

CARMICHAEL WATER DISTRICT
Regulations Manual

REGULATION TITLE: **Disconnection & Reconnection of Water Service for Reasons Other than Nonpayment of Water Service Charges**

REGULATION NUMBER: **5001**

5001 Disconnection: The District reserves the right to disconnect any connection to the District Water System and to discontinue water service for any of the following reasons:

- 1. Access Denial:** If the District is not given access to District property such as, meters, main valves, hydrants, etc., after requests have gone unnoticed, it may be necessary to disconnect the customer from the main. In this case, the owner will be responsible for all fees and charges associated with this process as listed in the District's current Fee Schedule.
- 2. Temporary Disconnect:** The District will allow a temporary, six (6) month maximum, disconnect of service and stop billing only if the property is listed as uninhabitable, and only if the owner provides written verification and statement from the County of Sacramento. The account balance and the assessed Temporary Disconnect fees, as listed in the District's current Fee Schedule, must be paid in full before service will be disconnected.
- 3. Tampering:** If an illegal hook-up is found at a location of a District customer's property, the service will be disconnected and the customer's account will be assessed a tampering fee, as well as any fees and charges associated with this process, as listed in the District's current Fee Schedule.
- 4. Water Theft:** Where the District has discontinued service for water theft the District will not restore service until the customer has complied with all of the requirements of the District and the District has been reimbursed for the full amount of the service rendered and the actual cost the District incurred by reason of the theft.
- 5. Temporary purposes:** Where the District has discontinued service for temporary purposes, the District will restore service at the end of the agreed upon time frame. However, depending on the disconnection and property's service line status, the service may require upgrade/new construction fees, as listed in the District's current Fee Schedule, be paid prior to reconnection.

6. Non-Compliance: Where the District has discontinued service for non-compliance for reasons such as, conservation violations, notice to repair a leak, or backflow device; the District will not restore service until the customer has complied with all of the District requirements related to the resolution of the non-compliance issue, along with the payment of any fees and charges associated and/or obtained for the processes involved.

7. Hazardous Conditions: When the District or a state or county public health officer finds that there exists a condition hazardous to the health and safety of any Customer of the District.

5001.1 Reconnection: In all cases of disconnection of service listed above, if the cause for disconnection has been corrected, and all District requirements have been complied with, the District will endeavor to restore service during regular work hours on the day of the request, if conditions permit otherwise, service restoration will be made on the next regular working day as permitted.