



ALAMEDA COUNTY WATER DISTRICT

43885 South Grimmer Boulevard
Fremont, CA 94538

**RATE AND FEE SCHEDULE
FOR
2021**

Recodified as of October 28, 1999
Through Resolution No. 99-072

and

Amended as of April 13th, 2021
Through Resolutions No. 21-016 and 21-019

All rates and charges are effective March 1, 2021, unless otherwise noted.

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SECTION 1:

WATER CONSUMPTION CHARGES AND BIMONTHLY SERVICE CHARGES

A. Rate Schedule for Water Service Inside District

Bills for all metered services inside the boundaries of the District excepting Private Fire Services shall consist of:

1. Bimonthly Service Charge Based on the size of the meter:

<u>Meter Size</u>	<u>Charge per Meter</u>	
	<u>Eff. 3-1-2020</u>	<u>Eff. 3-1-2021</u>
5/8" & 3/4" meter	\$ 56.61	\$ 56.61
1" meter	87.29	87.29
1-1/2" meter	163.97	163.97
2" meter	255.99	255.99
3" meter	547.39	547.39
4" meter	976.81	976.81
6" meter	2,464.48	2,464.48
8" meter	4,304.88	4,304.88
10" meter	6,451.99	6,451.99

The service charge for a special type of meter or for a battery of meters installed on one service in lieu of one meter will be based on the size of a single standard type of meter of equivalent capacity.

The service charge for any meter to a single family residence which has been oversized for purposes of accommodating a fire sprinkler system shall be based on the smallest meter which could have furnished adequate water service if a fire sprinkler system had not been installed.

All first and last month customer bills, and at rate changes, will be prorated in regards to the bimonthly service charge according to the number of days of the billing.

2. Consumption Charge Based on two-month meter readings:

For all billings rendered on or after the effective dates shown until modified:

	<u>Per Hundred Cu. Ft.</u>	
	<u>Eff. 3-1-2020</u>	<u>Eff. 3-1-2021</u>
All usage	\$ 4.596/unit	\$ 4.596/unit

B. Rate Schedule for Water Service Outside District

Bills for all metered services, excepting Private Fire Services, located outside the boundaries of the District shall consist of:

1. Bimonthly Service Charge Based on the size of the meter:

<u>Meter Size</u>	<u>Charge Per Meter</u>	
	<u>Eff. 3-1-2020</u>	<u>Eff. 3-1-2021</u>
5/8" & 3/4" meter	\$ 56.61	\$ 56.61
1" meter	87.29	87.29
1-1/2" meter	163.97	163.97
2" meter	255.99	255.99
3" meter	547.39	547.39
4" meter	976.81	976.81
6" meter	2,464.48	2,464.48
8" meter	4,304.88	4,304.88
10" meter	6,451.99	6,451.99

The service charge for a special type of meter or for a battery of meters installed on one service in lieu of one meter will be based on the size of a single standard type of meter of equivalent capacity.

The service charge for any meter to a single family residence which has been oversized for purposes of accommodating a fire sprinkler system shall be based on the smallest meter which could have furnished adequate water service if a fire sprinkler system had not been installed.

All first and last month customer bills, and at rate changes, will be prorated in regards to the bimonthly service charge according to the number of days of the billing.

2. Consumption Charge Based on two-month meter readings:

For all billings rendered on or the effective dates shown until modified:

	<u>Per Hundred Cu. Ft.</u>	
	<u>Eff. 3-1-2020</u>	<u>Eff. 3-1-2021</u>
All usage	\$ 5.285/unit	\$ 5.285/unit

C. Groundwater Replenishment Assessment

A replenishment assessment on the production of groundwater from the groundwater supplies within the District, during the fiscal year beginning July 1, 2021 is fixed at a rate of \$8.00 per acre foot of groundwater so produced for agricultural and (municipal) recreational uses, and \$500.00 per acre foot of groundwater so produced for all other purposes.

The replenishment assessment for any producer operating a water producing facility having a discharge opening not greater than two (2) inches in diameter and providing groundwater for domestic or irrigation uses on an area not exceeding one (1) acre in extent, shall be nil, such amount being determined to be the replenishment assessment to be paid by such producer.

D. Private Fire Services

1. Bimonthly Service Charge Based on the size of the detector check:

<u>Size</u>	<u>Amount</u>
4" and smaller	\$ 14.40
6"	19.20
8"	24.00
10"	28.80
12"	33.60
16"	43.20

There shall be a bimonthly service charge for the bypass meter installed with the detector check, based on the District's established service charge for standard type meters as set forth above depending on whether the meter is within the District, or outside the District.

Private Fire Services may not be used for any purpose other than fire protection without the express written consent of the District, the holder of the Private Fire Service account, and all other affected agencies with jurisdiction over the proposed use. There shall be no charge for water used through such services in extinguishing accidental fires, but any water lost through leakage or used in violation of the District's Regulations shall be paid for at double the rate for general use, and such use may be subject to other penalties and costs.

E. Public Fire Services

Except fire hydrants effectively covered by contracts (pursuant to Resolution No. 727 adopted on June 28, 1961), there shall be a monthly charge for any public fire hydrant of \$3.00 per hydrant. There shall be no charge for water used through such public fire hydrants in extinguishing fires or other fire purposes.

F. Fire Hydrant Meter Charges

Applicants for temporary water service shall be subject to the requirement of a refundable deposit for use of a fire hydrant meter and backflow prevention device loaned to applicant by the District as follows:

<u>Meter Size</u>	<u>Deposit Amount</u>
3" Meter + RP Device	\$1,643.00

All fire hydrant meters will be issued for a period of not to exceed eleven months. Fire hydrant meters not returned by the stated due date will be subject to a field investigation/follow-up charge of \$120.00. Upon termination of service and return of the hydrant meter to the District, the District shall refund the deposit, less any unpaid water usage, field investigation/follow-up and hydrant meter repair charges.

Bills for all metered service from a fire hydrant meter shall be consistent with the rate schedule identified in Section 1A.

On a bimonthly basis, the District shall issue to each fire hydrant meter customer a meter read request form. It is the customer's responsibility to note the hydrant meter reading and return that information to the District by the stated due date. Based upon the information submitted, a water billing will be issued. If the meter reading information is not received within 15 days of the stated due date, a field investigation/follow-up charge of \$110.00 will be levied.

All usage of Fire Hydrant Meters must be in conformance with District Regulations. Fire Hydrant Meters may only be connected to public fire hydrants which are owned and operated by the District and which are integral to the District's public water distribution system. Fire Hydrant Meters may not be connected to private fire hydrants or private fire systems without the express written consent of the District, the holder of the Private Fire Service account, and all other affected agencies with jurisdiction over the proposed use.

There shall be a 3" Inside District bimonthly service charge based on the current rate.

G. Metered Jumper Assembly Charges

Applicants for a metered jumper assembly shall pay a monthly rental fee for the use of the metered jumper assembly and shall be required to provide a refundable deposit to the District as follows:

<u>Metered Jumper Assembly Size</u>	<u>Deposit Amount</u>	<u>Monthly Rental</u>
6" Meter + RP Device	\$ 5,037	\$ 237

All metered jumper assemblies will be issued for a period of not more than six months. Upon successful completion of the closure connection for a public water system extension and return of the metered jumper assembly to the District, the District shall refund the deposit, less any unpaid water usage and metered jumper assembly repair or replacement costs. Should the device not be timely returned, or should the cost of damage, repair or water consumption exceed the available deposit amount, the remaining amount shall become due and payable by the applicant and may be deducted from the Engineering Fee deposit for projects with a public water system extension (PWSE) agreement.

All water delivered through a metered jumper assembly shall be billed in accordance with the rate schedule identified in Section 1.A.2. Upon return of the device, the District shall review the usage from the meter and issue a water billing for the total consumption.

If the District does not have a metered jumper assembly available at the time requested, an alternate jumper assembly shall be provided by the applicant in accordance with the Standard Specifications, and the District shall calculate the estimated volume of water required for flushing and testing the main and other related water use, and this value shall be used for water billing.

All usage of metered jumper assemblies must be in conformance with District Regulations. Metered jumper assemblies may only be connected to the public water system as directed by the District. Any use of the metered jumper assemblies not in conformance with District Regulations and their approved location and use may result in the revocation of the contractor's Permit for Public Water System Construction.

H. Estimated Consumption

If the District is unable to calculate actual water consumption due to a damaged or inaccessible water meter or unavailable consumption information for a fire hydrant meter, a water billing will be issued with estimated consumption based upon the same period in the previous year or some other reasonable means of estimated consumption. At such time as actual consumption information is made available, a billing adjustment will be issued.

I. Customer Deposit

The District shall charge a deposit for continued water service to those customers who have failed to maintain a good credit record with the District due to (1) bankruptcy; (2) tendering payment of bills with checks that are returned, failed electronic fund transfers, credit card reversals, or any similar failed payments on two or more occasions within a 24 month period; (3) if their meter has been removed for non-payment; (4) if their water service has been terminated due to non-payment; or (5) where the customer of record's credit worthiness comes into question. The deposit must be paid by cash, money order, or cashier's check, and shall be a sum equal to two times the average bimonthly water bill for that customer during the preceding twelve (12) month period. The District will return the customer's deposit, without interest, after the customer has maintained a good credit record by paying all water bills with good funds and by the stated due date for a period of twenty-four (24) consecutive months or upon termination of water service and payment in full of all closing bill charges owed to the District by the customer, whichever occurs first. For those customers who have failed to maintain a good credit record with the District, the District reserves the right to bill customers on a monthly basis at its sole discretion.

J. Landlord Responsibility after Tenants Default

The District will require a landlord/property owner to put the water service in his/her name after 3 tenants at any one location over any period of time fail to pay the closing bill.

K. Customer Assistance Program

Eligible customers may apply for financial assistance by completing a Help on Tap application. Qualified customers who satisfy the District income guidelines will receive a \$35.00 credit on the bimonthly service charge for 12-billing cycles or two-years. Qualified customers may reapply after the term expires. The income limit for eligibility is the greater of 50% of Area Median Income or 250% of the federal poverty level.

L. Water Shortage Emergency Stage Rates

To ensure that the District receives sufficient revenues to cover its cost of providing water service when consumption decreases due to a Board declared water shortage emergency, such as a drought, the District will implement Water Shortage Emergency Stage Rates ("stage rates"). Stage Rates are set up incrementally to reflect the levels of water shortage emergency the District has defined in its Urban Water Management Plan, specifically the Water Shortage Contingency Plan. In the event of a Board declared water shortage emergency and water-use reductions, the Stage Rates, as shown below, would be in addition to, and on top of, the base per unit water consumption rate for both inside and outside District customers as set forth in previous subsections 1.A. and 1.B.

Water Shortage Contingency Plan Stage	Reduction in Water Demand	FY 2019 Unit Stage Rate (\$/unit)	FY 2020 Unit Stage Rate (\$/unit)
0	0%	\$0.000 / unit	\$0.000 / unit
1	10%	\$0.474 / unit	\$0.493 / unit
2	20%	\$1.066 / unit	\$1.109 / unit
3	30%	\$1.831 / unit	\$1.905 / unit
4	Up to 50%	\$4.242 / unit	\$4.412 / unit

Stage Rates are a contingency and would only be implemented in the event that water supplies are not sufficient to meet customer water demands due to an emergency. In this situation, the District's Board would consider declaring a water shortage emergency and specifying the emergency stage, the appropriate stage rate, specific water use restrictions and any other necessary actions to address the emergency. This would take place at a properly noticed public hearing with an opportunity for public input, and the District would provide customers with 30 days advance notice before implementing any stage rates on customer bills. The Board would rescind the Stage Rates when the water shortage emergency is declared over.

SECTION 2:

FEES AND CHARGES TO ESTABLISH WATER SERVICE

A. Facilities Connection Charges (FCC)

There will be a five-year phase-in of increases to the Facilities Connection Charges due to the implementation of a revised comprehensive calculation method as shown below. However, the figures shown for 2022 on out will be adjusted annually for inflation on May 1 of each year based on the July to July increase in the Engineering News-Record Construction Cost Index for the San Francisco Bay Area.

All applicants, prior to connecting to a water main, prior to increasing the size of an existing water meter, shall pay the comprehensive Facilities Connection Charges, effective May 1 of each year listed below adjusted for inflation as applicable.

1. Residential Meter Facilities Connection Charges (FCC)

<u>Category</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
SFR Incremental Portion	\$5,113	\$5,113	\$5,113
<u>SFR Equity Buy-In Portion</u>	<u>\$2,744</u>	<u>\$2,913</u>	<u>\$3,083</u>
1. SFR Comprehensive FCC	\$7,857	\$8,026	\$8,196
MFR Incremental Portion	\$4,294	\$4,294	\$4,294
<u>MFR Equity Buy-In Portion</u>	<u>\$2,187</u>	<u>\$2,389</u>	<u>\$2,590</u>
2. MFR Comprehensive FCC	\$6,481	\$6,683	\$6,884

Category 1 includes single family residential (SFR) detached houses whose combined domestic and irrigation water demands can be met with up to a 1-1/2 inch meter. Single family detached houses whose combined domestic and irrigation water demands can be met only with a meter sized 2-inches or larger shall pay Facilities Connection Charges set forth in Section 2.A.3. Category 2 includes multi-family residential (MFR) where there are multiple dwelling units such as duplexes; mobile homes; new accessory dwelling units (as defined by Government Code §65852.2(i)(4)) constructed along with a new single family residential unit on the same lot; live/work units; and apartments, condominiums, townhouses or other buildings with two or more dwelling units, except those that meet the criteria for the Residential Dormitory Meter Facilities Connection Charges set forth in Section 2.A.2 (a) through (e).

2. Residential Dormitory Meter Facilities Connection Charges (FCC)

<u>Category</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
Dorm Incremental Portion	\$3,067	\$3,067	\$3,067
<u>Dorm Equity Buy-In Portion</u>	<u>\$1,647</u>	<u>\$1,748</u>	<u>\$1,850</u>
Dorm Comprehensive FCC	\$4,714	\$4,815	\$4,917

Only for those developments that meet all of the following criteria:

- a) Three (3) or more residential units;

- b) One bedroom or studio, single occupancy units;
- c) One bathroom maximum;
- d) Individual unit area less than or equal to 540 square-feet; and
- e) Common kitchen facilities and only limited kitchen facilities in each unit.

3. Non-Residential Meter Facilities Connection Charges (FCC) (potable)

<u>Meter Size</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
3/4" Incremental Portion	\$7,669	\$7,669	\$7,669
<u>3/4" Equity Buy-In Portion</u>	<u>\$4,116</u>	<u>\$4,370</u>	<u>\$4,625</u>
3/4" Comprehensive FCC	\$11,785	\$12,039	\$12,294
1" Incremental Portion	\$12,783	\$12,783	\$12,783
<u>1" Equity Buy-In Portion</u>	<u>\$6,861</u>	<u>\$7,285</u>	<u>\$7,709</u>
1" Comprehensive FCC	\$19,644	\$20,068	\$20,492
1.5" Incremental Portion	\$25,567	\$25,567	\$25,567
<u>1.5" Equity Buy-In Portion</u>	<u>\$13,722</u>	<u>\$14,570</u>	<u>\$15,418</u>
1.5" Comprehensive FCC	\$39,289	\$40,137	\$40,985
2" Incremental Portion	\$40,906	\$40,906	\$40,906
<u>2" Equity Buy-In Portion</u>	<u>\$21,956</u>	<u>\$23,313</u>	<u>\$24,668</u>
2" Comprehensive FCC	\$62,862	\$64,219	\$65,574
3" Incremental Portion	\$89,484	\$89,484	\$89,484
<u>3" Equity Buy-In Portion</u>	<u>\$48,030</u>	<u>\$50,996</u>	<u>\$53,964</u>
3" Comprehensive FCC	\$137,514	\$140,480	\$143,448
4" Incremental Portion	\$153,403	\$153,403	\$153,403
<u>4" Equity Buy-In Portion</u>	<u>\$82,337</u>	<u>\$87,424</u>	<u>\$92,510</u>
4" Comprehensive FCC	\$235,740	\$240,827	\$245,913
6" Incremental Portion	\$345,158	\$345,158	\$345,158
<u>6" Equity Buy-In Portion</u>	<u>\$185,260</u>	<u>\$196,705</u>	<u>\$208,150</u>
6" Comprehensive FCC	\$530,418	\$541,863	\$553,308
8" Incremental Portion	\$409,076	\$409,076	\$409,076
<u>8" Equity Buy-In Portion</u>	<u>\$219,567</u>	<u>\$233,132</u>	<u>\$246,696</u>
8" Comprehensive FCC	\$628,643	\$642,208	\$655,772

Charges in Section 2.A.3 shall not be assessed for dedicated irrigation meters serving limited common area landscaping located on private property within a residential project with a residential homeowners association serving as the account holder for a separate irrigation meter.

If the District determines that the category of water use for a meter does not fit the above-described categories of water use, then the Board shall set a specific Facilities Connection Charge for that meter based on the projected demand on District facilities.

No application for meters sized larger than 2-inches shall be accepted by the District until the applicant has submitted standardized calculations, in a form acceptable to the District, confirming the requested meter size conforms to the applicable American Water Works Association Standard and is appropriate for the application. The District reserves the right to

determine the appropriate meter size for any application and may determine such information is necessary in support of any application, regardless of requested meter size.

No meter will be installed until all applicable charges for District work and the applicable Facilities Connection Charge have been paid. No application for connection to a water main will be accepted by the District until and unless one of the following applicable criteria has been met:

1. Meter or water service to be connected to an existing main

Determination by the District of the issuance of a valid building permit from the appropriate city and agreement to the terms specified on the District's application.

2. Meter or water service to be connected to a new main installed by applicant

Determination by the District of the issuance of a valid building permit from the appropriate city, agreement to the terms specified on the District's application, execution of a Public Water System Extension Agreement, and conformance with the terms and conditions thereof.

B. Meter Installation Charges

When the premises to which water is to be furnished requires a meter, the applicant shall pay an installation charge based upon all costs of the installation including meters and appurtenances. Meters not installed within one (1) year from date of meter installation payment shall be subject to connection and meter charges in effect at time of installation. The District shall retain the ownership of all meters and service lines to meters.

Applicants desiring to increase the size of their existing meter and/or service line may do so provided other consumers are not thereby deprived of adequate service (equal to their existing service). The applicant shall pay the total District cost to make such a change.

Applicants desiring to decrease the size of their meter shall pay the total District cost to make such a change.

A meter may be moved at the request of a property owner from one location to another on the premises being served, provided the new location is approved by the District and the owner pays the total District cost to make the relocation.

On jobs for which there is no fixed installation charge, applicants are required to deposit with the District an amount equal to the estimated total District cost. Final billings to the applicant will be based on actual total District cost.

Meter installation charges will be assessed as follows effective May 1, 2019:

<u>Meter Size</u>	<u>Residential Meter Set Charge In Existing Meter Box (Per Meter)</u>
3/4" meter	\$254.00
1" meter	287.00
1-1/2" meter	495.00

C. Annexation Fee

Applicants for permanent water service whose premises are in territories outside of Alameda County Water District boundaries shall apply for annexation to the District in accordance with procedures set by the District and the Local Agency Formation Commission of Alameda County.

Territories which annex to the District shall, when so determined by District, become part of existing improvement districts. Such territories shall also be subject to taxes imposed by District for payment of State Water Project Contract costs.

Annexation Fees shall be paid by all applicants requesting annexation of territory into the District. Applicants shall deposit with the District an amount equal to the estimated total cost of District services related to the annexation including any necessary third party and/or legal costs. Supplemental deposits may be required as needed to maintain sufficient funding as a condition of the District providing continued services related to the annexation project. Final billings to the applicant will be based upon actual total District cost.

D. Public Water System Extension Engineering Fees

Public Water System Extension Engineering Fees shall be paid by developers of lands within the District prior to issuance of Alameda County Water District permits, or award of construction contracts for District-installed mains associated with development projects. Applicants shall deposit with the District an amount equal to the estimated total cost of District services related to the development project. Supplemental deposits may be required as needed to maintain sufficient funding as a condition of the District providing continuing services to the project. Final billings to the applicant will be based upon actual total District cost.

SECTION 3:

ADMINISTRATIVE CHARGES

A. Field Charge (FC)

A field charge of \$46.00 is hereby fixed (1) for any customer requesting service that requires a field service visit (Account Establishment Field Charge); and (2) for on-site notification of wasteful water use that violates the mandatory restrictions on water use set forth in Ordinance No. 2014-01 (Account Field Charge).

B. After Hours Connection Charge

A charge of \$150.00 is hereby fixed as the charge for any customer for connecting new water service after 4:00 p.m. weekdays, on weekends or on holidays.

C. Damaged Angle Stop Charge

A charge of \$306.00 is hereby fixed as the repair charge to be paid by any person responsible for the repair of a damaged angle stop.

D. Damaged Lock Charge

A charge of \$9.00 is hereby fixed as the replacement charge to be paid by any person responsible for the replacement of a damaged or missing lock.

E. Reconnection Charge

The following charges are hereby fixed as the service charges to be paid by any persons whose water service has been terminated for nonpayment of water charges or for willful violations of the mandatory restrictions on water use set forth in Ordinance No. 2014-01, and that said service shall not be resumed until such service charges and all other delinquent water charges are paid in full.

Weekdays – 8:00 a.m. to 4:00 p.m.	\$ 46.00
After 4:00 p.m. Weekdays, Weekends and Holidays	\$ 150.00
For Replacement of a Pulled Meter & Turn-On	\$ 104.00

F. Charge for Returned Checks, Failed Electronic Fund Transfers, Credit Card Reversals and Similar Failures

The charge is fixed at \$13.00 for each check returned to the District from a bank, for failed electronic fund transfers, for credit card reversals and for any similar failures.

G. Late Bill Payment Fee

Customers with delinquent water bills are subject Late Bill Payment Fees, which are determined by the length of the delinquency.

Reminder Notice Mailing Fee	\$ 5.00
Field Charge (48 Hour Door Notice)	\$ 20.00
Field Charge (Service Shut Off)	\$ 20.00

SECTION 4:

OTHER FEES AND CHARGES

A. Permit Fees for Wells, Other Excavations, and Exploratory Holes

The following permit fees shall be charged for the specified classifications of work:

1. Wells*

- Construction or Destruction of Well \$ 670.00
- Repair or Reconstruction of Existing Well \$ 475.00
- Classify Well as Inactive (Per Year) \$ 80.00

**Except Vapor Wells with casing <2 inches in diameter, see Exploratory Holes*

2. Other Excavations

- Construction or Deconstruction of Cathodic Protection Well, Inclinator, Vibrating Wire Piezometer, or Elevator Shaft \$ 670.00
- Repair or Reconstruction of an Existing Cathodic Protection Well, Inclinator, Vibrating Wire Piezometer, or Elevator Shaft \$ 475.00
- Construction, Repair, Reconstruction, or Destruction of Dewatering Wells, Cleanup Site Excavations, Shafts, Tunnels, Directional Boreholes, Support Piers, Piles, Caissons, Wick Drains, or Other Excavations
 - 10 or fewer \$ 475.00
 - Each over 10 \$ 80.00
- Classify Other Excavation as Inactive (Per Year) \$ 80.00

3. Exploratory Holes and Vapor Wells (casing <2 inches in diameter)

- Construction and/or Destruction
 - 4 or fewer \$ 475.00
 - Each over 4 \$ 80.00

In the event a permit was required, and the owner/customer failed to obtain a permit, the owner/customer must obtain the required permit and the permit fee will be double the permit fee established above.

If the work requires District services on a particular schedule or sequence (5 business days or greater) that results in additional costs, the District will charge fees to recover the actual field related costs incurred by the District due to the additional District services required.

The Cities of Fremont, Newark and Union City are exempt from paying permit fees. All other public agencies shall pay permit fees unless otherwise contrary to federal or state law.

B. Inspection/Testing of Backflow Prevention Device

The District shall charge \$85.00 for the testing and inspection of a backflow prevention device.

C. Leak Adjustments, Unexplained Consumption Meter Testing Charges, and Billing adjustments

1. Leak Adjustments

Customers are required to keep their plumbing and service pipes, and all facilities on the customer's side of the meter in good order and are required, at their own expense, to locate and repair any leaks. It is not the District's responsibility to locate or repair any water facilities on the customer side of the meter. No allowance will be made on a customer's bill for loss of water, once said water is delivered to the customer's side of the water meter, except as provided below:

- a) After the leak is repaired, the District may, upon request of a customer and upon receipt of satisfactory documentation that the leak has been repaired, adjust that customer's bill in the case of loss of water due to circumstances beyond the reasonable control of that customer for plumbing failure on the customer's side of the meter due to normal "wear and tear." A leak adjustment will not be granted for any other reason, including for example water loss due to theft, vandalism, or other third party actions.
- b) Authorized leak adjustments will not exceed one-half of the excess usage as compared to the usage for the same period in the previous year(s). No more than one (1) leak adjustment will be granted in any twenty-four (24) month period. Adjustments will be limited to a maximum of \$200.00 for residential accounts, and \$500.00 for non-residential accounts. Any exceptions to the maximum limits must be approved by the General Manager with a written agreement signed by the customer and General Manager.
- c) A determination of whether an adjustment or an exception to the maximum limits is granted, and if so, the amount thereof shall be made at the sole discretion of the District and shall be final. In making such determination, the District shall consider the following: (1) the customer's opportunity, if any, to detect the water loss; (2) any negligence, inaction, or fault of the customer regarding the plumbing failure and water loss; (3) the promptness with which the water loss was discovered, stopped, and repaired; and (4) the customer's past consumption record.

2. Unexplained Consumption Meter Testing Charges

If a customer has higher than usual consumption and after reasonable investigation has determined it is not due to a leak on the customer side of the

meter, the customer may request that the District's water meter be examined and tested to determine if the water meter is faulty.

In order to test the water meter it must be removed, and therefore a new meter will be installed in its place. The District will schedule a date and time for the meter to be tested during normal District business hours, and the customer will be invited to be present for the test. If the customer cannot be present for the meter test, then the customer must accept the District's testing results, which will be provided to the customer. The District operates a meter testing bench that is industry approved and rated. The costs to test the meter are as follows:

<u>Size of Meter</u>	<u>Testing Charges</u>
5/8", 3/4", 1"	\$ 50.00
1-1/2" and 2"	\$ 100.00
3" and larger	\$ 255.00

If the meter accuracy is less or equal to 101.5% meter registration, then the water meter is not faulty and there will be no billing adjustment granted. If the meter accuracy exceeds 101.5% meter registration, then the District will refund the testing charge to the customer and a billing adjustment will be granted. Any exceptions to the maximum limits must be approved by the General Manager with a written agreement signed by the customer and General Manager.

The billing adjustment shall be re-calculated and credited proportional to the rate of the meter failure for a period not to exceed twelve-months prior to the date of when the meter test was requested.

The District will retain and store the meter for one year after the test is completed.

3. Billing Adjustments

When a customer makes the discovery that a condition exists with a water bill that is the result of an extraordinary circumstance which is beyond the control of the customer, the Customer Service Manager, or their authorized representative, may adjust the customer's water bill as set forth below. An adjustment may be granted only when the District finds all the following conditions to exist:

Customer shall notify the District as soon as they discover the extraordinary circumstance and shall provide a written description of the circumstance for requesting a billing adjustment.

That in any situation in which the request for a billing adjustment is based upon the malfunction, breakage, or failure of a component of the customer-owned water service system, no billing adjustment shall be granted until it has been proven that repairs or replacements of the malfunctioning, broken or failed component have been performed.

Any exceptions to the above must be approved by the Manager of Finance, or designee, with a written agreement signed by the customer and the District. The District may make a billing adjustment when the District discovers an extraordinary circumstance as well.

The following limitations shall apply:

Overcharges shall not be re-calculated and credited to accounts for a period exceeding twelve-months prior to the discovery of an error, or the date the bill was questioned, whichever occurs earlier.

Undercharges shall not be re-calculated and billed to accounts for a length of time exceeding the twelve-month period prior to the discovery of an error.

In the case of crossed meters, the District would adjust both parties for overcharges and undercharges for a period of up to one year from the date of discovery.

Customers who dispute their adjustment or request an investigation regarding services or charges set forth in the bill must submit a written statement to the District's Customer Service Department describing in detail the basis for the dispute or investigation. The District will evaluate the information provided by the customer and investigate the matter. The Manager of Finance, or designee, in consultation with the General Manager, or designee, shall make a decision based upon all the available information and shall have the authority to adjust the amount due in a fair and equitable manner, as appropriate. The decision of the Manager of Finance shall be final.

D. Inspection of Public Records

1. Requests Requests to inspect District records (or for copies of District records to be made) should be submitted in writing to the District Secretary, Headquarters Building, Alameda County Water District, 43885 South Grimmer Boulevard, P.O. Box 5110, Fremont, California 94537-5110. Requests should describe the records as specifically as possible in order to assist District staff in locating them.
2. Time for Inspection of Public Records Persons desiring to inspect public records in the District's possession or have copies of them made must allow up to 10 calendar days for the records to be assembled and reviewed for the purpose of determining if they are public records available for inspection under the terms of the Act, or whether they instead fall within a specific exclusion contained in the Act or otherwise should be withheld by reason of an overriding public interest as allowed by the Act.

In specific circumstances (such as when voluminous amounts of records are requested, or the records are located at field facilities), the Act allows for a further extension of up to 14 calendar days.

All records subject to public inspection may be examined by members of the public at any time during the regular business hours of the District (8 a.m. until 5 p.m., Monday through Friday, excluding District holidays), at the Headquarters Building. No public records shall be disassembled, or removed from the Headquarters Building, except with the prior permission of the District Secretary.

3. Fees There are no fees for inspecting public records of the District. For copies of records, the District shall charge the following fees:

- (1) for documents up to 11"x17" in size: \$0.10 per page;
- (2) for documents larger than 11"x17": \$0.15 per page;
- (3) for electronic records made available in hard copy format: \$0.75 per CD;
- (4) for other records: actual cost of duplication.
- (5) for data compilation, extraction or programming (associated with electronic records) to produce the record requested: \$50 per hour for all time expended in excess of 15 minutes.

In addition, if the record is to be certified or authenticated, there will be an additional charge of \$1.00 for each certificate with seal affixed.

E. Hydrant Flow Test Charge

A charge of \$247 is hereby fixed as the charge for each field fire flow test, effective May 1, 2018.

F. Customer Side Service Line Reconnection Charges

Reconnection Costs The District will, as a means of minimizing impacts and service outages to its customers, perform all work that is required to reconnect customer service lines and water service appurtenances; when a reconnection is needed as a result of water facility relocations associated with a public agency or municipality improvement project within the public right of way. When customer side service line reconnections are so required the District will apply the following flat rate unit charges for the reconnection work and collect these charges from the public agency or municipality constructing the improvement project:

- (1) Reconnection of Residential and Non-Residential Meter through 1-1/2 Inches \$ 400
- (2) Reconnection of Residential Fire System (charge is in addition to meter reconnection charge) \$ 100
- (3) Relocation and Reconnection of Backflow Prevention Device through 1-1/2 Inches (charge is in addition to meter reconnection charge) \$ 200

G. Electric Vehicle Charging Fee

The District has three electric vehicle charging stations located at 43885 South Grimmer Boulevard, Fremont. The charge for use of each station is \$1.50 per hour.

SECTION 5:

WATER CONSERVATION REBATES AND INCENTIVES

The rebates and incentives listed in this section are effective as of March 1, 2020, until programs are revised or discontinued. The rebate amounts set forth in subsections A – E below are maximum amounts and are only offered subject to availability of funds and in compliance with rebate program rules. Rebate program rules are available online at www.acwd.org or by contacting the District's Water Conservation Department.

A. Water Efficient Landscape Rebates

All District customers can receive a rebate of \$1 per square foot for converting their lawns to a water-efficient landscape. The rebate amount is based on the number of square feet of lawn converted. Single family residential customers are eligible for up to a maximum of \$1,500. Commercial, Industrial, Institutional, Multifamily, and Homeowner Association customers are eligible for up to a maximum of \$20,000.

B. Rain Barrel Rebates

All District customers can receive a rebate of \$50 per rain barrel for the purchase and installation of qualifying rain barrels. Limit of two rebates per customer.

C. Ultra-High Efficiency Toilet (HET) / High Efficiency Urinal (HEU)

Commercial, Industrial, Institutional Customers: District's Commercial, Institutional, and Industrial customers can receive a rebate of \$150 per UHET or HEU for replacing a higher volume toilet or urinal with an ultra-high efficiency toilet (UHET) and/or high efficiency urinal (HEU).

Multifamily Residential Properties: District's multifamily residential property owner customers can receive a rebate of \$70 per UHET for replacing higher volume toilets with ultra-high efficiency toilets at their site.

D. Commercial, Industrial, Institutional (CII) High Efficiency Washer (HEW)

District's Commercial, Industrial, Institutional, Multifamily, and Homeowner Association customers can receive a rebate of \$300 per HEW for each qualifying family-sized, high efficiency clothes washer purchased (or leased) and installed in either a commercial Laundromat, at a business with on-site laundry, or in a multi-family/institutional common area laundry facility.

E. Weather-Based Irrigation Controllers (WBIC)

District's Commercial, Industrial, Institutional, Multifamily, and Homeowner Association customers with large landscaped common areas can receive a rebate of \$30 per active station for replacing a conventional irrigation controller with a Weather-Based Irrigation Controller (WBIC), that uses local or onsite weather information to determine the irrigation schedule.