/or investigation, the Chief Financial Officer determines a charge is erroneous, an adjustment shall be applied to the customer's account. If the billing is correct, payment of the bill balance shall be due 10 days after the customer has been notified of the Chief Financial Officer's decision. Nothing in this policy is intended to relieve the customer of the obligation to pay subsequent bills that become due before completion of the investigation. If the customer desires to appeal subsequent bills, it is the customer's responsibility to notify the District of that fact.
- D. Appeal to Board of Directors. Any customer whose timely complaint or request for an investigation under this section resulted in a decision unsatisfactory to the customer may appeal the decision to the District Board of Directors by submitting a notice of appeal to the District Secretary in writing at 1205 East F Street, Oakdale, CA 95361 or by telephone at 209-847-0341 within 10 days of the District's mailing of its determination. Upon receiving the notice of appeal, the District Secretary will set the matter to be heard at an upcoming Board meeting and mail the customer written notice of the time and place of the hearing at least seven (7) days before the meeting. The decision of the Board will be final. Payment of any bill balance that remains following the Board's decision shall be due 10 days after the customer has been notified of the Board's decision.
- E. No Discontinuation of Service While Appeal is Pending. The District will not disconnect water service for non-payment while an appeal is pending.



## OAKDALE IRRIGATION DISTRICT

### Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.102 Collection and Service  
Termination Policy for  
Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 5 of 8

#### **5. WHEN RESIDENTIAL WATER SERVICE WILL NOT BE DISCONTINUED.**

- A. The District shall not discontinue residential water service for nonpayment if all of the following conditions are met:
1. The customer, or a tenant of the customer, submits to the District the certification of a primary care provider, as that term is defined in Welfare & Institutions Code section 14088(b)(1)(A), that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential water service is provided.
  2. The customer demonstrates that he or she is financially unable to pay for residential water service within the District's normal billing cycle. The customer shall be deemed financially unable to pay for residential water service within the District'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.
  3. The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment with respect to all delinquent charges.
- B. If all of the conditions listed above are met, the District shall offer the customer one or more of the following options:
1. Amortization of the unpaid balance over a period of up to 12 months from the date payment was first due;
  2. Participation in an alternative payment schedule;
  3. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers; and/or



# OAKDALE IRRIGATION DISTRICT

## Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.102 Collection and Service  
Termination Policy for  
Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 6 of 8

4. Temporary deferral of payment.

- C. The Chief Financial Officer is authorized to choose the payment option the customer undertakes and to set the parameters of that payment option provided that the repayment of any remaining outstanding balance occurs within 12 months. Under limited circumstances and at the Chief Financial Officer's sole discretion, the District may grant a longer repayment period if it finds the longer period is necessary to avoid undue hardship to the customer based on the circumstances of the individual case.
- D. Residential water service may be discontinued no sooner than 7 business days after the District posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:
1. The customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more; or
  2. While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the customer does not pay his or her current residential water service charges for 60 days or more.

### **6. RESTORATION OF RESIDENTIAL WATER SERVICE.**

- A. If the District discontinues residential water service for nonpayment, it shall provide the customer with information about how to restore residential water service, which will include payment of a fee for restoration of service. Following payment of all sums and fees owed, the District will endeavor to restore service as soon as practicable and not later than the close of business on the next business day. Customers should not tamper with equipment that is the property of the District in an effort to access residential water service. Such unauthorized tampering may result in assessment of fines or fees. Any damages resulting from such unauthorized tampering will be the responsibility of the customer.



## OAKDALE IRRIGATION DISTRICT Miscellaneous Policies and Procedures

*Title*  
1 – FINANCE

*Chapter*  
4 – Rural Water System

*Section*  
4.102 Collection and Service  
Termination Policy for  
Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 7 of 8

- B. For a residential customer who demonstrates to the District that the household income is below 200 percent of the federal poverty line, the fee for restoration of service shall be as set forth below. Beginning January 1, 2021, these figures shall be subject to an annual adjustment for changes in the Consumer Price Index.
1. For restoration of service during normal business hours, no more than \$50 or the actual cost of reconnection, whichever is less.
  2. For restoration of service outside of normal business hours, no more than \$150 or the actual cost of reconnection, whichever is less.
- C. A residential customer who demonstrates to the District that the household income is below 200 percent of the federal poverty line shall be entitled to a waiver of all interest charges on delinquent bills once every 12 months.
- D. The District shall deem a residential customer to have a household income below 200 percent of the federal poverty line if any member of the 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.
- E. Returned Checks for Previously Discontinued Service. In the event a customer tenders a non-negotiable check as payment to restore water service previously disconnected for non-payment, and the District restores service, the District may promptly disconnect service without providing further notice. No 48-hour notice of termination will be given in the case of a non-negotiable check tendered for payment of water charges that were subject to discontinuance. Any customer issuing a non-negotiable check as payment to restore service turned off for nonpayment will be required to pay by cash, credit card or certified funds to restore future service disconnections for a period of 12 months from the date of the returned payment.



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## Miscellaneous Policies and Procedures

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Delinquent Residential  
Accounts Within the Rural  
Water System

Adopted:

Revised:

Page 8 of 8

### **7. SERVICES INVOLVING LANDLORD-TENANT RELATIONSHIPS.**

- A. If the District furnishes individually metered residential water service to residential occupants of a detached single-family dwelling, a multiunit residential structure, or mobilehome park, and the owner, manager, or operator of such dwelling, structure, or park is the customer of record, and the account becomes delinquent, the District shall make every good faith effort to inform the residential occupants in writing that service will be terminated at least 10 days prior to the termination. The written notice shall further inform the residential occupants that they have the right to become customers, to whom the service will then be billed, without being required to pay the amount due on the delinquent account.

If such written disconnection notice is returned through the mail as undeliverable, the District will make a reasonable, good faith effort to visit the residence and leave a notice of discontinuance for non-payment.

- B. The District is not required to make service available to residential occupants of a detached single-family dwelling, a multiunit residential structure, or mobilehome park unless at least one resident in each occupied unit agrees to the terms and conditions of service and meets the requirements of law and the District's rules. However, if one or more of the residential occupants are willing and able to assume responsibility for all subsequent charges to the account to the satisfaction of the District, or if there is a physical means legally available for the District to selectively terminate service to those residential occupants who have not met the District's requirements, the District shall make service available to those residential occupants who have met those requirements.

- 8. REPORTING REQUIREMENTS.** The District shall annually report the number of discontinuations of residential service for inability to pay on its website and to the State Water Resources Control Board.

- 9. LIMITATIONS OF THIS POLICY.** Nothing in this policy restricts, limits or otherwise impairs the District's ability to terminate residential water due to an unauthorized action of the customer.