
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 California. Studies show that metering, when coupled with an effective pricing structure, reduces water use by 15% to 20%. Additional water savings are possible through improved water system management, particularly by identifying and repairing leaks in the distribution system. In compliance with the intent of the 2005 California Water Code, 525 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, it 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. 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 the 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.

All Residential Customers must follow Potable and Non-potable Outdoor Water Use Policy 5101 for outdoor water use. ~~for Landscaping Irrigation watering as well as pond installation.~~

~~Outdoor Fire Suppression:~~

~~Any rooftop sprinkler systems or outdoor fire suppression water systems shall utilize non-potable water supplied from the property's non-potable storage tank or pond.~~

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 is billable to the customer, including excavation, road repairs, materials, 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 buildings constructed after 2022 shall have a separate primary meter 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 is billable to the customer, including excavation, road repairs, materials, 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 determine the appropriate size and number of water service connections and meters for each project, consistent with applicable County building code requirements.

For service connections larger than 1-inch, commercial customers shall purchase and install the required meters at their expense during project construction.

The District shall assess applicable connection fees for each commercial account, including District engineering, inspection, and related administrative costs.

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 must 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 conditions.

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 its service life. 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 the manufacturer's specifications.

5100.9 Leakage. The property owner is responsible for preventing and correcting any leakage from the primary meter onward within the property. CSD Policy 5105 outlines District requirements for owners to maintain their systems in good repair.

The District monitors water usage to promote conservation and system reliability. When excessive use is identified, the District will collaborate with the property owner to

determine the cause. If the excessive use is determined to be a negligent discharge under Section 5105, the District will issue written notice requiring repair.

Failure to correct the conditions within ten (10) days of notice may result in temporary suspension of water service until repairs are completed.

5100.10 Tampering and Theft. Tampering with utility equipment or stealing service will be subject to discontinuation of utility service, charges for repairs, and may result in 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 meters that have been turned off by District personnel.
- b) Removing, disabling, or adjusting meter registers.
- c) Breaking, picking, or damaging cut-off locks or bypassing 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 of usage. If the approximate amount of service stolen cannot be reasonably determined, the customer's usage will be set at two to four times the minimum bill, as determined on a case-by-case basis by the General Manager based on the facts of each case.

5100.11 Meter Reads. To ensure compliance with California State code, District Field Staff read all customers' primary and temporary water meters monthly. The CSD currently uses Automatic Meter Reading (AMR) technology for residential customers, with field staff driving throughout the community to collect meter readings. AMR

enables meter reading 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 reading 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 months' 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 re-read of their meter or a water-use consultation.

5100.12 Cross Connections. No cross-connection or direct physical connection shall be allowed between the District's potable water supply system and any non-potable water source or system. This prohibition includes, but is not limited to, wells, springs, ponds, recycled water systems, graywater systems, rainwater harvesting systems, or external water storage tanks used for firefighting or other non-potable purposes.