
Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: WATER SERVICE POLICY

POLICY NUMBER: 5100 (replaced 2101)

Overview: The Gold Mountain Community Services District (the District) owns the water rights underlying all residential and community property within the District boundaries. Water is a precious and sometimes scarce resource in the state of California. Studies show that metering, when coupled with effective pricing structure, reduces water use by 15% to 20%. Additional water savings are possible through improved management of the water system, particularly the identification and repair of leaks in the distribution system. In compliance with the intent of California code, the District therefore requires a water meter on each service connection. The water meter serves as the service connection (point of delivery) for the District's water services to the customer and after installation remains the property of the District.

5100.1 New Connections. The Gold Mountain CSD will review building design plans to ensure all District requirements are met for met. Prior to County building approval, GM CSD will provide an embossed seal stamp for the County of Plumas displaying GM CSD review and approval of plans. District staff will provide feedback within 30 days of Application.

Upon payment of the current Capacity and Connection fees and signing the District's Irrevocable License to allow District employees access to the property for inspection, service, and meter reads, the District will authorize the installation of an appropriately sized water meter.

5100.2 Residential customers. Each of the 427 residential units as defined in Plumas County development permit for Gold Mountain Ranch, dated June 3, 1996, and defined in Plumas County Map Book 13, is equipped with a meter set supporting the connection of a 1" residential meter. The District will define and install the appropriate residential water meter.

5100.2.1 Single Family Residential Connection. Each single-family residential property is allowed a single 1" primary water meter accounted for in the District's current capacity planning at the time of installation. Larger meter sizes or additional primary meters require a capacity review by the District's engineer and approval of the General

Manager. The cost of engineering and installation of any such meters by District field staff and/or contracted services are billable to the customer including excavation, road repairs, material, and installation.

In order to protect the Districts' water supply, Single Family Residential applications submitted after 10/1/2024, may not include landscape irrigation or ponds, or rooftop sprinkler systems that utilize potable water supplied by the District.

5100.2.2 Multi-Unit Residential Connections. Multi-unit residential units constructed after 2022 shall have separate primary meters installed for each dwelling unit (DU). The District will provide a single 1" primary water meter for each DU. Larger meter sizes or additional primary meters require a capacity review by the District's engineer and approval of the General Manager. The cost of engineering and installation of any such meters by District field staff and/or contracted services are billable to the customer including excavation, road repairs, material, and installation.

In order to protect the Districts' water supply, Multi-Unit Residential applications submitted after 10/1/2024, may not include landscape irrigation or ponds, or rooftop sprinkler systems that utilize potable water supplied by the District.

5100.3 Commercial Customers. The District will work with commercial customers and the District's engineer to define the appropriate size and number of water connections based on the requirements of each project and county building code on a case-by-case basis. Additional fees may apply per related CSD Policy 3037.

In order to protect the Districts' water supply, Commercial applications submitted after 10/1/2024, may not include landscape irrigation or ponds, or rooftop sprinkler systems that utilize potable water supplied by the District.

5100.3.1 One Inch Service. For each commercial 1" service requirement, the District will define and install an appropriate meter.

5100.3.2 Larger Service Requirements. The District will work with commercial customers and the District's engineer to define the appropriate meter for all service connections larger than 1". Commercial customers are required to purchase and install larger meters at their expense during project construction. The District will charge a Connection fee including District engineering and inspection costs on each commercial account.

5100.4 Modification, Movement, and Changes. Relocating the meter set or modifying a primary meter installation requires District approval. The cost of engineering and installation of any such meters by District field staff and/or required contracted services are billable to the customer including excavation, road repairs,

material, and installation. (See CSD Policy 5115 Service Connection Expense Reimbursement.)

5100.5 Submeters. Owners are allowed to install submeters for a guest house, irrigation, or outbuildings at their expense. The District has no responsibility for the maintenance or reading of secondary meters. Owners remain fully responsible for water usage as recorded on the primary meter.

5100.6 Temporary Meters. Upon request, the District will install a temporary water meter to support construction, undeveloped lot irrigation, or for other approved purposes. The District will charge a \$500 deposit for the meter and bill the requesting party for the cost of making the connection to include all necessary materials. The District will bill all water usage while the meter is installed. The District shall refund the deposit at such time that the service is no longer required, and the meter is returned in good working condition.

5100.7 Water Meter Replacement. The District reserves the right to change meter types at the District's expense at any time warranted by current District requirements. The District will pay to replace any meter that requires replacement due to normal wear and tear during the service life of the meter. Meters requiring repair due to negligence, tampering, or damage outside of the District's control will be replaced at the customer's expense.

5100.8 Meter Maintenance and Testing. Once installed, the District takes responsibility for water connections from the water main to and including the meter. District field workers maintain the meter and perform periodic testing to manufacturers specifications.

5100.9 Leakage. The property owner is responsible for prevention and correction of any leakage from the primary meter onward within the property. CSD Policy 5105 describes District requirements for owners to maintain their systems in a state of good repair. The District monitors water usage of excessive usage and will work with owners to identify the cause. In the event that the source of excessive use is identified as a negligent discharge as identified in 5105, the District provides official notification to repair. Failure to correct leakage within ten (10) days of notification by the District will result in the water service being shut off. Service will not be restored until the leakage has been repaired to the satisfaction of the District.

5100.10 Tampering and Theft. Tampering with utility equipment or stealing service will be grounds for discontinuance of utility service, charges for repairs, and is subject to a fine and/or legal action.

5100.10.1 Theft of Service. Tampering and theft of service shall include, but not be limited to the following:

- a) Opening valves or meter that have been turned off by District personnel;
- b) Removing, disabling, or adjusting meter registers;
- c) Breaking, picking, or damaging cut-off locks or by-passing meters in any way;
- d) Taking unmetered water from hydrants by anyone other than an authorized fire department official for any purpose other than firefighting, testing or flushing of hydrants;
- e) Use of District provided fire sprinkler system water for any purpose other than fire protection;
- f) Connecting to or intentionally damaging water lines, valves, or other appurtenances or damaging utility equipment
- g) Gaining access to, climbing upon, or in other ways trespassing on the District's water storage tanks or utility infrastructure

5100.10.2 Billing Adjustments. If the District determines theft of service has occurred, it reserves the right to adjust the customer's current bill and the bills for the past twelve (12) months usage. If the approximate amount of service that was stolen cannot be reasonably determined, the customer's usage will be set at two to four times the minimum bill, as set on a case-by-case basis by the General Manager according to the facts of each case.

5100.11 Meter Reads. To ensure compliance with California State code, District Field Staff read all customer primary and temporary water meters on a monthly basis. The CSD currently uses Automatic Meter Reading (AMR) technology for residential customers where field staff drive throughout the community to collect meter reads. AMR allows for meter read collection in all weather conditions. Commercial accounts and temporary meters use a combination of AMR and manual read meters.

5100.11.1 Field staff collect meter reads between the 25th and 31st of each month. Severe inclement weather may prevent meter read collection on some meters until a later date. If for any reason a meter read cannot be completed on the last monthly meter read of the billing quarter, the District will estimate the last month's read based on the prior two month's usage. Usage data will be updated and recorded as part of the first month's read in the following billing quarter.

5100.11.2 Field staff will repair or replace any meter found defective during the meter read process.

5100.11.3 The Office Administrator collates monthly data into a quarterly report for billing in accordance with District Policy 5005 Billing Policy. Quarterly statements include water consumption for the previous water use quarter as follows:

- July 1 statement includes Mar, Apr, and May usage
- Oct 1 statement includes June, July, and Aug usage
- January 1 statement includes Sept, Oct, and Nov usage
- April 1 statements include Dec, Jan, and Feb usage

5100.11.4 District customers may request an emailed monthly water consumption report after the 5th of the month. Customers may also request a reread of their meter or a water use consultation.

5100.12 Cross Connections. No physical connection between the District's potable water supply system and that of any other water supply or source of potential contamination is permitted, to include wells, springs, ponds, recycled water systems, and external water storage tanks for firefighting purposes.