



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

May 17, 2018

BOARD OF DIRECTORS

ROBERT E. ALVARADO
Division 1

JOE ESTES
Division 2

MARCO HENRIQUEZ
Division 3

KATHY MAC LAREN
Division 4

VINCENT DINO
Division 5

DENNIS LaMOREAUX
General Manager

ALESHIRE & WYNDER LLP
Attorneys



**AGENDA FOR A MEETING
OF THE FINANCE COMMITTEE
OF THE PALMDALE WATER DISTRICT**
**Committee Members: Marco Henriquez, Chair, Robert Alvarado
to be held at the District's office at 2029 East Avenue Q, Palmdale**
THURSDAY, MAY 24, 2018

4:30 p.m.

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.


Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)

- 4.1) Consideration and possible action on approval of minutes of meeting held April 26, 2018.
- 4.2) Discussion and overview of Cash Flow Statement and Current Cash Balances as of April 2018. (Financial Advisor Egan)
- 4.3) Discussion and overview of Financial Statements, Revenue, and Expense and Departmental Budget Reports for April 2018. (Finance Manager Williams)
- 4.4) Discussion and overview of committed contracts issued. (Finance Manager Williams)
- 4.5) Discussion of increasing deposits to the District's Rate Stabilization Fund. (Chair Henriquez/Finance Manager Williams)
- 4.6) Consideration and possible action to treat Littlerock Creek Irrigation District emergency repair consistent with billing agreement with Antelope Valley State Water Contractors Association. (General Manager LaMoreaux)
- 5) Information items.
 - 5.1) Status of Debt Service Coverage. (Financial Advisor Egan)
 - 5.2) Status on 2018 Water Revenue Bonds for construction of grade control structure for the Littlerock Sediment Removal Project and other capital projects. (Finance Manager Williams/Financial Advisor Egan)
 - 5.3) Sections 10.02: Application for Service and 10.03: Establishment of Credit of the District's Rules and Regulations. (Chair Henriquez/Finance Manager Williams)
 - 5.4) Other.
- 6) Board members' requests for future agenda items.
- 7) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: May 16, 2018

May 24, 2018

TO: FINANCE COMMITTEE

Committee Meeting

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: ***AGENDA ITEM 4.2 – DISCUSSION AND OVERVIEW OF CASH FLOW
STATEMENT AND CURRENT CASH BALANCES AS OF APRIL 2018.
(FINANCIAL ADVISOR EGAN).***

Information on this item will be distributed at the meeting.

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: May 16, 2018

May 24, 2018

TO: FINANCE COMMITTEE

Committee Meeting

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: ***AGENDA ITEM 4.3 – DISCUSSION AND OVERVIEW OF FINANCIAL STATEMENTS, REVENUE, AND EXPENSES AND DEPARTMENTAL BUDGET REPORTS FOR APRIL 2018. (FINANCE MANAGER WILLIAMS).***

Information on this item will be distributed at the meeting.

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: May 16, 2018

May 24, 2018

TO: FINANCE COMMITTEE

Committee Meeting

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: ***AGENDA ITEM 4.4 – DISCUSSION AND OVERVIEW OF COMMITTED
CONTRACTS ISSUED. (FINANCE MANAGER WILLIAMS).***

Information on this item will be distributed at the meeting.

AGREEMENT FOR OFFICE AND ADMINISTRATIVE SERVICES

As of November 9, 2006, the **Antelope Valley State Water Contractors Association** ("Association"), **Antelope Valley East Kern Water Agency** ("AVEK"), **Palmdale Water District** ("Palmdale"), and **Littlerock Creek Irrigation Member District** ("Littlerock") agree as follows:

1. Purpose.

This Agreement sets forth the terms under which the Association will obtain office and administrative services from AVEK, Palmdale and Littlerock (collectively the "member agencies").

2. Scope.

The services covered by this Agreement include offices and administrative services required by the Association to fulfill its mission.

3. General.

The Association may request a member agency to provide specified office or administrative services. A task order will be prepared by the Association setting forth the terms, if any, under which the member agency will provide the requested service. The task order will be approved by the governing body of the Association or by the Chief Executive Officer of the Association when authorized by the governing body.

4. Term.

This Agreement commences on November 9, 2006, and terminates on at least ninety days prior written notice by any member agency.

5. Consideration.

Association shall pay the member agency for service at the rates specified in the task order. The member agency shall remit an invoice for service within ten days after the end of the month during which services are provided. Association shall pay the invoice within fifteen days of remittance.

6. Independent Contractor.

A member agency which provides service is an independent contractor. The member agency shall provide compensation and benefits as required by law and the member agency's policies to persons engaged to provide services to the Association.

7. Insurance.

(a) The member agency shall maintain workers' compensation and disability coverage for persons engaged by the member agency to serve the Association as required by law during the term of this Agreement.

(b) The member agency shall maintain commercial general liability insurance written on an occurrence basis in the amount of \$1,000,000 combined single limit per occurrence for bodily injury, personal injury, and property damage

(c) Business automobile liability insurance insuring all owned, non-owned and hired automobiles, in the amount of \$1,000,000 combined single limit per accident for bodily injury and property damage.

(4) Professional liability insurance covering loss resulting from errors or omissions of Association with a liability limit of at least \$1,000,000 per occurrence.

(iii) Any failure to comply with the claim reporting provisions of the policies or any breach of a policy warranty shall not affect coverage under the policy provided to the member agencies, its Board Members, officers, employees, agents and volunteers.

8. Indemnification.

Association shall defend, indemnify, and hold harmless the member agencies, its officers, employees and agents, from and against loss, injury, liability, or damages arising from any act or omission to act, including any negligent act or omission to act by Association or Association's officers, employees, or agents. Association's duty to indemnify and defend does not extend to the damages or liability caused by the agency's sole negligence, active negligence, or willful misconduct.

9. Notices.

Notices shall be deemed received when deposited in the U. S. Mail with postage prepaid and registered or certified addressed as follows unless advising in writing to the contrary:

Antelope Valley State Water
Contractors Association
ATTN: Chair
2029 East Avenue Q
Palmdale, CA 93550

Antelope Valley-East Kern Water Agency
ATTN: General Manager
6500 West Avenue N
Palmdale, CA 93551-2855

Palmdale Water District
ATTN: General Manager
2029 East Avenue Q
Palmdale, CA 93550-4050

Littlerock Creek Irrigation District
ATTN: General Manager
35141 87th Street East
Littlerock, CA 93543

10. Miscellaneous.

(a) The waiver by either party of any breach of this agreement shall not bar the other party from enforcing any subsequent breach thereof.

(b) If an action at law or in equity is brought to enforce this agreement, the prevailing party shall be entitled to reasonable attorney fees and costs.

(c) This Agreement shall be interpreted and construed under, and the rights of the parties will be governed by the laws of the State of California.

IN WITNESS WHEREOF, the parties hereby have caused this Agreement to be executed the date first above written.

**Antelope Valley State Water
Contractors Association**

By: Barbara Hogan
Barbara Hogan, Chair

Attest:

By: Leo Thibault
Secretary

Approved as to Form:

By: [Signature]
Association Counsel

Palmdale Water District

By: Dennis D. LaMoreaux
Dennis D. LaMoreaux, General Manager

Attest:

By: [Signature]
Secretary

Approved as to Form:

By: [Signature]
District Counsel

**Antelope Valley East Kern Water
Agency**

By: Russell E Fuller
Russell Fuller, General Manager

Attest:

By: [Signature]
Secretary

Approved as to Form:

By: Bill Smith
Agency Counsel

Littlerock Creek Irrigation District

By: Bradley J. Bones
Bradley J. Bones, General Manager

Attest:

By: Francis Young
Secretary

Approved as to Form:

By: [Signature]
District Counsel

TASK ORDER NO. 5

As of APRIL 27, 2011, the Antelope Valley State Water Contractors Association ("Association") and the Palmdale Water District ("PWD") agree as follows:

1. Purpose.

The parties enter into an Agreement for Office and Administrative Services which permits the Association to obtain administration services from the PWD upon the approval of a Task Order. This Task Order sets forth the terms under which PWD will provide specified administrative services to the Association and supersedes Task Order No. 3 dated 4-28-2010.

2. Services.

PWD shall provide four persons who shall provide the following services:
Matthew Knudson – Interim General Manager; Dawn Deans – Executive Assistant; Gene Taylor – Accounting services; Danielle Doll – Administrative services

3. Consideration.

(a) Association shall pay PWD at the rate of \$55.55/hr for services performed by Knudson; \$41.46/hr for services performed by Deans during normal working hours and \$62.18/hr for services performed by Deans if on overtime; \$55.55/hr for services performed by Taylor; and \$28.85/hr for services performed by Doll during normal working hours and \$43.28/hr for services performed by Doll if on overtime.

(b) PWD shall provide Association with an invoice by the 10th day of each month for services rendered during the prior month. Association shall pay the invoice within thirty days after it is tendered.



4. Independent Contractor.

PWD is an independent contractor providing services to the Association. Knudson, Deans, Taylor, and Doll shall be employees of PWD and not employees of the Association. Nothing herein shall be construed to constitute an agreement between the Association and Knudson, Deans, Taylor, or Doll.

APPROVED:

**Antelope Valley State Water
Contractors Association**

By: 
President, Board of Directors

Attest: 
By: 
Secretary



Approved as to Form:

By: 
Association Counsel

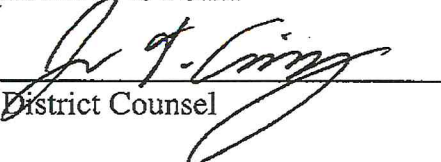
APPROVED:

Palmdale Water District

By: 
President, Board of Directors

Attest: 
By: 
Secretary

Approved as to Form:

By: 
District Counsel

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: May 16, 2018

May 24, 2018

TO: FINANCE COMMITTEE

Committee Meeting

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: ***AGENDA ITEM 5.1 – STATUS OF DEBT SERVICE COVERAGE.
(FINANCIAL ADVISOR EGAN).***

Information on this item will be distributed at the meeting.

ARTICLE 10: RULES APPLICABLE TO INDIVIDUAL APPLICANTS FOR WATER SERVICE

10.01: USE OF AN ACTIVE SERVICE BY NEW OCCUPANT

A person who takes possession of premises and uses water without applying for water service is liable for all water delivered from the date of the last recorded meter reading; if the meter is found inoperative, the quantity consumed will be estimated. If proper application for service is not made within 48 hours after notification to do so, or if accumulated bills are not paid upon presentation, water service shall be discontinued without further notice.

10.02: APPLICATION FOR SERVICE (Revised 5-27-15 per Appendix FF)

Each applicant is required to contact the District office to apply for service. In most cases, this must be the Owner of the property. Residential/Multi-Family, Commercial/Industrial/Irrigation, and Realtor Applications are attached hereto as Appendix S (Available in English and Spanish). The District may request the following information, depending upon the type of service, either in application form or verbally by a customer service representative:

A. Contents:

1. Date applicant obtained ownership of property/requested date of activation.
2. Location and address of premises to be served, including the mailing address of a property manager of any multiunit residential structure, mobile home park, or farm labor camp where the owner, manager or employer is the customer of record.
3. Applicant's Information.
4. Contact Information, including mobile telephone number, if the Consumer approves such method of communication from the District.

5. Agreement to assume any outstanding water charges for property where service is requested.
6. Agreement to abide by District Rules and Regulations.
7. Such other information and/or supporting documents as the District may reasonably require.

B. Purpose: The application is merely a written/verbal request for service and does not bind the applicant to take service for a period of time longer than that upon which the minimum charge is based; neither does it bind the District to serve, except under reasonable conditions and upon the approval of the Manager.

10.03: ESTABLISHMENT OF CREDIT

Applicants for service or reconnection shall provide the District with information sufficient to enable the District to determine the credit worthiness of the Applicant. Upon determining the Applicant's lack of credit worthiness, the District will require the Applicant to deposit with the District such sums of money as determined by the Board from time to time, in accordance with the criteria attached hereto as Appendix E. Such deposits will be refunded to applicants at the termination of water service, provided all water charges have been paid. However, no refund will be made where the balance remaining in the deposit account is less than \$5.00. All amounts less than \$5.00 will be transferred to the water conservation account to be used for the education of the public regarding water conservation. In addition, one year after the date a deposit is made for service to a single family residence, the Manager or the Manager's designee has discretionary authority to refund such deposits upon receipt of satisfactory evidence of credit worthiness as set forth in paragraph B below. Applications for service to any property will be granted only if all assessments, fees, charges, delinquent water bills, and penalties due and charged to or against said property have been fully paid.

A. Waiver of Deposit:

1. Public Agencies will not be subject to the deposit requirements stated above.
2. First time customers will not be subject to the deposit requirements stated above if their credit report shows the following:
 - a. At least two (2) years of established credit history through a Credit Reporting Agency.
 - b. Under the Negative column, it must show zero (0).
 - c. Under the Public column, it must show zero (0).
 - d. Under the Collection column, it must show zero (0).
 - e. Under the Payment History column, it should show 1's and x's only. Any other number appearing would be considered as unworthy credit.

Example: x = No reporting from Creditor

1 = Paid within 30 days

2 = Paid within 60 days

3 = Paid within 90 days

4 = Paid within 120 days

5 = Possible Collection

Procedure to follow

B. Refund of Deposit (Revised 8-13-14)

(Single Family Residences Only):

1. One (1) year after the date a deposit is made for service to a single family residence, such deposits may be refunded if the customer meets the following criteria and requests a refund in writing: (English and Spanish Form attached hereto in Appendix E)

- a. Customer has at least one (1) year of established active customer history.
 - b. Customer does not have any disconnect charges on the account.
 - c. Customer has not had any checks returned from the bank (e.g., insufficient funds), rejected electronic funds transfer or credit card charge backs.
2. One (1) year after the date a deposit is made due to disconnection for non-payment, returned check(s), or credit card chargeback(s), such deposits may be refunded if the customer meets the following criteria and requests a refund in writing:
- a. Customer has not incurred any additional disconnect charges on the account.
 - b. Customer has not had any additional checks returned from the bank (e.g., insufficient funds), rejected electronic funds transfer or any additional credit card charge backs.

- C. Transfer of Service:** Existing customers who have at least one (1) year of established active customer history and meet the requirements for a refund of deposit may transfer service from one account to another without having to make a deposit as long as there has not been more than a thirty (30) day lapse in service.

10.04: REFUSAL TO SERVE

The District may refuse to serve an applicant for service under the following conditions:

APPENDIX S

APPLICATIONS FOR WATER SERVICE



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Single Family Residence Water Service Application

2029 East Avenue Q Palmdale, CA 93550 Phone (661) 947-4111 Fax (661) 947-8604 www.palmdalewater.org

Service Address:

Owner Name:

Date of Birth

Social Security/Tax ID #:

Drivers License #:

Requested Service Date:

Home Phone#:

Cell Phone#:

I agree to receive information via text:

Yes ☐

No ☐

Work or Office Phone#:

Email:

Mailing Address:

The applicant agrees to comply with the District's Rules and Regulations (available for review upon request or at www.palmdalewater.org)

Signature:

On the first visit to activate service, the District can assist you in determining if you have an isolation valve. However, someone must be present at the time. Would you like this assistance? ☐ YES ☐ NO

Deposit / Credit Check Authorization

A deposit of \$200 is required when applying for water service. However, by signing below you hereby authorize the District to inquire into your credit history to determine if a deposit is required.

I hereby authorize Palmdale Water District to run a credit inquiry: YES ☐ NO ☐

Previous Address:

Signature:

Do not attempt to turn on your Water Service Yourself:

If a consumer is found to be responsible for any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. Also, owners requesting service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the owner's property.

If this property is to be a rental, you have the option to request a courtesy copy for your tenant and submit the Tenant Limited Account Access Authorization.

For District Use Only

Processed by: _____ Date: _____ Account #: _____
(Initials)

SINGLE FAMILY RESIDENCE

OWNERS OF PROPERTY MUST APPLY FOR WATER SERVICE

Requirements to process your application

1. Complete and sign the application.
2. Provide proof of ownership documentation (final settlement statement, deed of trust or water letter from escrow).
3. Owner's government issued ID.
4. If a Property Management Company is applying for service, a copy of the management agreement is needed.
5. If the owner of the property is a company, a copy of articles of incorporation listing owners and authorized signers is needed (only those authorized may sign on behalf of the company).

Once you have all necessary documents and a fully completed, application you can:

1. Turn in all documents in person at our office located at 2029 E Avenue Q, Palmdale CA, 93550. (Open Monday through Thursday 8:00 AM to 6:00 PM; **for same day service, applications must be processed by 4:30 PM).
2. Send documents via fax to 661-947-8604; this process may take up to 2 business days.

To avoid delays, please complete, sign the application and provide all required documentation.

Application fees:

- Account setup charge is **\$25.00**
- Deposit of **\$200.00** (refundable upon meeting District criteria).

Palmdale Water District offers the option of running a check on your credit history in lieu of the deposit requirement to determine credit worthiness in which case the initial deposit may be waived.
CREDIT WORTHINESS - As established by the District's Rules and Regulations as follows:

- At least two (2) years of established credit history through a credit reporting agency.
- Under the Negative column, Public and Collection columns must show zero (0).
- Under the Payment History column, the credit report must not show any late payments.

If you would like the District to run a credit inquiry, please fill out the bottom section on the attached Application form. If the credit inquiry determines a deposit is needed, based on the District's Rules and Regulations, a representative will contact you to advise you of such. Credit inquiries are unavailable to Multifamily, Commercial properties or for business applicants.

We ask that an adult be present at the time of service turn-on (if water is off at the meter). Customers who request activation of service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the customer's property.

****Do not attempt to turn on your Water Service Yourself!**

If a consumer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current property owner.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

2029 East Avenue Q • Palmdale, California 93550 • Telephone (661) 947-4111 • Fax (661) 947-8604

Authorization for Tenant's Limited Account Access

Tenant Information:

Rental property address: _____

Name: _____ Water Account Number: _____

Cell Phone Number: _____ Home number: _____

Email: _____ Last 4 digits of social security number: _____

Tenants mailing address (If different than rental address):

Please select from the following list the items you are requesting/approving:

Would you like your tenant to receive a courtesy copy of the bill? ____yes ____no

From the following list please select the item(s) you are allowing your tenant to have access to.

Please note that all miscellaneous charge waivers and account payment arrangements will be considered in accordance to PWD policies and procedures.

____ Waiver of late fee and door tag fee.

____ Authorization to make payment extensions and/or special payment arrangements on account.

____ Please inform me when any of the approved arrangements are made.

By signing this form, I further understand that as the property owner(s), I remain responsible for any and all outstanding balances on the water service account at the above address.

Residential water service require services to be provided on account of the property owner.

I _____, hereby certify I am the owner on record of the property listed above.

Property Owner Signature: _____ Date: _____

=====Detach this section if a copy of this form is been given to tenant=====

Owner Information:

Name: _____ E-mail: _____

Owners address: _____

Cell #: _____ Home #: _____

Last four numbers of Social Security/Tax ID: _____ Driver's License #: _____



SOLICITUD PARA SERVICIO RESIDENCIAL

2029 East Avenue Q Palmdale, CA 93550 Teléfono (661) 947-4111 Fax (661) 947-8604 www.palmdalewater.org

Dirección del servicio:

Nombre del dueño:

Fecha de nacimiento:

Número de seguro social:

Número de licencia de conducir:

Fecha para abrir la cuenta:

Teléfono de casa:

Teléfono celular:

Doy mi autorización para recibir mensajes de texto: Si ☐ No ☐

Teléfono de oficina ó trabajo:

Correo electrónico:

Dirección para recibir
correspondencia:

El solicitante está de acuerdo en cumplir sus obligaciones conforme a las reglas y regulaciones del Distrito, disponibles para su revisión en el momento que lo solicite y también en www.palmdalewater.org

Firma:

En la primer visita, al momento de activar el servicio, podemos ayudarle a buscar la llave de paso, si su propiedad cuenta con una. Pedimos que una persona adulta se encuentre en casa. Por favor háganos saber si necesita que el técnico le asista en encontrar la llave de paso. Si ☐ No ☐

Depósito/Autorización para revisar el crédito

Se requiere un depósito de \$200.00 para cuentas residenciales, si el cliente lo solicita podemos revisar el historial de su crédito, el resultado de la revisión del crédito debe mostrar por lo menos dos años con crédito establecido y (0) cero bajo las columnas de negativos, públicos y colecciones. Si desea que su crédito sea revisado por favor complete la siguiente información:

Autorizo al Distrito de Palmdale Water para que revise mi crédito: Si ☐ No ☐

Dirección anterior:

Firma:

NO TRATE DE ABRIR EL SERVICIO USTED MISMO:

Recuerde que el medidor es propiedad privada de Palmdale Water District y si encontramos que el equipo ha sido dañado tendremos que cobrar el costo por las reparaciones necesarias.

NOTA: Si esta propiedad va a ser arrendada, tiene la opción de solicitar una copia de cortesía de la factura para el inquilino y llenar la **forma de autorización y acceso limitado a la cuenta**. Esta forma se puede obtener en persona, por teléfono ó visitando nuestra página web.

For District Use Only

Processed by: _____ Date: _____ Account #: _____
(Initials)

SERVICIO RESIDENCIAL

SOLO EL PROPIETARIO LEGAL PUEDE SOLICITAR SERVICIO

Requisitos para procesar su solicitud de servicio.

1. Llenar y firmar la solicitud.
2. Proveer documentación que compruebe ser dueño de la propiedad (cierre de escrow ó statement final de escrow ó título de la propiedad).
3. Identificación gubernamental del dueño.
4. Si la persona que llenó la solicitud es el administrador de la propiedad necesitamos copia del contrato de gestación de la propiedad.
5. Si el dueño de la propiedad es una compañía, necesitamos copia de los artículos de incorporación de la compañía con nombres y firmas autorizadas. (Sólo los nombres autorizados pueden firmar en nombre de la compañía.)

Una vez que tiene la solicitud completa y la documentación requerida puede:

1. Presentarse en persona en nuestra oficina ubicada en el 2029 E Avenue Q, Palmdale Ca. 93550. De Lunes a Jueves de 8:00 AM a 6:00 PM. (Para abrir el servicio el mismo día la solicitud debe ser procesada antes de las 4:30 pm)
2. Mandarla vía fax 661-947-8604, este proceso podría durar hasta 2 días hábiles.

PARA EVITAR RETRASOS EN EL PROCESO FAVOR DE MANDAR SU SOLICITUD COMPLETA, FIRMADA Y CON LA DOCUMENTACION NECESARIA.

Costos de procesamiento:

- El costo por procesar la solicitud es de **\$25.00**
- Depósito inicial **\$200.00** (reembolsables si la cuenta cumple los requisitos.)

El Distrito del agua de Palmdale brinda la opción de revisar el historial de crédito del cliente, con el fin de determinar la solvencia del crédito. El cliente puede ser exento del pago del depósito inicial siempre y cuando reúna los siguientes requisitos:

- Por lo menos dos (2) años de crédito establecido reportado a las agencias de crédito.
- Mostrar cero (0) bajo las columnas de negativos, públicos ó colecciones.
- Bajo la columna de historia de pagos el reporte de crédito debe que los pagos se hayan hecho a tiempo.

Si gusta que el Distrito revise su crédito favor de llenar y firmar la porción de la solicitud (página anterior) donde nos dá la autorización para hacerlo. Si después de revisar su crédito y de acuerdo a las regulaciones del Distrito tiene que pagar depósito un representante se comunicará con usted. No ofrecemos revisión de historiales de crédito cuando se procesan solicitudes comerciales, multifamiliares ó solicitudes submitidas bajo el nombre de una compañía.

Pedimos que un adulto esté en la propiedad en el momento de activar el servicio (Si el medidor está cerrado). Los propietarios ó solicitantes son responsables por daños causados al activar el agua relacionados a tomas ó llaves abiertas ó defectuosas instaladas en la propiedad.

****NO TRATE DE ABRIR USTED MISMO EL SERVICIO**, recuerde que el medidor es propiedad privada de Palmdale Water District y si encontramos que el equipo ha sido dañado tendremos que cobrar el costo por las reparaciones necesarias.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

2029 East Avenue Q • Palmdale, California 93550 • Telephone (661) 947-4111 • Fax (661) 947-8604

Autorización para inquilinos a tener acceso limitado a la cuenta

Información del inquilino:

Dirección de la propiedad rentada: _____

Nombre: _____ Número de cuenta: _____

Teléfono celular: _____ Teléfono de casa: _____

Correo electrónico: _____ Últimos 4 números del seguro social: _____

Dirección para recibir correspondencia (Si es diferente a la dirección de la propiedad): _____

Por favor seleccione de la siguiente lista las opciones que está solicitando ó aprobando:

Quiere que el inquilino reciba una copia de cortesía de la factura? ☐ Sí ☐ no

De la siguiente lista, por favor seleccione el acceso que le permite a su inquilino:

Por favor tome en cuenta que todos los cargos misceláneos, perdones y arreglos de pago se hacen de acuerdo a las políticas y procedimientos de PWD.

☐ Perdón de cargos moratorios y cargo de nota de desconexión.

☐ Autorización para hacer extensiones y/o arreglos del pago en la cuenta.

☐ Por favor notifíqueme cuando un arreglo de pago ha sido aprobado y hecho.

Al firmar esta forma, Yo entiendo que como propietario(s), Yo soy responsable por el balance en la cuenta del servicio del agua correspondiente a la dirección anteriormente mencionado. El servicio residencial de agua, se provee a través de cuentas establecidas bajo el nombre del dueño de la propiedad.

Yo _____, certifico por este medio que soy el dueño de la propiedad descrita anteriormente.

Firma del dueño de la propiedad : _____ Fecha: _____

=====Desprenda esta porción si una copia de esta forma es entregada al inquilino=====

Información del dueño:

Nombre: _____ Correo electrónico: _____

Dirección del dueño para recibir correspondencia: _____

Teléfono celular: _____ Teléfono de casa: _____

Últimos 4 números del seguro social/Tax ID: _____ Licencia de conducir#: _____



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Multi-Family Residence Water Service Application

2029 East Avenue Q Palmdale, CA 93550 Phone (661) 947-4111 Fax (661) 947-8604 www.palmdalewater.org

Service Address:

Owner Name:

Social Security/Tax ID #:

Drivers License #:

(For Individual Applicants)

Requested Service Date:

Number of Units:

Property Manager:

Home Phone#:

Cell Phone#:

I agree to receive information via text:

Yes ☐

No ☐

Work or Office Phone#:

Email:

Mailing Address:

The applicant agrees to comply with the District's Rules and Regulations (available for review upon request or at www.palmdalewater.org).

Signature:

On the first visit to activate service, the District can assist you in determining if you have an isolation valve. However someone must be present at the time. Would you like this assistance? YES ☐ NO ☐



Deposit -- A deposit of \$100.00 per unit is required

Deposit Amount:

Do not attempt to turn on your Water Service Yourself!

If a consumer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. Also, owners requesting service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the owner's property.

Note: If this property is to be a rental, you have the option to request a courtesy copy for your tenant and submit the Tenant Limited Account Access Authorization.

For District Use Only

Processed by: _____
(Initials)

Date: _____

Account #: _____

MULTI FAMILY RESIDENCE

OWNERS OF PROPERTY MUST APPLY FOR WATER SERVICE

Requirements to process your application:

1. Complete and sign the application.
2. Provide proof of ownership documentation (final settlement statement, deed of trust, or water letter from escrow).
3. Owner's government issued ID.
4. If a Property Management Company is applying for service, a copy of the management agreement is needed.
5. If the owner of the property is a company, a copy of articles of incorporation listing owners and authorized signers is needed (only those authorized may sign on behalf of the company).

Once you have all necessary documents and a fully completed application you can:

1. Turn in all documents in person at our office located at 2029 E Avenue Q, Palmdale CA, 93550 (open Monday through Thursday 8:00 AM to 6:00 PM; **for same day service, applications must be processed by 4:30 PM).
2. Send documents via fax to 661-947-8604; this process may take up to 2 business days.

To avoid delays, please complete, sign the application and provide all required documentation.

Application charges:

- Account setup charge is **\$25.00**.
- An initial deposit of **\$100.00** per unit is required.

We ask that an adult be present at the time of service turn-on (if water is off at the meter). Customers who request activation of service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the customer's property.

****Do not attempt to turn on your Water Service Yourself!**

If a consumer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current property owner.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

SOLICITUD PARA SERVICIO MULTIFAMILIAR

2029 East Avenue Q Palmdale, CA 93550 Teléfono (661) 947-4111 Fax (661) 947-8604
www.palmdalewater.org

El Distrito del agua de Palmdale se reserva el derecho de pedirle que
compruebe ser propietario legal y de identidad.



Información de la cuenta

Dirección del servicio:

Nombre del dueño:

Número de seguro social ó TIN:

Número de licencia de conducir:

Fecha para abrir la cuenta:

Número de unidades:

Gerente de la propiedad :

Teléfono de casa:

Teléfono celular:

Doy mi autorización para recibir mensajes de texto: Sí ☐ No ☐

Teléfono de oficina ó trabajo:

Correo electrónico:

Dirección para recibir
correspondencia:

El solicitante está de acuerdo en cumplir con sus obligaciones de acuerdo a las reglas y regulaciones del Distrito.(Disponibles para su revisión en el momento que lo solicite).

Firma:



Depósito -- Se requiere un depósito de \$100.00 por unidad

Cantidad de depósito:

****NO TRATE DE ABRIR USTED MISMO EL SERVICIO**

Recuerde que el medidor es propiedad privada de Palmdale Water District
y si encontramos que el equipo ha sido dañado tendremos que cobrar el
costo por las reparaciones necesarias.

For District Use Only

Processed by: _____
(Initials)

Date: _____

Account #: _____

SOLICITUD PARA SERVICIO MULTIFAMILIAR

SOLO EL PROPIETARIO LEGAL PUEDE SOLICITAR SERVICIO

Requisitos para procesar su solicitud de servicio:

1. Llenar y firmar la solicitud.
2. Proveer documentación que compruebe ser dueño de la propiedad (cierre de escrow ó statement final de escrow ó título de la propiedad).
3. Identificación gubernamental del dueño.
4. Si la persona que llenó la solicitud es el administrador de la propiedad necesitamos copia del contrato de gestión de la propiedad.
5. Si el dueño de la propiedad es una compañía, necesitamos copia de los artículos de incorporación de la compañía con nombres y firmas autorizadas. Sólo los nombres enlistados pueden firmar en representación de la compañía.

Una vez que tiene la solicitud completa y la documentación requerida puede:

1. Presentarse en persona en nuestra oficina ubicada en el 2029 E Avenue Q, Palmdale Ca. 93550. De Lunes a Jueves de 8:00 AM a 6:00 PM. (Para abrir el servicio el mismo día la solicitud debe ser procesada antes de las 4:30 pm)
2. Mandarla vía fax 661-947-8604, este proceso podría durar hasta 2 días hábiles.

PARA EVITAR RETRASOS EN EL PROCESO FAVOR DE MANDAR SU SOLICITUD COMPLETA, FIRMADA Y CON LA DOCUMENTACION NECESARIA.

Costos de procesamiento:

- El costo por procesar la solicitud es de **\$25.00**
- Depósito inicial de **\$100.00** por cada unidad en la propiedad.

Pedimos que un adulto esté en la propiedad en el momento de activar el servicio (si el medidor está cerrado). Los propietarios ó solicitantes son responsables por daños causados al activar el agua relacionados a tomas ó llaves abiertas ó defectuosas instaladas en la propiedad.

****NO TRATE DE ABRIR USTED MISMO EL SERVICIO**, recuerde que el medidor es propiedad privada de Palmdale Water District y si encontramos que el equipo ha sido dañado tendremos que cobrar el costo por las reparaciones necesarias.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Commercial / Industrial / Irrigation Water Service Application

2029 East Avenue Q Palmdale, CA 93550 Phone (661) 947-4111 Fax (661) 947-8604. www.palmdalewater.org

Palmdale Water District reserves the right to request Proof of Ownership and Proof of Identity.

Account Information

Business/Owner Name:

Tax I.D./ S.S. #:

Service Address:

Requested Service Date:

Contact Information

Name:

Office #:

Cell #:

I agree to receive information via text: Yes

☐

No

☐

E-mail Address:

Mailing Address:

Deposit

Accounts applied for require a deposit. The amount is determined by District staff with the minimum start of \$300.00.

Previous Address:

Signature:

Do not attempt to turn on your Water Service Yourself!

If a consumer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. Also, owners requesting service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the owner's property.

The applicant agrees to comply with the District's Rules and Regulations (available for review upon request).

COMMERCIAL/INDUSTRIAL/IRRIGATION WATER SERVICE APPLICATION

Requirements to process your application

1. Complete and sign the application.
2. Provide proof of ownership documentation (final settlement statement, deed of trust or water letter from escrow).
3. Owner's government issued ID.
4. If a Property Management Company is applying for service, a copy of the management agreement is needed.
5. If the owner of the property is a company, a copy of articles of incorporation listing owners and authorized signers is needed (only those authorized may sign on behalf of the company).

Once you have all necessary documents and a fully completed, application you can:

1. Turn in all documents in person at our office located at 2029 E Avenue Q, Palmdale CA, 93550. (Open Monday through Thursday 8:00 AM to 6:00 PM; **for same day service, applications must be processed by 4:30 PM).
2. Send documents via fax to 661-947-8604; this process may take up to 2 business days.

To avoid delays, please complete, sign the application and provide all required documentation.

Application fees:

- **Account setup charge is \$25.00**
- **Deposit of \$300.00**
The Palmdale Water District requires a deposit for commercial Property. The deposit is applied to the account final charges at the closing of the account, and any deposit credit is refunded in a form of check payable to the account holder's name.

Do not attempt to turn on your Water Service Yourself!

Note: If a customer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current property owner.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Water Service Application for Realtors

2029 East Avenue Q, Palmdale, CA 93550
Phone (661) 947-4111 Fax (661) 947-8604 www.palmdalewater.org
Office Hours: Monday - Thursday 8:00 a.m. to 6:00 p.m.

A copy of the Listing Agreement or Assignment must be provided with the application.

The District reserves the right to request additional documentation for verification of ownership and applicant authority on behalf of businesses.



Account Information

Agent Name (If Applicable):

Company Name:

Drivers License #:

Social Security/Tax ID #:

Service Address:

Requested Service Date:



Contact Information

Phone Office #:

Phone Cell #:

E-mail Address:

Mailing Address:

Signature:



Deposit/Credit Check Authorization

Credit inquiry is only offered when applying for single family residence water service(read back for details)

I hereby authorize Palmdale Water District to run a credit inquiry YES ☐ NO ☐

By signing below, the applicant for the above referenced property requests the District to leave the water service off but unlocked so that his agent, contractor or appointee can maintain the property (fixing leaks, etc.) by turning the water service on/off at the District-owned angle stop. The applicant agrees that if the District-owned angle stop is damaged or it is determined to be inoperable after being unlocked by the District, the applicant accepts the responsibility and liability to reimburse the District the costs to repair or replace the damaged District-owned angle stop. It is also agreed that Palmdale Water District shall not be responsible for damage to persons or property caused by failure or defects of pipes, high or low pressure, by escape or leakage due to conditions on said premises existing at or after unlocking the service, and applicant will hold Palmdale Water District harmless therefrom.

Signature

Date

The applicant agrees to comply with the District's Rules and Regulations (available for review upon request).

REALTORS (SINGLE, MULTI-FAMILY AND COMMERCIAL ACCOUNTS)

Requirements to process your application

1. Completed and signed application.
2. Applicant's government issued ID.
3. Copy of listing and/or assignment agreement.

Once you have all necessary documents and a fully completed, application you can:

1. Turn in all documents at our office located at 2029 E Avenue Q, Palmdale CA, 93550
Open Monday through Thursday 8:00 AM to 6:00 PM;
**for same day service, applications must be received by 4:30 PM).
2. Send documents via fax to 661-947-8604; this process may take up to 2 business days.

To avoid delays, please complete, sign the application, and provide all required documentation.

Application fees:

- Account setup charge is **\$25.00**
- Deposit of **\$200.00** (refundable upon meeting District criteria).
- Deposit of **\$100.00** per unit unit for a Multi-family dwelling.
- Deposit of **\$300.00** for Commercial, Industrial, nd Irrigation Accounts.

**The option to verify credit is only offered to agents applying for single residence water service.
We are unable to run credit inquires on business or company names.**

Multi-family, Commercial, industrial, and Irrigation accounts are required to pay deposit.

Palmdale Water District offers the option of running a check on your credit history in lieu of the deposit requirement to determine credit worthiness in which case the initial deposit may be waived.
CREDIT WORTHINESS - As established by the District's Rules and Regulations as follows:

- At least two (2) years of established credit history through a credit reporting agency.
- Credit inquiry must not reflect any negatives, publics or collections.
- Credit inquiry must not reflect any late payments.

If you would like the District to run a credit inquiry, please select YES on the front of this application.
If the credit inquiry determines a deposit is needed, based on the District's Rules and Regulations, a representative will contact you to advise you of such.

If a consumer is found to be responsible of any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current property owner.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Developer Water Service Application

2029 East Avenue Q Palmdale, CA 93550 Phone (661) 947-4111 Fax (661) 947-8604 www.palmdalewater.org

Office Hours: Monday - Thursday 8:00 a.m. to 6:00 p.m.

Palmdale Water District reserves the right to request Proof of Ownership and Proof of Identity.



Account Information

Developer Name:

Tax ID #:

Service Address:

Requested Service Date:



Contact Information

Phone Cell #:

I agree to receive information via text:

Yes

☐

No

☐

Phone Work #:

E-mail Address:

Mailing Address:



Deposit

A deposit of \$200 is required when applying for water service per each residential home.

The deposit is not assessed if the developer prior to the start of a residential project applies for all the services within the project area.

For non-residential developments the deposit will be calculated by District staff.

Signature:

Do not attempt to turn on your Water Service Yourself!

If a consumer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. Also, owners requesting service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the owner's property.

The applicant agrees to comply with the District's Rules and Regulations (available for review upon request).

DEVELOPER WATER SERVICE ACCOUNT

Step 1 – Application Form

The developer of the property must complete the Water Service Application form (attached) for all water service accounts. An account setup charge of **\$25.00 is due** at the time the application is made.

Step 2 - Establishment of Credit

The Palmdale Water District requires a deposit in the amount of \$200.00 for each single family residence upon which service is being activated. The only time the District does not assess the \$200 deposit for each single family residence is when the developer submits it plans to engineering, pays the various fees needed and then signs up for all the tract lots planned on being developed.

For non-residential development, the deposit will be calculated by District staff.

Developers Requirement to install water meters

When landscaping is being put in at the single family residence, the water meter needs to be installed. If property is landscaped and developer fails to install the water meter as required a \$1,000 fine is assessed to the developer. It is important that the developer notify the District once the water meter is installed so that water usage can be billed every month. Otherwise once we determine that the meter was installed, the entire water consumption at that time will be billed to the developer which can result in a much higher bill due to the rate structure.

Please note: You can fax your service request documents however we do not offer same day service on faxes as it can take up to 2 business days to process.

Issues that can delay or cause your application from being processed include the following:

- Incomplete or missing information on water service application.
- Inability to provide proof of ownership upon request.

Customers who request activation of service shall be responsible for damage resulting from such activation due to open or faulty piping and/or fixtures on the customer's property.

Do not attempt to turn on your Water Service Yourself!

Note: If a customer is found to be responsible to any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current property owner.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Water Service Application for Clean and Show

Temporary Service

2029 East Avenue Q Palmdale, CA 93550 Phone (661) 947-4111 Fax (661) 947-8604 www.palmdalewater.org

Office Hours: Monday - Thursday 8:00 a.m. to 6:00 p.m.

****For same day service, applications need to be processed by 4:30 p.m.****

Palmdale Water District reserves the right to request Proof of Ownership and Proof of Identity.



Account Information

Name (If Applicable):

Company (If Applicable):

Drivers License #:

Social Security/Tax ID #:

Service Address:

Requested Service Date:



Contact Information

Office Phone #:

Cell Phone #:

I agree to receive information via text:

Yes

☐

No

☐

E-mail Address:

Mailing Address:



Non-refundable fee of \$85.00 is due at time application is processed.

Service to be provided to an existing water service for a maximum of five (5) working days to facilitate cleaning and showing of property for sale or rent. This service is not to be used for maintenance requiring high volumes of water. Allowed usage of water will be five (5) units of water or less. Each unit is equivalent to 748 gallons of water. Any water usage in excess of 5 units will be charged at the District rates and billed directly to the user. It is agreed that Palmdale Water District shall not be responsible for damage to persons or property caused by failure or defects of pipes, high or low pressure, by escape or leakage due to conditions on said premises existing at or after turning service on, and applicant will hold Palmdale water District harmless therefrom. The undersigned also agrees to comply with the District's Rules and Regulations.

Signature

Date

The applicant agrees to comply with the District's Rules and Regulations (available for review upon request).



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

TURN OFF SERVICE REQUEST FORM – RESIDENTIAL

Complete this form online, print and sign it, then either mail or fax it to the Palmdale Water District's front office (see instructions below).

All disconnects require a minimum one day's notice (excluding weekends and holidays).

Water Service is for:		
<input type="checkbox"/> Residential Owner	<input type="checkbox"/> Renter	
Customer Name: _____ Social Security Number _____		
Spouse/Co-Owner: _____ Social Security Number: _____		
Account Number: _____		
Home Telephone: _____		Work Phone: _____
Service Address: _____		
City: _____		Zip Code: _____
Mailing Address: _____ Apt/Unit: _____		
City: _____ State: _____		Zip Code: _____
Phone number to reach you today: _____		
Requested disconnection date (mm/dd/yyyy): _____		
Customer Signature: _____		
Please provide a copy of driver's license(s) with your signed request.		

TO SUBMIT THIS FORM:

Mail to: Palmdale Water District
2029 East Avenue Q
Palmdale, Ca. 93550

Fax to: (661) 947-8604

NOTE: This request must be received prior to 3:30 p.m. for next day service (excluding weekends and holidays). If you have questions, please call Customer Services at (661) 947-4111



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

FORMA PARA SOLICITAR EL CIERRE DE SERVICIO

Complete, imprima y firme esta solicitud y mándela por correo ó vía fax a Palmdale Water District departamento de atención al cliente.

Todas las solicitudes de cierre de servicio necesitan ser recibidas mínimo con un día de anticipación (excepto fines de semana y días festivos).

Dirección del servicio: _____ Número de cuenta: _____	
Fecha para desconectar el servicio (mm/dd/yyyy): _____	
Información del dueño de la cuenta	
Nombre del dueño de la cuenta: _____	
Ultimos 4 dígitos del seguro social ó Tax ID : _____	
Dirección de correo electrónico: _____	
Teléfono celular: _____ Teléfono de oficina: _____	
Necesitamos su nueva dirección para recibir correspondencia con el fin de mandarle su factura final y/o posible reembolso de su depósito	
Dirección para mandar correspondencia: _____	
Ciudad: _____	Estado: _____ Código postal: _____
Firma del cliente: _____	

MANDE ESTA SOLICITUD A:

Por correo: Palmdale Water District
2029 East Avenue Q
Palmdale, Ca. 93550

Fax : (661) 947-8604

Nota: También puede solicitar el cierre de servicio llamando al departamento de atención al cliente 661-947-4111 opción 8

Horas de oficina: De Lunes a Jueves de 8:00 a.m. a 6:00 p. m.

*Esta solicitud tiene que ser recibida antes de las 4:30 pm para realizarla al siguiente día hábil
Si tiene alguna duda llámenos al departamento de atención al cliente (661) 947-4111 opción 8*

Palmdale Water District

2029 E. Avenue Q
P.O. Box 904070

Palmdale, CA 93550

Office: (661) 947-4111 (8am-6pm, Mon.-Thurs.)

FAX: (661) 947-3604

E-Mail: webmaster@palmdalewater.org

Web-site: <http://www.palmdalewater.org>

After-hours Emergency: (661) 947-4114

RULES and REGULATIONS FOR WATER SERVICE

This is provided to customers in our Service Area as an informative guide of policies and procedures relating to water service. These Rules & Regulations are subject to periodic revisions.

SECTION "A" – GOALS & OBJECTIVES

The overall objective of the District is to make available the highest quality water at the lowest possible cost. Palmdale Water District provides customers with high quality:

- ▲ water treatment, storage, and delivery
- ▲ meter reading and maintenance
- ▲ system monitoring and maintenance
- ▲ infrastructure expansion and upgrades
- ▲ water quality testing and compliance
- ▲ environmental compliance
- ▲ customer services
- ▲ technical services
- ▲ service information updates

SECTION "B" - DEFINITION OF TERMS

Unless the context specifically indicates otherwise, the following terms shall, for the purposes of these rules and regulations, have the following meanings:

- (a) District: Palmdale Water District
- (b) Manager: General Manager of the Palmdale Water District, or the person authorized by the District, or the Board, to act for the General Manager
- (c) Board: Board of Directors of the Palmdale Water District
- (d) Account holder: Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service for compensation by the District
- (e) Applicant: Any person or entity applying to the District for water service

SECTION "C" – WATER SERVICE

The District will use its best efforts to supply water dependably and safely in adequate quantities and pressures to

meet the reasonable needs and requirements of account holders. The District will endeavor to provide water that is wholesome, potable, in no way harmful or dangerous to health and, insofar as practicable, free from objectionable odors, taste, color and turbidity.

Application for Service

The application is merely a written request for service and does not bind the applicant to take service for a period of time longer than that upon which the minimum charge is based; neither does it bind the District to serve, except under reasonable conditions and upon the approval of the Manager. Each applicant for service is required to sign, on a form prescribed by the District, an application providing sufficient information as the District may reasonably require for the above stated purpose and to enable the District to determine the credit worthiness of the applicant. Applications for service to any property will be granted only if all assessments, fees, charges, delinquent water bills, and penalties due to or against said property have been fully paid.

An application for water service requires an application to be submitted by the property owner. The District holds the property owner ultimately responsible for payment.

Proof of ownership, if required, must be submitted at the time of application and would include, but not be limited to, a copy of the deed to the premises, a title insurance policy, a current property tax bill or the escrow closing statement. In addition, the District requires proper identification of all applicants (any government issued identification). Any applicant applying on behalf of a business or property owner are required to submit legal documents to support their link to the property and/or business applying for water. These documents may include: articles of incorporation, real estate assignment letter, real estate agreement, property management agreement, etc.

Palmdale Water District shall not be responsible for damage to persons or property caused by failure or defects of pipes, high or low pressure, by escape or leakage due to conditions on said premises existing at or after turning the service on, and applicant will hold Palmdale Water District harmless therefrom.

Establishment of Credit & the Deposits

Applicants for service or reconnection shall provide the District with information sufficient to enable the District to determine the credit worthiness of the Applicant. Upon determining the Applicant's credit worthiness, the District will require the Applicant to deposit such sums of money as determined by the Board from time to time. Currently, account holder's deposit required is as follows:

Commercial or Industrial: For each single or multiple commercial or industrial unit served by the same service meter - \$300 per unit.

Residential: For each dwelling unit served by the same service meter -- \$200 per unit.

Additional deposit. At the Manager's discretion, the District may require an additional deposit as a condition precedent to water service or reconnection if (i) District determines the account holder has an unsatisfactory payment history, (ii) the account holder is not credit-worthy or has previously had water service disconnected for non-payment or rejected payments or (iii) the nature of the services or the account holder's intended use of water warrants an additional deposit. In such instances, the total deposit shall be determined by the Manager.

Refund of Deposit:

1) Such deposits will be refunded to account holders at the termination of water service, provided all water charges have been paid. However, no refund will be made where the balance remaining in the deposit account is less than \$5.00. All amounts less than \$5.00 will be transferred to the water conservation account to be used for the education of the public regarding water conservation.

2) **Single Family Residences Only:** One year after the date a deposit is made the Manager has discretionary authority to refund such deposits upon submission of a PWD Deposit Refund Request Form, and if the account holder meets the following criteria: (a) has at least one year of established active customer history, (b) does not have any disconnect charges on the account, (c) and has not had any rejected payments.

Waiver of Deposit:

Public Agencies will not be subject to the deposit requirements stated above.

First time account holders will not be subject to the deposit requirements stated above if their credit report shows the following (fee for check inquiry is \$10.00):

- (a) At least two years of established credit history through a Credit Reporting Agency.
- (b) Under the Negative column, the Public column, and the Collection column, it must show zero.
- (c) Under the Payment History column, it should show 1's and X's only. Any other number appearing would be considered as unworthy credit.

Transfer of Deposit:

Existing account holders who meet the requirements for a refund of deposit may transfer from one account to another without having to make a deposit as long as there has not been more than a thirty day lapse in service. However, the water service application process still has to be fulfilled.

Cleaning and Walk-Thru Service

All requests for temporary service shall be made on an approved application form available in the District office. Temporary service will be provided for a maximum of five working days to facilitate cleaning and showing of property for

sale or rent. This service is not to be used for maintenance requiring high volumes of water. A charge of \$85.00 that allows usage of 5 units or less will be collected in advance of service; 6 or more units will be charged at current District rates (This rate is subject to revision by the Board from time to time).

Water Service Connections

For those premises that do not have an existing service connection, the applicant will be charged for the installation and material costs for a service connection in addition to the Assessment Parity Charge, the Capital Improvement Fee and the cost of main extension (if needed); in all cases the applicant shall contribute for any existing mains and public fire hydrants. Please contact the District office for additional Rules & Regulations and the rates and fees as established by the Board.

Ownership of Facilities on Account holder's Premises

The service lateral, meter, and meter box furnished at the account holder's expense and located wholly or partially upon account holder's premises are the property of the District. The District shall at all reasonable hours have access to meters, service connections and other property owned by it which may be located on account holder's premises for purposes of installation, maintenance, operation or removal of the property. If the account holder, new applicant or developer is found to be responsible for any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current account holder or property owner. We hold the property owner ultimately responsible.

Water for Construction Needs

All requests for construction water shall be made on an approved application form available in the District office and accompanied by the appropriate deposit amounts as stated on that form. Any costs involved in supplying such connections will be prepaid by the applicant. The approval of construction water is subject to the availability of water necessary to meet normal domestic demands as determined by the Manager. Please contact the District for allowable uses of construction water and other rules and regulations pertaining to water for construction needs.

Fire Hydrants

Fire hydrants connected to District mains are for use by the District and by organized fire protection agencies. Other parties desiring to use water from fire hydrants for any purpose must obtain written permission from the Manager and from the appropriate fire protection agency prior to use and shall operate the hydrant according to the instructions issued by the Manager. Unauthorized use will be subject to penalty and will be prosecuted according to law and be subject to the appropriate fine specified in Appendix D in the District's Rules & Regulations. In addition, when any person, company, or agency is determined

to be the responsible party that has caused damage of a fire hydrant or blowoff, the District may charge that party with all costs necessary to repair the damages and the cost of water loss.

SECTION "D" - RATES & CHARGES

The Board adopted a water budget rate structure effective May 14, 2009. Rates and charges for water consumption, as specified under various classifications of service and other miscellaneous charges, are set by the Board from time to time. A water budget is the amount of water you are expected to need for a specific month. Water budgets may vary monthly based on the seasonal outdoor watering needs. Your allocation depends on the number of people in your home (default 4) and the water you will need for irrigation (residential is 45% of your total parcel area). The following table lists the monthly service charge based on size of meter:

Meter Size (in)	Minimum Monthly Charge (\$)
5/8" - 3/4"	33.33
1"	33.33
1 1/2"	100.00
2"	153.35
3"	277.83
4"	455.66
6"	900.23
8"	1433.72
10"	2056.14

Retail charges consist of a minimum monthly service charge, commodity rate charge, water quality fee and a possible elevation booster surcharge, if applicable. The monthly service charge depends on the size of an account holder's meter and is fixed irrespective of the quantity of water consumed. The commodity rate for water consumption is based on a 6-tiered system. Rates range from \$.78 per hundred cubic feet (hcf) to \$.632 per hcf; additionally, a water quality fee of \$.13 per hcf is assessed. Tier 1 and 2 are designed to provide enough water for efficient indoor and outdoor use. High tiers are more expensive and reflect the high cost of using too much water. For higher elevation service areas, an elevation booster surcharge of \$0.10 to \$1.06 per hcf is assessed.

MISCELLANEOUS CHARGES:

In order to recover the cost associated with after hours service calls, late payments, disconnections, reconnections, and other damages sustained by the District, the specified items listed below are charged to account holders and/or property owners.

Account Setup Charge: All applicants applying for water service are subject to a \$25.00 account setup charge.

Turn-On Fee (Trip Fee): If a customer requests a service to be turned on after paying all applicable fees and charges and a District representative turns the water service on and water is

found to be running, the customer shall then be required to pay a \$15.00 fee for an extra trip to attempt again to turn the water on.

Reminder Notice: The District will mail a Reminder Notice on the 26th day from the Bill due date or the very next business day if the 26th is not a business day. The Notice will include the past due amount, the new due date reflecting 15 day extension, and the shut off date. In addition, a late charge of 10% of the balance due for the first 30 days.

Shut-Off Notice: The District will mail a Shut-Off Notice on the 16th day from the Reminder Notice due date or the very next business day if the 16th day is not a business day. The notice will include the past due amount and the final due date to avoid disconnection for non-payment. A \$5.00 fee will be charge to the account to off-set the cost of issuing this notice.

Shut-Off Fee: The District may disconnect an account holder's service for various reasons including, but not limited to, (a) non-payment of bills, (b) failure to comply with rules and (c) fraudulent use of service. Such involuntary disconnections are subject to a \$30 Shut-off Fee and/or other administrative charges.

Restoration of Service: The District will endeavor to make reconnections as soon as practicable; however, the District shall make the reconnection before the end of the next regular working day following the account holder's request and payment of any applicable disconnection fees and/or security deposit(s).

Rejected Payment Charge: When an account holder's payment is rejected for any reason, the District will consider the account not paid. The account holder's account will be assessed a \$45 rejected payment charge (\$25 fee and \$20 Door-Tag fee). A 48-Hour Disconnection Notice will be issued to obtain full restitution for the rejected payment. No checks are allowed to cover for this type of transaction. Water service will be disconnected if the amount of the rejected payment and all applicable fees and/or deposits are not paid within the 48-hour period. Upon shutoff of water service for a rejected payment, a \$30.00 Shut-off Fee will be assessed to the account.

Non-emergency Service Call Fee: Service calls made on weekdays after regular working hours (8am-6pm), Fridays, Saturdays, Sundays, or holidays are subject to an \$80.00 fee.

Pulled Meter Charge: If an account holder's service has been disconnected and then it is found back on illegally, the meter will be removed from the premises and a charge of \$60.00 will be assessed. This charge, along with any other applicable charges, must be paid before the service and meter can be reconnected.

Angle Stop Repair Charge: If District finds the angle stop damaged and the work to replace it is done during normal business hours, the cost to replace it is \$440. If the replacement has to be done after business hours, weekends, and holidays, the cost to replace the angle stop is \$600.

SECTION "E" - BILLING & PAYMENT

Rendering of Bills: Bills for service will be rendered on a monthly basis and are due and payable upon presentation. Bills become delinquent 25 days from date of the invoice. It is the account holder's responsibility to assure that payments are received at the District's office in a timely manner. If payment for a billing period is not made on or before the 25th day after Date of Bill, a late charge of 10% of the balance due will be assessed. For account holder's information, each monthly bill reflects the past due which includes the 10% late fee as well as the new due date which is 15 days from original bill due date.

Payment Options:

By mail: Please mail check or money order along with your bill payment-sub to: Palmdale Water District, PO BOX 904070, PALMDALE, CA 93500-4070

By phone: We accept Visa, Master, and Discover Credit Card payments without any additional fee, simply call our Customer Service Department at 661-947-4111 option 2. Automated Service: 855-498-9969

In person: We accept Cash, Checks/Money Orders, Credit Cards (Visa, Master, and Discover).

In Night Drop Box: Place check or money order along with bill payment-sub in our N/D Box located in front of our office (2029 E. Avenue Q, Palmdale, CA 93550). Payments made through the Night Drop Box will be post to your account the next business day.

Online: www.palmdalewater.org
*** (Electronic and automated phone payments may take up to 48 hours to reflect on your account).

Amortization of Unpaid Balance for Medical Condition:

Upon written confirmation of the doctor's certification of life-threatening conditions, determination by the District of the account holder's inability to pay and District approval of the account holder's written request for a 12-month amortization payment plan, a written amortization plan will be entered into between the District and the account holder. The account holder will be charged an administrative fee and the plan shall include a charge for interest of 10% per annum or the maximum legal rate, whichever is lower, on the unpaid balance. The account holder must comply with the plan and remain current as charges accrue in each subsequent billing period. The account holder may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of the plan will result in delivery of a 48-hour Disconnect Notice.

Disputed Bills: The account holder has a right to initiate a complaint or request an investigation regarding the accuracy of water charges on any bill rendered by the District. Water service may not be terminated until the investigation is completed and the account holder has been notified of the District's decision.

Up to 5 calendar days prior to the Delinquent Date on the bill the account holder can make such a complaint in writing and deliver it to the District at its office along with all evidence and data the account holder wishes to be considered by the District.

The Manager shall review the complaint and render a decision as to the accuracy of the water charges. If water charges are determined to be incorrect, a corrected invoice will be provided and the revised charges will be due within 10 calendar days after the date of invoice for revised charges. If the water charges are determined to be correct, the water charges are due and payable at the time the decision of the Manager is rendered.

If the decision of the Manager is not to the satisfaction of the account holder, the account holder may request in writing a hearing before the Board at the next regular meeting. The request must be submitted in writing to the District at least 4 calendar days prior to the next regular meeting of the Board.

SECTION "F" - WATER CONSERVATION

Each account holder of the District is urged to install devices to reduce the quantity of water to flush toilets and to reduce the flow rate of showers. Each account holder is further urged to adopt such other water usage and reuse practices and procedures as are feasible and reasonable. For tips and hints on how to avoid over-irrigation, detect leaks, economize water and reuse water or for landscaping ideas utilizing water tolerant plants and hardscape themes, contact our Water Conservation Coordinator at (661) 947-4111 Ext 5031 during regular business hours.

California law prohibits the waste and unreasonable use of water and requires that the District take all appropriate actions to prevent waste and unreasonable use of this limited resource.

SECTION "G" - BOARD ORGANIZATION

There are five Directors elected at large from the District, each to be a resident of one of the five voting divisions. Regular meetings of the Board shall be held on the second and fourth Wednesdays of each calendar month at 7 p.m. at the offices of the District.

Revised 02/03/2016 JH

Palmdale Water District
2029 E. Avenue Q
Palmdale, CA 93550

Horario: 8am-6pm, Lunes-Jueves
Correo Electrónico: webmaster@palmdalewater.org
Sitio en la red: <http://www.palmdalewater.org>
Teléfono: 661-947-4111 Fax: 661-947-8604

Emergencia después de horas laborales: (661) 947-4114

REGLAMENTOS PARA EL SERVICIO DE AGUA

Esto se le brinda a los clientes en nuestra Zona de Servicio a manera de guía informativa de las políticas relacionadas con el servicio de agua. Estos reglamentos están sujetos a revisiones periódicas.

SECCIÓN "A" – METAS Y OBJETIVOS

El objetivo general del Distrito consiste en distribuir agua de la mayor calidad al menor costo posible. Palmdale Water District le suministra alta calidad a los clientes en el:

- tratamiento del agua, almacenamiento y distribución
- lectura y mantenimiento de contadores
- vigilancia y mantenimiento del sistema
- ampliación y actualización de la infraestructura
- pruebas de la calidad del agua y cumplimiento
- cumplimiento medioambiental
- servicios al cliente
- servicios técnicos
- información de actualizaciones del servicio

SECCIÓN "B" – DEFINICIÓN DE TÉRMINOS

A menos que el contexto indique lo contrario de manera específica, los siguientes términos deberán significar lo siguiente para fines de estos reglamentos:

- (a) Distrito: Palmdale Water District
(b) Gerente: Gerente General de Palmdale Water District o la persona autorizada por el Gerente o la Junta, para actuar en nombre del Gerente General
(c) Junta: La Junta Directiva del Palmdale Water District

- (d) Dueño de la cuenta: Cualquier persona, asociación, empresa o agencia gubernamental abastecida o con derecho de abastecimiento de servicio de agua por el distrito, por compensación

- (e) Solicitante: Cualquier persona o entidad que le solicite servicio de agua al Distrito

SECCIÓN "C" – SERVICIO DE AGUA

El Distrito hará el mayor esfuerzo para abastecer agua de manera fiable y segura en cantidades adecuadas y presiones que se ajusten a las necesidades razonables de los requisitos de los dueños de las cuentas. El Distrito se empeñará en suministrar agua saludable, potable, de ninguna manera nociva o peligrosa para la salud, y hasta donde fuese factible, libre de olores, sabor, color y turbiedad desagradables.

Solicitud de Servicio

La solicitud es simplemente una petición escrita de servicio y no obliga al solicitante a que tome el servicio durante un periodo de tiempo mayor al establecido por el cobro mínimo y tampoco obliga al Distrito a la prestación, excepto bajo condiciones razonables y ante la aprobación del Gerente. Se le exige a cada solicitante del servicio que firme en un formulario suministrado por el Distrito, una solicitud que le suministre información suficiente y razonablemente exigida para los fines anteriores y permitir que se determine la solvencia del solicitante. Las solicitudes de crédito para cualquier propiedad solamente se concederán si todas las tasaciones, cobros de agua en mora y multas debidas o contra dicha propiedad han sido pagadas en su totalidad.

Las solicitudes para el servicio de agua residencial para propiedades alquiladas se suministrarán a nombre del propietario. El Distrito responsabiliza del pago al propietario(s) de la propiedad.

Se debe presentar prueba de propiedad en el momento de la solicitud, los documentos aceptados son: escritura pública de la propiedad, póliza de seguro de la escritura, cuenta de impuesto predial o el documento de compraventa. Además, el Distrito exige la identificación adecuada del solicitante (cualquier identificación emitida por una agencia gubernamental). Un solicitante solicitando servicio a nombre de un negocio o a nombre del propietario deberá presentar los documentos legales que comprueben su vínculo al negocio o a la propiedad. Tales documentos incluyen: artículos de incorporación, carta de asignación como el agente de ventas de la propiedad, contrato de administración de la propiedad, etc.

El Distrito de Palmdale Water no se hace responsable por daños a personas o a las propiedades causados por fallas o defectos de las pipas, alta o baja presión, escape o fuga debido a las condiciones existentes en la propiedad al momento de abrir o cerrar el servicio, bajo ningún motivo, el solicitante o propietario hará al Distrito responsable.

Establecimiento de Crédito y Depósitos

Los solicitantes del servicio o reconexión deberán presentarle al Distrito información suficiente para determinar la solvencia del solicitante. Al determinar la solvencia del solicitante, el Distrito exigirá que el solicitante deposite las sumas de dinero que la

Junta determine sujetas a cambio de vez en cuando. En la actualidad, el depósito requerido es el siguiente:

Comercial o Industrial: Por cada unidad individual o múltiple, comercial o industrial servida por el mismo contador de servicio – \$300 por unidad.

Residencial: Por cada unidad de vivienda servida por el mismo contador de servicio – \$200 por unidad.

Depósito Adicional: A discreción del gerente, el Distrito puede exigir un depósito adicional como condición para el servicio de agua si (i) el Distrito determina que el consumidor tiene un historial de pago insatisfactorio, (ii) el consumidor no tiene

solvencia o le han desconectado el servicio de agua por falta de pago, cheques regresados por fondos insuficientes o pagos con tarjeta de crédito anulados debido a cualquier discrepancia o, (iii) la naturaleza de los servicios o el uso previsto del agua por parte del cliente justifica un depósito adicional – El total del depósito será determinado por el Gerente.

Reembolso del Depósito:

1) Tales depósitos le serán reembolsados a los solicitantes cuando termine el servicio del agua, siempre y cuando hayan pagado todas las cuentas de cobro del agua. Sin embargo, no se reembolsará ninguna cantidad cuando el balance restante en la cuenta sea menor de \$5.00. Todas las cantidades inferiores a \$5.00 se trasladan a la cuenta para conservación del agua, para utilizarlas en la educación del público en cuanto a la conservación de la misma.

2) **Residencias Unifamiliares Únicamente:** Un año después de haber hecho el depósito, el Gerente cuenta con potestad discrecional para reembolsar tales depósitos al recibir una petición por escrito del consumidor, si el consumidor reúne las siguientes condiciones: a) tener al menos un año de historial establecido como consumidor activo, (b) no tener más de una orden de desconexión en 48 horas (nota en la puerta) en la cuenta dentro de un periodo de un año previo a la requisición. (c) no tiene ningún cobro de desconexión en la cuenta, y (d) no le han devuelto ningún pago por tarjeta de crédito o pago con cheque del banco por insuficiencia de fondos dentro de un periodo de un año previo a la requisición.

Exención de Depósito:

Las Agencias Públicas no estarán sujetas a los requisitos de depósito anteriormente estipulados. Los clientes nuevos no estarán sujetos a los requisitos de depósito anteriormente estipulados si el informe de crédito muestra lo siguiente:

- (a) Al menos dos años de historia crediticia establecida a través de una Empresa de Reportes Crediticios.
(b) Las columnas Negativa, Pública y de Cobranzas deben contener ceros.
(c) La columna de Historia de Pagos solamente debe contener 1 y X. Cualquier otro número que aparezca se considera como crédito carente de mérito.

Transferencia de Servicio:

Los clientes existentes que tengan al menos un año de historial establecido como dueños de la cuenta activos y que reúnan los requisitos para obtener el reembolso del depósito, lo pueden transferir de una cuenta a otra sin tener que hacer un depósito, siempre y cuando no hayan transcurrido más de treinta días de lapso en el servicio. Sin embargo, se debe de completar todo el proceso para un servicio nuevo.

Limpeza y Servicio de Inspección

Todas las peticiones de servicio temporal se deberán hacer en un formulario de solicitud aprobada disponible en la oficina del Distrito. El servicio temporal se suministrará durante un máximo de cinco días laborales para facilitar la limpieza y presentación de la propiedad para venderla o alquilarla. Este

servicio no se debe usar para el mantenimiento que requiera grandes cantidades de agua. Se cobrará \$85.00, lo cual permite el uso de 5 unidades o menos; 6 o más unidades se cobran a las tarifas actuales del Distrito. (Esa tarifa está sujeta a revisión ocasional por parte de la Junta).

Conexiones del Servicio de Agua

Para aquellas instalaciones que no tienen una conexión de servicio existente, al solicitante se le cobrará la instalación y el costo del material de la conexión, además de la Tasa de Paridad de Cobro, la Tarifa de Mejora Capital y el costo de la extensión de la tubería principal (si fuese necesario); en todos los casos, el solicitante deberá contribuir para cualquier tubería principal y boca-toma contra incendios. Por favor contacte la oficina del Distrito para averiguar los Reglamentos Adicionales, las tarifas y cargos establecidos por la Junta.

Propiedad de las Instalaciones en la Localidad del Consumidor

El lateral de servicio, el contador y la caja del contador facilitados a costas del Consumidor y ubicado enteramente en la localidad del Consumidor, pertenecen al Distrito. El Distrito deberá tener acceso a toda hora razonable a los contadores, a las conexiones del servicio y demás propiedad que le pertenezca, para fines de instalación, mantenimiento, funcionamiento o extracción de la propiedad, la cual puede estar ubicada en la localidad del Consumidor. Si el Consumidor, el nuevo solicitante o el urbanizador resultan responsables de cualquier daño causado a la propiedad del Distrito, tales daños deberán serle reembolsados al Distrito al costo más los gastos administrativos. Si se desconoce la responsabilidad de los daños, se le cobrarán al Consumidor actual o al dueño de la propiedad.

Agua para Necesidades de Construcción

Todas las peticiones de agua para construcción se deberán hacer en un formulario de solicitud aprobado y disponible en la oficina del Distrito, y deben ir acompañadas de las cantidades adecuadas de depósito allí estipuladas. Todo costo del suministro de dichas conexiones será pagado por adelantado por el solicitante. La aprobación del agua para construcción está sujeta a la disponibilidad de agua necesaria para cubrir la demanda doméstica que determine el Gerente. Por favor

contacte al Distrito para averiguar los usos permisibles del agua para construcción y demás reglamentos pertinentes al agua para construcción.

Hidrante/Toma-Boca Contra Incendios

Los boca-toma contra incendios conectados a la tubería principal son para el uso del Distrito y organismos organizados de protección contra incendios. Los demás grupos que quieran utilizar el agua de la boca-toma contra incendios deben obtener un permiso escrito del Gerente y del organismo de bomberos adecuado antes de utilizarlos, su utilización se deberá hacer de acuerdo a las instrucciones expedidas por el Gerente. El uso no autorizado estará sujeto a sanciones y se enjuiciará de acuerdo a las leyes, con sujeción a la multa adecuada estipulada en el Inciso B de los Reglamentos del Distrito. Además, cuando cualquier persona, empresa u organismo sea responsable de los

daños ocasionados a un boca-toma o salida contraincendios, el Distrito puede cobrarle todos los costos necesarios para reparar los daños y el costo de la pérdida de agua.

SECCIÓN "D" - TARIFAS & COBROS

Las tarifas y los cobros del consumo de agua, conforme a lo especificado bajo varias clasificaciones de servicio y otros cobros misceláneos, son establecidos por la Junta sujetos a cambio de vez en cuando.

TARIFAS AL DETALLE

Las tarifas al detalle consisten en un cobro mínimo mensual y un cobro de artículo de consumo. La tarifa básica mensual depende del tamaño del contador del Consumidor y se fija independientemente de la cantidad de agua consumida. Todo consumo de agua que exceda el mínimo mensual se cobra a la tarifa de artículo de consumo. Las siguientes tarifas del agua fueron adoptadas por la Junta y entraron en vigencia el 14 de mayo de 2009.

Tamaño Contador	Cobro del Contador	Mínimo Mensual
5/8" x 1/2"		33.33
1"		33.33
1 1/2"		100.00
2"		153.35
3"		277.83
4"		455.66
6"		900.23
8"		1433.72
10"		2,056.14

La tarifa de consumo del agua consiste en la combinación de: Cobro del mínimo mensual (determinado en el tamaño del medidor), en el consumo de agua basado en un sistema de 6 niveles. Las tarifas oscilan entre \$0.78 y \$6.32 por cien pies cúbicos (cpo), y una cantidad de \$0.13 por cada cien pies cúbicos para cubrir el nuevo sistema de filtración de agua y por último un sobrecargo de entre \$0.10 a \$1.00 por cada unidad de agua, con fin de cubrir el costo de elevación del área en zonas más elevadas.

COBROS MISCELÁNEOS:

Para recuperar el costo asociado con las llamadas para servicio después del trabajo, pagos tardíos, desconexiones, reconexiones y otros daños sostenidos por el Distrito, los artículos especificados debajo se les cobran a los dueños de la cuenta y/o de la propiedad.

Cobro de procesamiento de cuenta:

Todo cliente que aplique por servicio es sujeto a un cargo de \$25.00 por procesamiento de cuenta.

Cobro de Activación: Si un cliente pide que le activen el servicio tras pagar todos los cobros aplicables y un representante del Distrito reactiva el servicio de agua y descubre que el agua estaba corriendo, se impondrá un cargo de \$15.00 por cada viaje adicional para intentar nuevamente activar el servicio.

Aviso Moratorio: El Distrito enviará por correo un Aviso Moratorio 26 días a partir de la fecha que se generó la factura ó el siguiente día hábil, si el 26vo. día no fuera hábil. Este aviso incluirá la nueva fecha de vencimiento la cual refleja 15 días de extensión. Adicionalmente, un cobro por mora de 10% del saldo adeudado por los primeros 30 días ser cargado a la factura.

Aviso de Desconexión: El Distrito enviará por correo un Aviso de Desconexión 16 días a partir de la fecha que se envió por correo el Aviso Moratorio ó el día siguiente día hábil, si el 16vo. día no es hábil. Este Aviso incluirá la nueva fecha de vencimiento y la cantidad a pagar para evitar desconexión por falta de pago. Un cargo de \$5.00 se cargará a la cuenta el cual cubre el costo de producción y envío de este aviso.

Cobro de Desconexión: El Distrito puede descontarle el servicio a un consumidor por varias razones, lo cual incluye mas no se limita a: a) falta de pago de las cuentas; b) incumplimiento de las reglas y c) uso fraudulento del servicio. Tales desconexiones involuntarias están sujetas a un Cobro de Desconexión d \$30.00 ó cualquier otro costo de administración.

Restauración del Servicio: El Distrito hará todo lo posible por hacer las reconexiones antes de que termine el siguiente día hábil, siempre y cuando el dueño de la cuenta así lo solicite y el pago de todos los cargos aplicables y depósito requerido hayan sido cubiertos.

Cobro por Pago Devuelto: Cuando el pago de un consumidor es devuelto como no negociable por cualquier razón, el Distrito considera impaga la cuenta. Se cobrarán \$45.00 (\$25.00 Cargo y \$20.00 Nota a la Puerta) por cada pago devuelto y generalmente un depósito adicional. Se expedirá un Aviso de Desconexión de 48 Horas. No se aceptan cheques para cubrir este monto. El servicio de agua se desconecta si el monto no es pagado dentro del periodo de 48 horas. Al desconectar el servicio del agua por un pago devuelto, se le cobrará la Tarifa de Desconexión a la cuenta, conforme a lo anterior.

Cobro por Contador Desconectado: Si se ha desconectado el servicio de un dueño de la cuenta y se descubre que el servicio ha sido restaurado ilegalmente, el medidor se removerá de la propiedad y se aplicará un cargo de \$60.00 por remover el medidor, tal cobro junto con cualquier otro cobro pendiente deberá ser cubierto, antes de volverle a conectar el servicio y el contador.

Cobro por Llamada de Servicio de No-emergencia: Las llamadas de servicio hechas durante los días de las horas laborales corrientes (8am-6pm), los viernes sábados, domingos o días festivos, están sujetas a un cobro de \$80

Cobro de reparación de la llave central de paso (Angle-Stop): Si esta llave es dañada y tiene que ser reemplazada durante horas de oficina el cargo por reparación es de \$440 y si la reparación es hecha después de horas de oficina es de \$600.

SECCIÓN "E" - FACTURACIÓN & PAGOS

Envío de Facturas: Las facturas se enviarán mensualmente y se deben pagar al recibirlas. Las facturas entran en mora 25 días después de la fecha de facturación. El consumidor tiene la responsabilidad de asegurarse de que los pagos sean recibidos puntualmente en la oficina del Distrito. Si el pago de un administrativa y el plan deberá incluir un cobro de interés del 10% anual o la tasa máxima permisible, cualquiera que sea inferior, sobre el saldo impago. El Consumidor debe cumplir con el plan y mantenerse al día, ya que los cobros se acumulan en cada periodo de facturación siguiente. El Consumidor no puede pedir amortización posterior de ningún cobro impago mientras paga cobros por mora conforme al plan de amortización. El incumplimiento de los términos del plan acarrea la presentación de un Aviso de Desconexión de 48 horas.

Opciones de Pago:

Por correo: Favor de enviar cheque o money-order junto con su talon de pago a Palmdale Water District, PO BOX 904070, Palmdale, CA 93590-4070

Por teléfono: Aceptamos pagos por tarjeta de crédito sin cargo adicional (Visa, Master, y Discover). Simplemente llame a nuestro departamento de servicio al cliente al 661-947-4111, opción 8 Servicio automatizado: 855-498-9969

En persona: Aceptamos efectivo, cheques, money-orders y tarjetas de crédito/debito.

En el buzón de pagos: Deposite su cheque o money-order junto con talon de pago en nuestro buzón localizado en el frente de la oficina (2029 E. Avenue Q, Palmdale, CA 93550).

En línea: www.palmdalewater.org

(Pagos electrónicos o por el servicio automatizado pueden tomar hasta 48 horas para ser reflejados en su cuenta).

Amortización del Saldo Impago por Razones Médicas: Al recibir confirmación escrita de la certificación médica de un estado de salud que amenace la vida, el Distrito procede a determinar la incapacidad de pago del Consumidor y a aprobar la petición escrita del mismo para un plan de amortización de pagos durante 12 meses, celebrado entre el Distrito y el consumidor. Al Consumidor se le cobra una tarifa administrativa y el plan deberá incluir un cobro de interés del 10% anual o la tasa máxima permisible, cualquiera que sea inferior, sobre el saldo impago. El Consumidor debe cumplir con el plan de pago y mantenerse al día, ya que los cobros se acumulan en cada periodo de facturación siguiente. El Consumidor no puede pedir amortización posterior de ningún cobro impago mientras paga cobros por mora conforme al plan de amortización. El incumplimiento de los términos del plan acarrea la presentación de un Aviso de Desconexión de 48 horas. la decisión.

Disputa de Facturas: El Consumidor tiene derecho a iniciar una queja o pedir que se investigue la exactitud del cobro de agua de cualquier factura enviada por el Distrito. El servicio de agua no se suspende sino hasta que la investigación esté completa y se le avise al Consumidor la decisión del Distrito.

El Consumidor puede quejarse por escrito hasta 5 días laborales antes de la Fecha de Mora de la factura y entregársela al Distrito en su oficina, junto con toda la evidencia y datos que el Consumidor desee que el Distrito tenga en consideración. El Gerente deberá revisar la queja y tomar una decisión en cuanto a la precisión del cobro de agua. Si se determina que el cobro es incorrecto, se suministrará una factura corregida y los cobros revisados se deberán pagar dentro de los 10 días siguientes, después de la fecha de facturación de los cobros revisados. Si se determina que el cobro es correcto, el cobro vence es pagadero en el momento que el Gerente emita

Si la decisión del Gerente no satisface al Consumidor, el Consumidor puede solicitar por escrito una audiencia ante la Junta para la próxima reunión ordinaria. La petición se le debe presentar al Distrito por escrito, al menos con 4 días hábiles de antelación a la siguiente reunión ordinaria de la Junta.

SECCIÓN "F" - CONSERVACIÓN DEL AGUA

Se recomienda a cada Consumidor del Distrito a que instale dispositivos que reduzcan la cantidad de agua para los inodoros y que reduzcan el caudal de las duchas. Además, se exhorta a cada Consumidor a que adopte otras prácticas y procedimientos de uso y reutilización que sean factibles y razonables. Para recibir consejos prácticos sobre como evitar la irrigación excesiva, detectar fugas, economizar agua y reutilizarla para la irrigación, o para recibir ideas para el ajardinado con plantas con tolerancia a menos cantidades de agua y temas, contacte a nuestro Coordinador para Conservación de Agua al (661) 947-4111, Ext 5031 durante horas laborales corrientes.

Las leyes de California prohíben el desperdicio y el uso irrazonable del agua, y exigen que el Distrito tome todas las medidas adecuadas para impedir el desperdicio y el uso irrazonable de este limitado recurso.

SECCIÓN "G" - ORGANIZACIÓN DE LA JUNTA

Hay cinco directores del Distrito elegidos generalmente, cada uno de ellos reside en una de las cinco divisiones volantes. Las reuniones ordinarias de la Junta se deberán llevar a cabo el segundo y cuarto miércoles de cada mes calendario a las 7pm en las oficinas del Distrito. *Revisado 2/03/2016 JH*

APPENDIX E

REFUNDABLE CONSUMER DEPOSITS

Consumer's Deposit Required per Article 10.03 as follows:

Commercial or Industrial:

For each single or multiple commercial or industrial unit
served by the same service meter..... \$300.00 per unit

Residential:

For each dwelling unit served by the same
service meter \$200.00 per unit

At the Manager's discretion, the District may require an additional deposit as a condition precedent to water service or reconnection if (i) District determines the consumer has an unsatisfactory payment history, (ii) the consumer is not credit-worthy, or has previously had water service disconnected for non-payment, or had a check returned to the District (e.g., insufficient funds) or had a credit card charge back in connection with payment of a District bill, or (iii) the nature of the services or the consumer's intended use of water warrants an additional deposit. In such instances, the total consumer deposit shall be determined by the Manager, but in no event shall the deposit exceed the total of the three (3) highest months' water usage charges during the twelve (12) calendar months immediately preceding the delivery of the deposit or \$500, whichever amount is greater.

REVISED AND ADOPTED BY THE BOARD OF DIRECTORS OF PALMDALE WATER DISTRICT
AT A REGULAR MEETING HELD MARCH 11, 2009 EFFECTIVE MAY 13, 2009.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

DEPOSIT REFUND REQUEST FORM

For Single Family Residences

Account Holders Name: _____

Social Security # (last 4): _____

Phone Number: _____

Service Address: _____

Account Number: _____

E-mail address: _____

The refund of a deposit is subject to the customer making a request in writing and the customer meeting all the requirements of Palmdale Water District's Rules and Regulations Section 10.03. B. "Refund of Deposit (Single Family Residences Only)".

One (1) year after a deposit is made with the District (i.e., initial account setup, non-payment, return check) Customer must submit written request to receive a refund of the deposit.

1.) As per section 10.03.B.2.b – "Customer has not incurred any additional disconnect charges on the account."

2.) As per section 10.03.B.2.c – "Customer has not had any additional checks returned from bank (e.g. insufficient funds), rejected electronic funds transfer or any credit card charge backs".

I, _____ have read the rules and regulations above and understand that I
print name
must comply with them in order to receive my deposit refund. I hereby request the District to review my account to see if it qualifies for a deposit refund. If refund request is denied the District will contact me. If approved, I request the refund of my deposit to be returned as follows:

☐ Please apply my deposit refund as credit to my water service account.

☐ Please issue me a check for my deposit refund.
(Please note that check refunds can take 3-4 weeks to process).

Mailing Address for Refund Check if different than above address:

Signed,

Account Holder Signature

Date

Return by U.S. Mail, Fax (661) 947-8604, or scan and email to "front_office@palmdalewater.org"

For District Use Only

Account Reviewed:

Approved _____
(Initials)

Denied** _____
(Initials)

** Customer Contacted



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

SOLICITUD PARA REEMBOLSO DEL DEPOSITO

Para cuentas residenciales

Nombre del dueño de la cuenta: _____

Seguro Social (últimos 4 números): _____

Número de teléfono: _____

Dirección del servicio: _____

Número de cuenta: _____

Correo electrónico: _____

El reembolso del depósito debe ser solicitado por el cliente por escrito ó mediante esta solicitud. La cuenta debe de reunir los requisitos del Distrito de Palmdale Water bajo las reglas y regulaciones bajo la seccion 10.03.B Siendo los siguientes:

El depósito es elegible para reembolso después de haber permanecido en la cuenta un año (Depósito Inicial, depósito pagado después de una desconexión ó depósito por pago devuelto por su banco).

1.) Por sección 10.03.B.2 b - Que la cuenta no haya tenido desconexión por falta de pago en los pasados 12 meses.

2.) Por sección 10.03.B.2 c - Que la cuenta no haya tenido cheques devueltos por falta de pago así como transacciones electrónicas de cuentas bancarias ó transacciones de tarjetas de crédito devueltas.

Yo, _____ he leído las reglas y regulaciones arriba explicadas y entiendo que
nombre

mi cuenta tiene que reunir los requisitos para recibir el reembolso de mi depósito. Por este medio le pido al distrito que revise mi cuenta para procesar mi reembolso. Si el reembolso es negado el Distrito me lo notificará. Si el reembolso es aprobado, Yo pido que se haga de la manera siguiente:

☐

Favor de reembolsar el depósito como credito a mi cuenta de servicio de agua.

☐

Favor de mandarme un cheque. (Reembolsos en forma de cheque tardan de 3 a 4 semanas).

En caso que desee que le mandemos el cheque a una dirección distinta de la dirección del servicio favor de especificarla.

Firma,

Firma del dueño de la cuenta

Fecha

Mándenos esta forma por correo, por Fax (661-947-8604) ó por e-mail a "front_office@palmdalewater.org"

For District Use Only

Account Reviewed:

Approved _____
(Initials)

Denied** _____
(Initials)

** Customer
Contacted