



July 2025

# Cross-Connection Control Plan

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# 1 Objective

Sweetwater Authority is committed to delivering safe and reliable water service to approximately 200,000 people within a 36 square-mile service area, including National City, Bonita, and the western and central portions of Chula Vista, CA. Currently, Sweetwater Authority currently manages approximately 35,000 meters.

Sweetwater Authority’s Cross-Connection Control Plan (CCC Plan) aims to outline the procedures and measures for maintaining compliance with the Cross-Connection Control Policy Handbook (CCC PH). This CCC Plan updates and expands upon the foundational requirements outlined in Title 17 by introducing stricter protocols for hazard assessments, enhanced backflow prevention measures, and more comprehensive documentation requirements. This document outlines the steps required to exceed regulatory demands.

# 2 Public Water System Information

Public Water System Name:	Sweetwater Authority
Public Water System Number:	CA3710025
Water System Ownership:	Public
Number of Active Service Connections:	Approximately 35,000
Number of Active Backflow Assemblies:	Approximately 5000

# 3 Certified Cross-Connection Control Staff

<b>Cross-Connection Control Supervisor:</b>	<b>Ricardo De Leon</b>
Phone Number:	Office: (619) 409-6810 Cell: (619) 247-6226
Email:	rdeleon@sweetwater.org
Address:	744 F St, Chula Vista, CA 91910
Supervisor Qualifications:	ABPA CCC Specialist certificate number: 01954 ABPA Backflow Tester certificate number: 5-973 Water Distribution Operator: D3 certificate number: 30746

<b>Cross-Connection Specialist:</b>	<b>Aurelio Pina</b>
Phone Number:	Office: (619) 409-6811 Cell: (619) 772-0530
Email:	apina@sweetwater.org
Specialist Qualifications:	ABPA CCC Specialist certificate number: S05-697 Backflow Tester certificate number: 05-2203429 Water Distribution Operator: D2 certificate number: 43986

## 4 Authority

- 4.1. Cross-Connection Control Policy Handbook Standards and Principles for California’s Public Water Systems, State Water Resources Control Board, Section 3.1.3: The community water system has the legal authority to enforce compliance and implement corrective actions when water users fail to comply with cross-connection control program provisions.
- 4.2. Cross-Connection Control and Backflow Prevention Ordinance; Resolution No. 88-3; Program Adoption, which mandates the control of cross-connections and the use of backflow prevention assemblies to protect the water supply at Sweetwater Authority.
- 4.3. The Authority’s Standard Specification for Construction of Water Facilities, Section 17.

## 5 Existing Backflow Prevention Assemblies

With the exception of fire service lines, all existing backflow prevention devices which do not meet the requirements of the CCCPH now, but were approved devices at the time of their installation shall be accepted as "approved" as long as the device passes the inspection and certification requirements. Whenever the existing device is moved from its present location, it becomes unrepairable, or when it requires continual maintenance in order to pass the yearly certification test, then the device shall be replaced by an approved backflow prevention device meeting the requirements of the current version of the CCCPH.

## 6 Fire Protection System Requirements

- 6.1. Plan to Achieve Compliance:
  - A. Assessment and Inventory (2025-2026)  
Review the current inventory list of non-compliant fire protection systems. Conduct a thorough assessment to confirm that no additional water users need to be included on the list.

B. Communication and Outreach (2025-2034)

Inform property owners of the new deadline requirements and the timeline for compliance. by implementing the following actions:

- A year prior to the compliance deadline, the Authority will increase the distribution of reminder postcards. Instead of sending one postcard at the six-month period following the annual notifications in October, they will now be sent in the fourth month (February) and the eighth month (June), effectively doubling our efforts. The final annual notification letter and postcards will inform property owners of the impacts of having the fire service for their property disconnected, which include: notifying the appropriate Fire Department, the potential need for twenty-four (24) hour fire watch paid for at the owner's expense or the Fire Department declaring the premises uninhabitable for human occupancy.
- A dedicated compliance landing page will be launched on our public website. This page will feature instructions for compliance, a searchable list of Authority approved backflow testers, timelines, permit requirements, a contact form for customer support and a FQ sheet.
- The Authority will create an easy-access QR code, located on the annual notification letters and reminder postcards, directing customers to the Authority website, providing a valuable resource for cross-connection compliance and updates on state legislation.
- Educational information will be provided at Sweetwater Authority hosted community open houses and at community events staffed by the Authority.

C. Implementation and Monitoring (2025-2034)

Continue the retrofitting process for non-compliant systems, prioritizing high-risk areas.

D. Final Compliance Checks and Enforcement (2032-2034)

Conduct final compliance checks to ensure all systems meet the requirements. Enforce the discontinuation of service for any fire protection systems that remain non-compliant after the deadline.

## 7 Alternate Methods in Lieu of an Air Gap

7.1. Purpose:

The water supplier recognizes the importance of protecting the public water system from contamination due to backflow and cross-connection hazards. In alignment with the Cross-Connection Control Policy Handbook (CCCPH), and subject to prior approval by the State Water Resources Control Board under Section 3.2.2(c)(1), the water supplier may allow an alternate method of containment at premises with an interconnected auxiliary water supply (e.g., a permitted domestic well) in lieu of an air-gap separation, provided the following conditions are met.

7.2. Eligibility:

This alternate compliance method may be applied only to premises that meet all of the following criteria:

- The auxiliary water supply is a permitted private well.

- The auxiliary supply is interconnected with the plumbing system served by the public water system (PWS).
- The customer agrees to all installation, testing, monitoring, and education requirements described herein. Including the additional cost to purchase an approved RP device(s), installation of the RP device(s), and any additional testing required by this alternate compliance option.

7.3. Approved Alternate Compliance Methods:

At the discretion of the water supplier, and in accordance with State Board authorization, a reduced pressure principle backflow prevention assembly (RP) may be installed at the service connection as the method of premises containment, provided that one of the following approved configurations is implemented:

Option 1 – RP + AMI Monitoring and Semi-Annual Testing

- An approved RP assembly is installed at the service connection.
- An ultrasonic meter capable of detecting low-flow reverse consumption is installed and integrated with the water supplier’s Advanced Metering Infrastructure (AMI).
- The AMI system is configured to alert the water supplier in real time upon detection of reverse flow.
- Upon receiving such an alert, the water supplier shall investigate immediately and may suspend water service until the RP is tested and verified to be functioning properly.
- The RP shall be tested by a certified backflow prevention assembly tester at least twice annually.
- Test results must be submitted to the water supplier within ten (10) business days of completion.

Option 2 – Dual RP Assemblies in Series

- Two approved RP assemblies are installed in series at the service connection.
- Both RP assemblies shall be tested by a certified backflow prevention assembly tester at least twice annually.
- Test results must be submitted to the water supplier within ten (10) business days of completion.

7.4. Monitoring, Reporting, and Corrective Action:

The water supplier shall:

- Maintain a current inventory of all premises utilizing this alternate compliance method.
- Require that all test results be submitted in accordance with the timelines described above.
- Annually compile and submit to the State Water Board a summary report that includes:
  - Inventory of all premises utilizing this alternate compliance method.

- Documented backflow incidents (if any)
- Corrective actions taken
- Retain records of testing, notifications, and corrective measures for a minimum of five (5) years.

If, at any time, the RP approach is found to be insufficient at a given site—including but not limited to repeated test failures, tampering, or evidence of a cross-connection—the water supplier shall require the installation of an approved air-gap separation at the service connection. Water service may be discontinued until the air gap is installed and verified.

#### 7.5. Customer Outreach and Education:

The water supplier shall implement a targeted customer outreach and education program specifically for customers operating under the approved alternate compliance method. This program is designed to ensure that customers understand the purpose and function of the reduced pressure principle (RP) device and their responsibilities in maintaining system integrity.

The program shall include, at a minimum:

- Distribution of written materials at enrollment explaining the function of RP assemblies, their importance in preventing contamination, and the customer's role in maintaining compliance.
- Distribute self-assessment surveys to customers to determine potential hazards that may require backflow.
- Clear guidance on the prohibition of bypassing, altering, or disabling RP assemblies or associated plumbing.
- Reminders of scheduled testing requirements and consequences for non-compliance.
- Optional workshops, webinars, or other outreach opportunities to promote awareness of cross-connection risks and best practices specific to interconnected auxiliary water supply systems.

Participation in this education program is a condition of continued authorization under the alternate compliance method and shall be reinforced during inspections or enforcement actions.

#### 7.6. Enforcement and Termination of Authorization:

Site specific failure to comply with any provision of this section may result in:

- Immediate termination of the alternate compliance authorization
- Suspension or disconnection of water service
- Requirement for the customer to install an approved air-gap separation as a corrective measure.
- Other enforcement actions authorized under the water supplier's Cross-Connection Control Policy

## 7.7. Conclusion:

While an Air Gap is an effective means of backflow prevention, its application in scenarios involving auxiliary water interconnections presents significant challenges and risks. In contrast, a properly maintained RP assembly, combined with increased testing frequencies, provides a more reliable and proactive approach to preventing backflow contamination. Air Gap installations expose the customer's water service to environmental contaminants such as dust, debris, insects, and airborne pollutants, potentially compromising water quality. Additionally, Air Gaps require mechanical pumping systems to restore pressure on the customer's side, introducing operational uncertainties.

Unlike direct connections, where pressure is consistently maintained by the water supplier, reliance on mechanical pumps introduces several vulnerabilities, particularly in emergency situations. Fire protection systems depend on immediate water availability to function effectively. The delay introduced by an Air Gap, requiring manual pressurization before fire sprinklers activate, could hinder emergency response efforts. In extreme conditions—such as high winds or wildfires—power outages can disable pumps, rendering fire suppression systems inoperative and leaving properties unprotected.

For these reasons, Sweetwater Authority advocates for increased RP assembly testing and AMI meter monitoring as a more effective enforcement strategy for well water interconnection sites. These methods provide continuous backflow prevention, ensuring compliance with regulatory standards while safeguarding public health and emergency response capabilities.

## 8 Hazard Assessments

### 8.1. Definitions:

- A. Hazard assessments evaluate the potential for backflow into the public water system. In compliance with Section 3.2.1 of the "Cross-Connection Control Policy Handbook," the Authority must conduct an initial hazard assessment of a user premises. Subsequent hazard assessments must be performed when criteria described in section 9 of the Cross-Connection Control Plan are met.
- B. Hazard assessments meet the contractual obligations between the San Diego County Environmental Health Department and the Authority, in accordance with the California Health and Safety Code (DW-104, Part 12, Chapter 5, Article 2, Sections 116800-116820). These assessments, conducted by the Authority involve evaluating user premises to identify any actual or potential cross-connections and assess the associated degree of hazard to public health. These evaluations are critical to ensuring the safety and integrity of the public water system by identifying and mitigating any risks that could compromise water quality.
- C. A Cross-Connection Control Specialist must conduct both initial and follow-up hazard assessments. The specialist shall then provide a written confirmation that the Authority's hazard assessment, based on cross-connection control principles, accurately identified all hazards present at the time of assessment, determined the appropriate degree of

hazards, and specified the necessary backflow protection measures.

## 8.2. Timeline:

- A. Sweetwater Authority aims to complete all initial hazard assessments by 2098. Given the scale and complexity of this project, this timeline allows for careful planning and budgeting to effectively implement the program. Currently, Sweetwater Authority employs two Cross-Connection Control Specialists fulltime.
- B. Initial high hazard assessments for potentially high hazard services will be conducted over 25 years, averaging 345 assessments annually based on current staffing levels. The remaining low hazard assessment will be conducted over 73 years based on current staffing levels.

## 8.3. Grouping Service Connection Types in Hazard Assessments:

- A. To streamline hazard assessments while maintaining compliance with the requirements of the Cross-Connection Control Policy Handbook, Sweetwater Authority may group service connection types for efficiency and consistency. The grouping strategy considers similarities in usage, risk profiles, and associated backflow prevention requirements.
- B. Service connections may be categorized into groups based on the following criteria:
  - Type of business and water use.
  - Presence of auxiliary systems.
  - Existing RP Assemblies.
- C. At the discretion of the Cross-Connection Specialist, service connections may be assessed using some or all of the following options: digital mapping tools (GIS), Customer Surveys, and Customer Service software to identify types and hazards.
- D. Service connections equipped with existing Reduced Pressure (RP) assemblies will be categorized under the designated group of 'Existing RP Assemblies.' These connections may be exempt from onsite hazard assessments due to the robust backflow prevention capabilities inherent in RP assemblies. However, the type of business and/or water use for each connection will be documented in the initial and subsequent hazard assessments.
- E. Service connection groupings will be periodically reviewed to account for changes in water usage patterns, updates to regulatory requirements, or the identification of emerging risks.

## 8.4. Existing Services Initial Hazard Assessment:

- A. Pre-Adoption Hazard Assessments: Hazard assessments conducted prior to the adoption of the Cross-Connection Control Plan Handbook (CCCPH) will be reviewed and may be considered valid, provided that appropriate documentation is submitted in

accordance with CCCPH section 3.1.4.

- B. The Cross-Connection Specialist may evaluate service connections using one or more of the following methods: digital mapping tools (GIS), Customer Surveys, Water Service Papers, and Customer Service software to identify connection types and potential hazards.
- C. Review Process: Upon receiving the self-reporting forms, the Authority will review the information provided, along with service papers and mapping software to determine the degree of hazard. If the review indicates a potential hazard, it will prompt an on-site hazard assessment. Should an on-site assessment be necessary and the water user denies or restricts access, the property will be classified as high hazard. All services feeding the property will require the installation of Reduced Pressure Principle Backflow Prevention Assemblies.

8.5. Review and Approval Process for New and Upgraded Service Applications:

- A. All new and upgraded service applications for commercial, agricultural, industrial, and residential water services are forwarded to certified Cross-Connection Control Specialists for a thorough review to review the application and service paper to determine the type of user, level of hazard and the appropriate backflow assembly for installation.
- B. Following established mandatory and general evaluation guidelines, the specialists assess each application to determine if actual or potential cross-connections exist. They evaluate the degree of hazard involved and identify the appropriate backflow prevention device necessary to protect the public water system.
- C. The Cross-Connection Control Specialists specify the proper location for installing the backflow prevention device. Water service will commence only after the installation and testing of the device have been approved by the Cross-Connection Supervisor.

8.6. On-Site Hazard Assessment Procedure:

- A. Prior to conducting an on-site Hazard assessment, the following information for the location in question will be printed:
  - Sweetwater Authority Hazard Assessment Form
  - Service information
  - Property owner name, preferred email, primary phone number
  - Meter information
- B. Once on-site, the responsible person, such as the property owner, manager, maintenance staff, etc., shall be contacted and informed of the assessment details. After questions and concerns are addressed, the survey may commence.
- C. A detailed survey of all water-using equipment, plumbing, irrigation and landscape shall be inspected.

D. Detailed information shall be recorded on the Hazard Assessment form such as:

- existence of cross-connections;
- the type and use of materials handled and present, or likely to be;
- the degree of piping system complexity and accessibility;
- access to auxiliary water supplies, pumping systems, or pressure systems;
- distribution system conditions;
- premises accessibility;
- any previous backflow incidents;
- Degree of hazard and existing backflow assemblies already installed at the location.

E. Once the survey is completed, if existing cross-connection hazards are discovered, a letter shall be mailed out as soon as possible detailing the occurrence and the necessary action required. Each letter and deadline for compliance can be customized to the situation at the discretion of the Cross-Connection Specialist.

F. All communications written or verbal shall be noted, dated, and filed for three (3) years.

## 9 Subsequent Hazard Assessments

Following the initial hazard assessment described in section 8, the Authority must perform follow-up hazard assessments in coordination with local entities under the following criteria:

- 1) Change in Account Holder: If the user premises changes account holders, excluding single-family residences, a hazard assessment must be performed to identify any potential cross-connection risks that may arise from the new account holder's activities or materials.
- 2) New or Re-Connection to the distribution system: In cases where a user premises is newly connected or re-connected to the public water main, a hazard assessment must be conducted to ensure that the connection does not introduce any cross-connection risks to the water supply.
- 3) Changes in Activities or Materials: If there is evidence of changes in the activities or materials present on a user's premises, a hazard assessment must be performed to evaluate the potential impact on the cross-connection control measures and to identify any new risks that may arise from the changes.
- 4) Occurrence of Backflow: If backflow from a user's premises occurs, a hazard assessment must be conducted immediately to identify the cause and potential cross-connection risks associated with the backflow event. Appropriate measures must then be taken to mitigate these risks and prevent future occurrences.
- 5) Periodic Assessments: Hazard assessments will be conducted periodically as outlined in the PWS's Cross-Connection Control Plan, pursuant to CCCPH Section 3.1.4. The

frequency of periodic assessments will be determined at the discretion of the Cross-Connection Control Specialist based on risk levels, historical data, and regulatory requirements to ensure continuous safeguarding of the water supply.

- 6) Assessments Requested by the State Water Board: If the State Water Board requests a hazard assessment of a user's premises, the Authority will promptly conduct the assessment in accordance with the Board's specifications. The assessment will include comprehensive analysis and documentation to address the State Water Board's concerns effectively.
- 7) Re-Evaluation of Hazard Assessments: If the Authority determines that an existing hazard assessment may no longer accurately represent the degree of hazard, a re-evaluation will be performed. This may occur due to changes in regulations, updates to control measures, or new information suggesting the need for reassessment.

## 10 Corrective Action

The corrective actions the Authority will implement if a water user fails to comply with the provisions of the Cross-Connection Control Program include the following steps:

- A. First Notification Letter: The initial step involves sending a formal notification letter to inform the user of the non-compliance issue and request corrective action.
- B. Intent to Shutoff Letter: If the issue persists, a follow-up letter will be sent, warning the user of potential water service disconnection if compliance is not achieved.
- C. Fines: Continued non-compliance may result in the imposition of fines as a penalty for failing to adhere to the program's requirements.
- D. Water Shutoff: As a last resort, the Authority may proceed with shutting off the water service to enforce compliance and protect the water supply system.

These steps ensure that users are given ample opportunity to address any issues before more severe actions are taken.

## 11 Certified Testers

### 11.1. Definition:

Certified testers are individuals who have successfully passed the tester course and successfully passed the hands-on portion of the test provided by a certifying organization recognized by the State Water Board pursuant to Article 4 of the State Water Resources Control Board Cross-Connection Control Policy Handbook.

### 11.2. Requirements for Certified Testers:

- A. Possess current certification from the ABPA AWWA or ASSE; renewable every three (3)

years. Beginning July 2027, only those testers with a valid certification from an ANSI-accredited certifying organization will be recognized as a certifying organization for backflow prevention assembly testers.

B. Possess a current test kit calibration; renewable every year.

11.3. Requirements to Appear on the Authority's List of Certified Testers:

A. Written request must be on file to appear on the Authority's list.

B. Possess a current tester certification on file.

C. Possess a current test kit calibration on file.

D. Tester application must be completed, signed, and on file with the Authority.

11.4. Failure to provide current certifications or annual calibrations will result in the removal of tester's name from the Authority's list:

A. If a tester fails to comply with Items 1-10 on the Authority's Tester Application, the tester's name may be removed from the list at the discretion of the Cross-Connection Control Supervisor.

B. Once a tester has provided the Authority with the above-mentioned documentation and it is verified by the Authority, the tester's name will appear on the list of certified testers.

C. The Authority's list will be updated quarterly by the Cross-Connection Control Supervisor.

## 12 Correspondence

12.1. Policy:

Copies of all written correspondence shall be kept on file for a minimum of three (3) years.

12.2. Authority:

The California Department of Public Health requires documentation, detailed records, and proof of notifications shall be stored for three (3) years.

12.3. Purpose:

To comply with the Cross-Connection Control Policy Handbook and to avoid a consumer's claim that no notifications were provided, and for documented support if a water service is discontinued due to non-compliance.

#### 12.4. Notification Letters:

- A. Standard letters of notification are self-explanatory and each one of these letters may be modified to describe each situation as needed. Annual test letters, such as *Intent* letters provides consumers thirty (30) days to test the assemblies.
- B. As close to the compliance date as practical, a 15-day delinquent notification will be mailed out reminding the consumer of the needed test and the impending water disconnection, if non-compliant.
- C. Once the compliance date has passed, a 72-hour turn-off notice in the form of a door hanger shall be delivered to the service address.
- D. On the fourth day, if the test results have not been received by the Authority, or arrangements made by the consumer, the water service to the location in question shall be disconnected per the Authority's Rates and Rules.

#### 12.5. Water Disconnection Procedures:

- A. When a service is to be discontinued, the Customer Service Office staff and the Customer Service Field staff shall be notified by e-mail and a note will be placed on the account.
- B. Water service will be reconnected once the tester calls and confirms that the test has been scheduled.
- C. Once Customer Service Office staff receives the customer's call to restore service, Customer Service Office staff will contact Cross-Connection staff for authorization to reconnect the service, or there will be an authorization note on the account.
- D. This procedure shall be followed on any letter that contains a compliance date, such as the annual test, potential or actual cross-connection letter, notice of device failure, or failure to install a needed backflow assembly.

## 13 Approved Assemblies and Installation Requirements

13.1. Each replaced or newly installed assembly shall be an approved backflow assembly published by the University of Southern California Foundation for Cross-Connection Control and Hydraulic Research.

#### 13.2. Purpose:

- A. To provide a reliable source of backflow assemblies, which consumers may install on their service to protect the public drinking water distribution system.
- B. Installation of approved assemblies must meet manufacturer's specifications and the installation must comply with the approved configuration.

- C. If the consumer installs an assembly that does not appear on this list, the consumer will be required to remove the unapproved assembly and install one that appears on the most current state approved list.

## 14 Maintenance and Testing

- 14.1. All backflow protection assemblies will be entered into the Cross-Connection Control Program software, EcosConnect, for the tracking and annual testing of all backflow devices in the Sweetwater Authority service area. All field testing and maintenance reports must be submitted electronically by uploading to the Authority's account on EcosConnect. The certified tester must submit records of both failed and passing tests. The Authority shall maintain records of all tests and maintenance for a minimum of three years.

## 15 Backflow Incident Response

- 15.1. Purpose: To ensure timely and effective response to backflow incidents. Sweetwater Authority shall act immediately when an incident is suspected or identified. The first action must be to assess the situation and follow standard operating procedures.
- 15.2. Procedures:
  - A. Find the cause of the backflow and assess the risk.
  - B. Identify the affected area.
  - C. Immediate isolation of the affected area to limit the spread of contamination.
  - D. Public notification. If required by the State Water Board, a Tier 1 public notification pursuant to CCR, Title 22, Section 64463.1. Notify the State Water Board and local health agencies of any known or suspected incident of backflow within 24 hours of the determination
  - E. If necessary, coordination with Operations to create a disinfection and flushing plan of affected area.
  - F. Coordination with the Water Quality department for sampling and analysis.
  - G. Follow up actions to prevent future backflow incidents.
  - H. If required by the State Water Board, submit, by a date specified by the State Water Board, a written incident report.
- 15.3. Timeframes:
  - A. Immediate response upon detection of backflow. A Cross-Connection Specialist or their designee shall be contacted within one hour.
  - B. Customer notification.
  - C. Notification of the State Water Board within 24 hours of the determination of any known incident of backflow. (CCCPC Section 3.5.3)
  - D. Detailed incident report within 48 hours.

## 16 Public Outreach and Local Entity Coordination

Sweetwater Authority's cross-connection department maintains its availability to customers, providing guidance and support through face-to-face meetings, telephone conversations, and email communications sent to [crossconnection@sweetwater.org](mailto:crossconnection@sweetwater.org). By actively addressing inquiries, the department ensures effective resolutions while highlighting the significance of cross-connection prevention.

### 16.1. Public Outreach Plan

- A. Create Educational Materials: Develop brochures, flyers, and informational packets that explain the importance of cross-connection control, the new requirements, and steps property owners need to take. Distribute these at community events and Sweetwater Authority hosted community open houses.
- B. Website Updates: Ensure the Sweetwater Authority website is updated with clear, accessible information about the Cross-Connection Control Plan, including deadlines, instructions for compliance, and contact information for assistance.
- C. To effectively inform, educate, and assist property owners in achieving full compliance with fire service backflow requirements, Sweetwater will mail compliance notices every October. In addition, postcard reminders will be mailed every February and June.
- D. Educational cross-connection information will be added to annual Consumer Confidence Report.
- E. Reminders of scheduled testing requirements and consequences for non-compliance.
- F. Optional workshops, webinars, or other outreach opportunities to promote awareness of cross-connection risks and best practices.

16.2. Local Entity Coordination

<b>Name</b>	<b>Email</b>	<b>Phone Number</b>	<b>Organization / Title</b>
Glen Leeks	lwqduty.deh@sdcounty.ca.gov sam.deh@sdcounty.ca.gov	619-607-8351	County of SD Department of Environmental Health
Keith Kezer	Wells.DEH@sdcounty.ca.gov	Office: 858-505-6688 Cell: 858-495-5752	County of SD Well Program Dept.
Chris Garcia	cgarcia@nationalcityca.gov	Office: 619-336-4585 Cell: 619-496-7118	National City Plumbing Supervisor
Robert Hernandez	rhernandez@nationalcityca.gov	Office: 619-336-4550 Cell: 619-587-2358 & 619-336-4562	National City Fire Dept.
Chula Vista Sewer	cvsewer@chulavista.gov	619-691-5117	Chula Vista Sewer
Darin Golden	dgolden@chulavistaca.gov	(619) 409-5968	Chula Vista Fire Dept.
Jason Oosterbaan	joosterbaan@bonitafd.org	619-479-2346	Sunnyside Fire Dept.
Jon Chambers	jchambers@otaywater.gov	619-971-8366	Otay Water District
Felix Garcia	fgarcia@sandiego.gov	619-980-6860	San Diego City Water

## 17 Recordkeeping

17.1. The Authority must maintain the following records:

1. The two most recent hazard assessments for each user premise, conducted pursuant to CCCPH section 3.2.1 (Hazard Assessment).
2. For each BPA: associated hazard or application, location, owner, type, manufacturer and model, size, installation date, and serial number.
3. Results of all BPA field testing for the previous three calendar years, including: Name, test date, repair date, and certification number of the backflow prevention assembly tester.
4. For each AG installation: associated hazard or application, location, owner, and as-built plans. Results of all AG inspections and swivel-ell inspections and field tests for the previous three calendar years, including: Name, test date, repair date, and certification number of the backflow prevention assembly tester for AG and swivel-ell.
5. Records of repairs made to, or replacement or relocation of, BPAs for the previous three calendar years.
6. The most current cross-connection tests (e.g., shutdown test, dye test).
7. Current contact information for the user supervisor and water user, and any applicable training and qualifications as described by CCCPH section 3.2.2(f), if a user supervisor is designated for a user premise.
8. Descriptions and follow-up actions related to all backflow incidents.
9. A copy of the current contract or agreement if any portion of the cross-connection control program is carried out under contract or agreement.
10. The current Cross-Connection Control Plan as required in CCCPH section 3.1.4.
11. Any public outreach or education materials issued as required in CCCPH section 3.1.3. (a)(9) for the previous three calendar years.

## 18 Certification

I certify that the information submitted in this Cross-Connection Control Plan is accurate and we will comply with the Cross-Connection Control Policy Handbook. Our public water system will ensure its Cross-Connection Control Plan is at all times representative of the current operation of its Cross-Connection Control Program.

# 19 Appendix A – Hazard Assessment Form



**SWEETWATER  
AUTHORITY**

## HAZARD ASSESSMENT FORM

**Owner or Business Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Address:**

\_\_\_\_\_

**Account Number(s):** \_\_\_\_\_ **Service Size(s):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Service Number(s):** \_\_\_\_\_

\_\_\_\_\_

**Assessment:**  Initial  Subsequent

**Type of Use:**  Commercial  Single Family Residential  Multi-Family Residential  Landscape Irrigation   
Agriculture  Fireline Connection  Other \_\_\_\_\_

**Materials Handled on**

**Premises:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**User Premises**

**Accessibility:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Piping**

**Complexity/Accessibility:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Distribution System**

**Conditions:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Findings and Corrective Action:**

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**High Hazard Facilities:**

- Fire sprinkler system
- Lawn Irrigation system
- X-ray machine
- Large commercial boiler
- Carbonated beverage machine
- Swimming pool
- Cooling tower
- Hose aspirator for spraying chemical
- Medical or Dental facility / Equipment
- Farm equipment
- Photo lab
- Water tank truck for filling station
- Business uses chemicals
- Equipment hooked directly to waterlines
- Mortuary/Cemetery
- Sewage handling / left station
- Recycled Water
- Graywater
- Chemical plant
- Lab / Biotech
- Electronics Manufacturer
- Dry cleaner / Commercial Laundry
- Metal Plating
- Business park w/ 1 meter
- Marine-port
- Car wash
- Mobile home, RV park, Campground w/ hookups
- Vet / Pet groomer
- Agriculture
- Access Denied
- Fire Station
- Incarceration facility
- Railroad maintenance
- Private water main
- Airport

**Auxiliary Water Supply and Systems:**  Y  N

**Risk Level:**  High Hazard  Low Hazard  No Hazard

**Existing BPA type(s):** \_\_\_\_\_

**Previous Backflow Incident:**  Y  N

**Existing BPA(s):**  Y  N

**BPA(S) Provides Adequate Protection:**  Y  N

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**CROSS-CONNECTION SPECIALIST:** \_\_\_\_\_

## 20 Appendix B – SWA Standard Specifications Draft

### SWEETWATER AUTHORITY

### STANDARD SPECIFICATIONS

#### SECTION 17 - CROSS-CONNECTION AND BACKFLOW PREVENTION PROGRAM

17-01. Introduction: Compliance with these Standard Specifications is required for the purpose of:

- A. Providing minimum standards for the protection of the public water supply— both as system protection and as internal protection, such as the isolation of the industrial system from the public potable water system at a location other than the point of delivery. It is recognized that in its application, the Cross-Connection Control and Backflow Prevention Program Manager may require a higher level of protection for a particular application if it is considered necessary in their judgment for adequate protection.
- B. Protecting the public potable water system at the service connection by isolating within the consumer's premises any contamination, which may result from backflow or unapproved water sources.
- C. Providing means whereby the consumer may segregate the domestic and industrial uses into separate systems to prevent possible contamination of the private potable water system, which may result from backflow.

17-02. Legal Basis for Program:

- A. "Regulations Relating to Cross-Connections." California Administrative Code, Title 17, Section 7583-7605.
- B. "Cross-Connection Control Policy Handbook", Standards and Principles for California's Public Water Systems, State Water Resources Control Board.
- C. "California Waterworks Standards," California Administrative Code, Title 22, Sections 64551-64604.

- D. "California Safe Drinking Water Act," Laws and Standards Relating to Domestic Water Supply, California Health and Safety Code, Division 104, Part 12, Chapter 5, Article 2, Sections 116800-116820 Cross-Connection Control by Water Users.
- E. "Guidelines for the Operation and Maintenance of Public Water Systems." California-Nevada Section, American Water Works Association and endorsed by the Department of Health Services.

17-03. Degree of Hazard and Required Backflow Prevention Device Determinations:

- A. Definitions. The following definitions are an excerpt from Chapter 3, Article 1, "Cross-Connection Control Policy Handbook", Standards and Principles for California's Public Water Systems, State Water Resources Control Board.

Cross-Connection

"Cross-Connection" means any actual or potential connection or structural arrangement between a public water system, including a piping system connected to the public water system and located on the premises of a water user or available to the water user, and any source or distribution system containing liquid, gas, or other substances not from an approved water supply.

Approved Water Supply

"Approved Water Supply" means a water source that has been approved by the State Water Board for domestic use in a public water system and designated as such in a domestic water supply permit issued pursuant to section 116525 of the CHSC.

Auxiliary Supply

"Auxiliary Water Supply" means a source of water, other than an approved water supply, that is either used or equipped, or can be equipped, to be used as a water supply and is located on the premises of, or available to, a water user.

Double Check Valve Assembly

"Double Check Valve Assembly (DC)" means an assembly consisting of two independently-acting internally-loaded check valves, with tightly closing shut-off valves located at each end of the assembly (upstream and downstream of the two check valves) and fitted with test cocks that enable accurate field testing of the assembly.

## Air-Gap Separation

"Air-gap Separation (AG)" means a physical vertical separation of at least two (2) times the effective pipe diameter between the free-flowing discharge end of a potable water supply pipeline and the flood level of an open or non-pressurized receiving vessel, and in no case less than one (1) inch.

## Reduced Pressure Principle Backflow Prevention Device

"Reduced Pressure Principle Backflow Prevention Assembly (RP)" means an assembly with two independently acting internally-loaded check valves, with a hydraulically operating mechanically independent differential-pressure relief valve located between the check valves and below the upstream check valve. The assembly shall have shut-off valves located upstream and downstream of the two check-valves, and test cocks to enable accurate field testing of the assembly.

## Reduced Pressure Principle Detector Backflow Prevention Assembly

"Reduced pressure principle detector backflow prevention assembly (RPDA)" means a reduced pressure principle backflow prevention assembly that includes a bypass with a water meter and reduced pressure principle backflow prevention assembly, with the bypass's water meter accurately registering flow rates up to two gallons per minute and visually showing a registration for all rates of flow.

## Reduced Pressure Principle Detector Backflow Prevention Assembly – Type II

"Reduced pressure principle detector backflow prevention assembly – type II (RPDA II)" means a reduced pressure principle backflow prevention assembly that includes a bypass around the second check, with the bypass having a single check valve and a water meter accurately registering flow rates up to two gallons per minute and visually showing a registration for all rates of flow.

## Pressure Vacuum Breaker

"Pressure Vacuum Breaker (PVB)" means an assembly with an independently-acting internally-loaded check valve and an independently-acting loaded air inlet valve located on the discharge side of the check valve; with test cocks and tightly closing shutoff valves located at each end of the assembly that enable accurate field testing of the assembly. This type of assembly may only be used for protection from back siphonage and is not to be used to protect from backpressure.

## Hazard Assessment

"Hazard Assessment" means an evaluation of a user premises designed to evaluate the types and degrees of hazard at a user's premises. Each hazard assessment must identify the degree of hazard to the distribution system as either

a high hazard cross-connection, a low hazard cross-connection, or having no hazard.

#### User Premises

“User premises” means the property under the ownership or control of a water user and is served, or is readily capable of being served, with water via a service connection with a public water system.

#### User’s Service Connection

“User’s service connection” means either the point where a water user’s piping is connected to a water system or the point in a water system where the approved water supply can be protected from backflow using an air gap or backflow prevention assembly.

#### User Supervisor

“User Supervisor” means a person designated by a water user to oversee a water use site and responsible for the avoidance of cross-connections.

### B. Degrees of Hazard. The following definitions are an excerpt from the “Cross-Connection Control Policy Handbook”:

Three degrees of hazard are considered: high hazard, low hazard, and no hazard. These degrees of hazard are defined as follows:

HIGH HAZARD: means a cross-connection that poses a threat to the potability or safety of the public water supply. Materials entering the public water supply through a high hazard cross-connection are contaminants or health hazards.

LOW HAZARD: a cross-connection that has been found to not pose a threat to the potability or safety of the public water supply but may adversely affect the aesthetic quality of the potable water supply. Materials entering the public water supply through a low hazard cross-connection are pollutants or non-health hazards.

### D. Backflow Prevention Device Requirements. The degree of hazard from an actual or potential cross-connection and the type of backflow prevention device required to be installed in order to protect the Authority's system shall be determined by the Authority in accordance with the following references:

“Cross-Connection Control Policy Handbook”, Standards and Principles for California’s Public Water Systems, State Water Resources Control Board.

Manual of Cross-Connection Control Procedures and Practices, State Water Resources Control Board, Division of Drinking Water.

Manual of Cross-Connection Control, Foundation for Cross- Connection Control and Hydraulic Research, University of Southern California, current edition.

Backflow Prevention and Cross-Connection, M14 Manual American Water Works Association, current edition.

Cross-Connections and Backflow Prevention, American Water Works Association, current edition.

Cross-Connection Control Manual, U.S. Environmental Protection Agency, Office of Water Programs, Water Supply Division, E.P.A. 430/9-73-002.

AWWA Standard C-510-07, Backflow Prevention Devices and double check valve backflow prevention assemblies.

AWWA Standard C-511-07, Reduced pressure principle backflow prevention assemblies.

An approved backflow prevention device shall be purchased, installed, and maintained by the owner/consumer on each service line to a water user's premise in accordance with the Mandatory Backflow Prevention Device Required at Company Service Connection (Appendix B), the General Evaluation Guide for Backflow Prevention Device Requirements (Appendix D), and the field survey and degree of hazard evaluations which are based upon the cross-connection control information obtained from the cited references. Devices must be installed in an approved manner, as per the appropriate Standard Drawing provided by the Authority (Attachment B).

<u>Degree of Hazard</u>	<u>Type of Device</u>
High Hazard	Air gap or Reduced Pressure Principle Device
Low Hazard	Reduced Pressure Principle Device

Any backflow prevention device required herein should be a model and size approved by Sweetwater Authority. The term "Approved Backflow Prevention Device" shall mean a device that has been manufactured in full conformance with the Standards established by the American Water Works Association entitled:

AWWA C-510 Standards for Double Check Valve Backflow Prevention Devices or AWWA C-511 Standards for Reduced Pressure Principle Assemblies

and shall also be listed as having met the laboratory and field performance specifications of the Foundation for Cross- Connection Control and Hydraulic Research of the University of Southern California entitled:

Specifications of Backflow Prevention Devices — current edition, and appear on this list.

**All devices used as meter protection shall be listed on the State of California list of currently approved backflow assemblies.**

It shall be the responsibility of the water user at any premises where backflow prevention devices are installed to have the devices certified (this is inspected and tested) on a yearly basis. These devices shall be repaired, overhauled, or replaced at the expense of the water user whenever said devices are found to be defective.

All service connections on a user premises must receive the same level of protection when a user's property has more than one connection to the public water supply. (e.g. if one connection requires an RP then all connections must have RPs installed).

With the exception of a high hazard premises and fire lines, all presently installed backflow prevention devices which do not meet the requirements of this program now, but which were approved devices at the time of their installation, and which have been properly maintained, shall be accepted as "approved" as long as the device passes the inspection and certification requirements. Whenever the existing device is moved from its present location or when it becomes unrepairable or when it requires continual maintenance in order to pass the yearly certification test, then the device shall be replaced by an approved backflow prevention device meeting the requirements of the current version of the Cross-Connection Control and Backflow Prevention Program.

17-04. Private Fire Protection Backflow Assemblies:

- A. The property owner at their expense shall install, or cause to be installed, and annually inspect a backflow prevention device for private fire protection systems. The backflow prevention device shall be installed in accordance with the Authority's Standard Specifications; approved by an Authority Cross- Connection Control Specialist; and include a detector meter. A minimum of an approved reduced pressure principle backflow prevention detector assembly (RPDA) shall be owned, installed, and maintained by the property owner at a location approved by an Authority Cross-Connection Control Specialist. The detector meter shall be provided by the Authority after installation of a backflow prevention device.

17-05. Yearly Certification and Testing:

- A. Testing and Maintaining Backflow Prevention Devices. The water user, who is the owner of the device, is responsible for providing maintenance and periodic testing of the backflow prevention device installed on the service connection to their premises. This must be done on a yearly basis, as a minimum, as is stated in California Code of Regulations Title 17, Division 1, Chapter 5, Subchapter 1, Group 4, Article 2, Subsection 7605:

"Frequency of Inspection of Protective Devices. It shall be the duty of the water user on any premise on which backflow protective devices are installed, to have competent inspections and tests made at least once a year, or more often, where successive inspections indicate repeated failure."

- B. Tester Application Form (See Appendix C)
- C. All testing of devices shall be performed by personnel that meet the certification requirements of the American Water Works Association, or any other agency such as the County of San Diego or the State of California, which conducts a certification process approved by the Authority inspection reports shall be forwarded to Sweetwater Authority.

Those individuals performing yearly testing and certification of backflow prevention devices shall supply the Authority with a copy of their certificate and include a description of their training and experience in the field of device testing. Also, complete and return the Sweetwater Authority tester application form to the Authority's Program Manager (Appendix C).

- D. In special circumstances as determined by the Authority, the Authority's certified tester may perform the yearly certification and testing. The Authority will charge for this test of each device at the actual cost for staff time, including overhead.

17-06. Investigation Procedures:

- A. Hazard Assessment and Inspections of Consumer's Premises.
1. All user premises within the service area must undergo an initial hazard assessment by Cross Connection staff. Each hazard assessment must identify the degree of hazard to the distribution system and determine whether an existing backflow protection device, if any, provides adequate protection. If a hazard assessment cannot be completed due to access being denied or restricted, the user premises will be deemed a high hazard cross-connection.

2. New service applications for commercial, agricultural, industrial, and multi-residential water service will be forwarded to the Cross- Connection staff for review of and possible inspection of the new facilities being constructed. The Authority staff, using the mandatory and general evaluation guidelines for cross-connection control, will determine whether an actual or potential cross-connection exists, the degree of hazard involved, the type of backflow prevention device required to protect the public water system and the proper location for the installation of the device. Water service will commence once the installation and testing meet the Authority's staff approval.

Existing services and existing facilities will be inspected, surveyed, and reviewed under the following criteria:

- a) if a user premises changes account holder, excluding single-family residences;
- b) if a user premises is newly or re-connected to the public water system;
- c) new service applicants for enlargement of existing service facilities;
- d) if evidence exists of changes in the activities or materials on a user's premises;
- e) if backflow from a user's premises occurs;
- f) periodically, as identified in Sweetwater Authorities Cross-Connection Control Plan;
- g) if the State Water Board requests a hazard assessment of a user's premises; and
- h) if the Authority staff concludes an existing hazard assessment may no longer accurately represent the degree of hazard.

Using the mandatory and general evaluation guidelines for cross connection control, the Authority staff will determine whether an actual or potential cross-connection exists, the degree of hazard involved, the type of backflow prevention device required to protect the public water supply and the proper location for the installation of the device.

3. Facilities which have undocumented devices, whether internal or external to the premises, will be incorporated into the Cross-Connection Program permanent records as they are found.

- B. Discontinuation of Water Service. Delivery of water shall be discontinued if the Authority, County Health Department, or State Water Resources Control Board Division of Drinking Water personnel determine that:

1. The Authority's water system is being polluted or is in immediate danger of contamination from a cross-connection.
2. A backflow prevention device has not been installed after due notice has been given.
3. The Authority has not been provided the annual test results after due notice has been given.
4. A defect found in a backflow prevention device has not been corrected after due notice has been given to make repairs.

Service will not be restored until the backflow prevention device has been installed, tested, or repaired at the consumer's expense and is certified to be in good working order or the cross-connection is abated to the satisfaction of the Authority. "Any such turnoff shall require the Authority's standard fee to reinstate service."

17-07. Administration and Record Keeping:

A. Permanent Files

Active: Adequate records will be kept and maintained on file for reference. These records will include, under the heading of the name of the owner and/or water supervisor of the premises, the following information:

1. Date of inspection.
2. Results of inspection.
3. Required protection and installation date of the required device.
4. List of all backflow prevention devices on the premises.
5. Test and maintenance reports.
6. All correspondence between the Authority, the local health agency, and the consumer.
7. Date last tested.

8. Records of inspection and testing to determine if:
  - a. Devices are frequently or sufficiently tested to detect failure.
  - b. There are an unusual number of failures of a particular device model or component.
  - c. Causes of failure can be eliminated.

Inactive: All inactive files shall be kept and maintained in order to assure the Authority that if the particular service should become active again, the available information is readily at hand.

B. Correspondence and Form Letters

A copy of all correspondence shall be kept in the file designated for that particular account. Such correspondence shall remain on file until the backflow potential has been removed. Once a particular account has been determined to be inactive, it will remain in the inactive file and be available in the event there is a future need to find names, phone numbers, or device serial numbers, as when the service or file is reactivated or when the owner reuses the device at a new location.

Correspondence will be sent by certified mail, return receipt requested, in order to verify mailing dates, date of receipt, and receiving party.

- 17-08. Due Process: In the event of disputes between the Authority staff enforcing the elements of the Cross-Connection Control and Backflow Prevention Program and the water user or certified tester, the first level of appeal will be to the General Manager of Sweetwater Authority. The disagreement will be presented in writing to the General Manager by the Cross-Connection Control Program Supervisor. The water user or certified tester will be invited to present written material to the General Manager supporting their side of the case. The General Manager will issue a decision, in writing, to both parties and the basis for reaching this decision. Discussions in a group meeting of all "involved" individuals may precede or follow the Authority's General Manager's decision, appeal to the Governing Board of Sweetwater Authority can be requested. The existing documentation and supplementary oral testimony (if required or requested) will be heard by the Governing Board or by a Committee of the Governing Board. The recommendation of the Committee to the Governing Board will be voted upon at a regularly scheduled meeting. The decision of the Governing Board will be binding for Sweetwater Authority and the water user or certified tester in this matter.

## APPENDIX A

*(Note: Historically, a copy of Resolution No. 88-3 was referenced here, which was the initial authorizing action by the Authority's Governing Board regarding the Cross-Connection and Backflow Prevention Program. The contents of Resolution No. 88-3 have been incorporated into this Section 17 and the Sweetwater Authority Standard Drawings over time. A copy of Resolution No. 88-3 is available upon request.)*

APPENDIX B BACKFLOW TESTER APPLICATION FORM



**Backflow Tester Application Form**

If you would like your name placed on our list of certified testers, you must read and sign the tester requirements section of this application, and return with all requested documents to: **Sweetwater Authority Cross-Connection Control & Backflow Prevention Program Manager.**

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tester  
Name:

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Cert  
#:

\_\_\_\_\_

**Tester Requirements**

Applicant hereby agrees to:

1. Provide accurate test results using Sweetwater Authority test forms.
2. Use only current **USC** approved test procedures.
3. Test or repair only **USC** approved assemblies.
4. Sign only those test reports that the certified tester personally performed.
5. Make only needed repairs or replacements, using approved parts or assemblies.
6. Send copies of test results to the Authority no later than ten (**10**) days from date of test.
7. Use test kits that are calibrated according to **USCFCCR** current specifications, and send us copies of current calibrations.
8. Provide a current backflow tester certification and send us a copy of the updated certification when due.
9. Note on test form any cross-connections or noticeable problems with assembly installation.
10. Behave in a courteous and professional manner.

I the undersign, understand that failure to meet any of these requirements may result in exclusion from the list of certified testers without notice.

Sign \_\_\_\_\_

Date \_\_\_\_\_

SECTION 17  
APPENDIX C GENERAL EVALUATION GUIDE FOR BACKFLOW  
PREVENTION DEVICE REQUIREMENTS

<u>Customer Activity or Facility</u>	<u>RP</u>	<u>DC</u>	<u>NONE</u>
Agricultural premises	X		
Air-conditioning plant (using water)	X		
Aircraft/missile plants	X		
Airports	X		
Animal grooming shops	X		
Animal clinics	X		
Automobile repair shops (regular or as determined by field evaluation)	X		
Automobile repair shops (w/specialized cleaning equipment, where internal protection is not adequate)	X		
Automotive plants	X		
Auxiliary water supplies (not interconnected)	X		
Auxiliary water supplies (interconnected) <sup>1</sup>	X		
Barber shops	X		
Bars and taverns	X		
Battery manufacturing	X		
Beauty shops	X		
Beverage bottling plants	X		
Biotech facilities	X		
Boat manufacturing	X		
Breweries	X		
Building w/boilers, cooling towers	X		
Buildings w/storage tanks	X		
Buildings w/low HD sewage lift stations	X		
Business park with a single meter serving multiple business	X		
Canneries – packing houses reduction plants	X		

<u>Customer Activity or Facility</u>	<u>RP</u>	<u>DC</u>	<u>NONE</u>
Car wash facilities	X		
Cemeteries	X		
Chemical plants dry processing and packaging	X		
Chemically treated (non-potable) water system	X		
Chemically treated (potable) water system	X		
Cleaning and dye works	X		
Colleges	X		
Commercial and industrial laundries	X		
Convalescent homes	X		
Dairies and cold storage plants	X		
Dental/doctor offices	X		
Dialysis clinics	X		
Dry cleaner facilities	X		
Electronics Manufacture	X		
Film processing laboratories	X		
Fire Stations	X		
Fire protection systems	X		
Food processing facilities	X		
Gas Stations	X		
Gray Water Systems, unapproved auxiliary water supply	X		
Hazard assessment access denied or restricted	X		
Hospitals	X		
Hotels/motels	X		
Ice manufacturing plants	X		
Incarceration facilities	X		
Laboratories	X		
Landscaping/irrigation	X		
Manufacturing processing and fabrication facilities	X		

<u>Customer Activity or Facility</u>	<u>RP</u>	<u>DC</u>	<u>NONE</u>
Manufacturing, processing (using toxic materials under pressure)	X		
Marinas and marine-port facilities	X		
Medical offices	X		
Medical laboratories	X		
Metal-plating facilities	X		
Mobile home parks, RV Park, or campgrounds with RV hookups	X		
Mortuaries and morgues	X		
Motion picture studios	X		
Multiple meters	X		
Oil and gas production facilities	X		
Office complex single service	X		
Paper and paper production plants	X		
Pet Groomers	X		
Petroleum processing or storage plants	X		
Photograph studios w/processing equipment	X		
Plating plant	X		
Private water distribution mains	X		
Radiator works (shops)	X		
Radioactive materials processing facilities	X		
Railroad maintenance facilities	X		
Rest homes	X		
Reclaimed water systems	X		
Restaurants	X		
Restricted, classified or other closed facilities <sup>3</sup>	X		
Rubber (tire plants)	X		
Sand and gravel plants	X		
Sanitary dump	X		
Schools	X		
Services – domestic (interconnected)	X		

<u>Customer Activity or Facility</u>	<u>RP</u>	<u>DC</u>	<u>NONE</u>
Services, industrial – irrigation (interconnected)	X		
Solar heating systems	X		
Solid waste disposal facilities	X		
Storm drainage facilities	X		
Temporary connections to fire hydrants for miscellaneous uses, including construction	X		
Veterinarian facilities	X		
Waterfront facilities	X		
Wineries	X		

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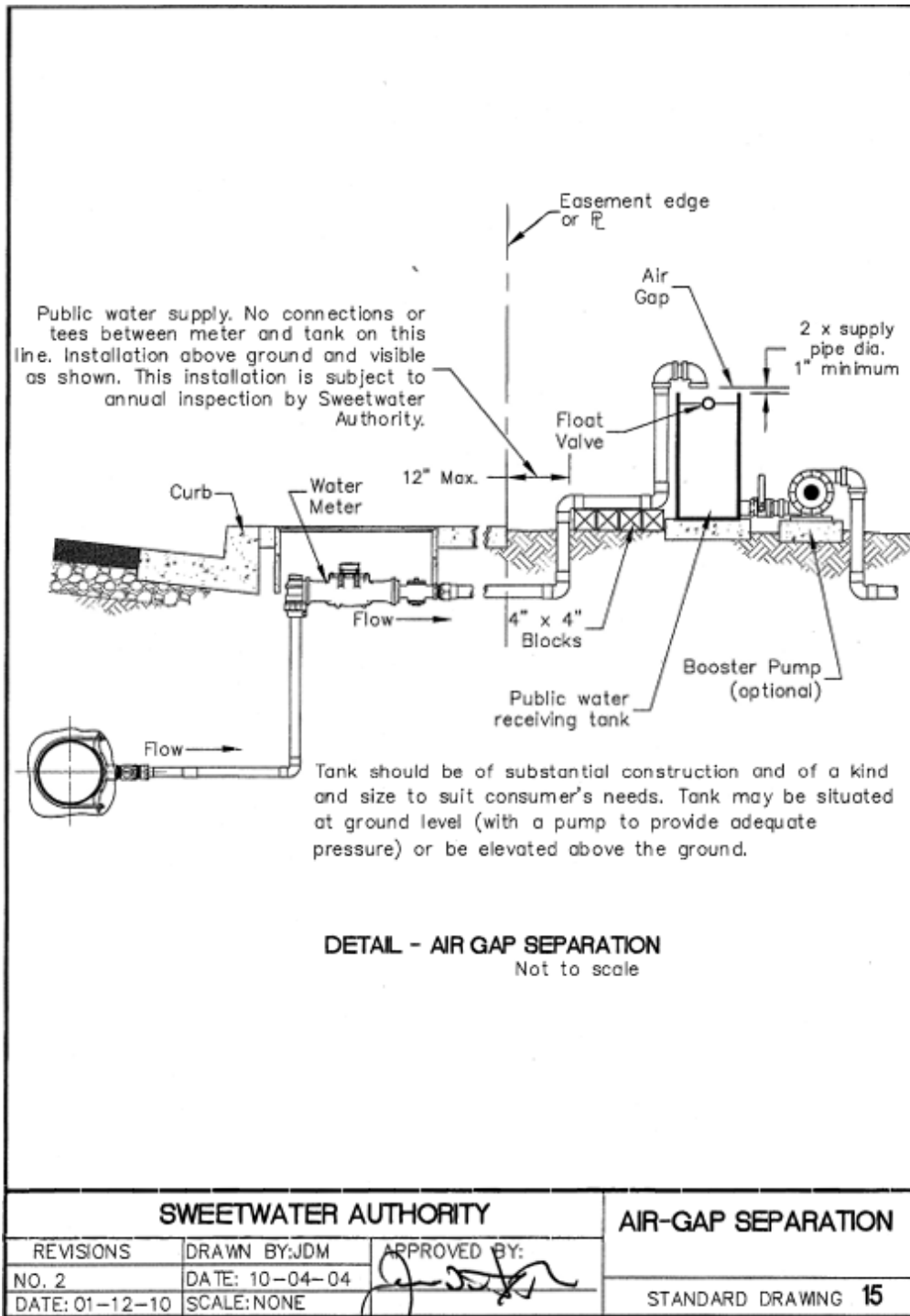
RP = Reduced Pressure

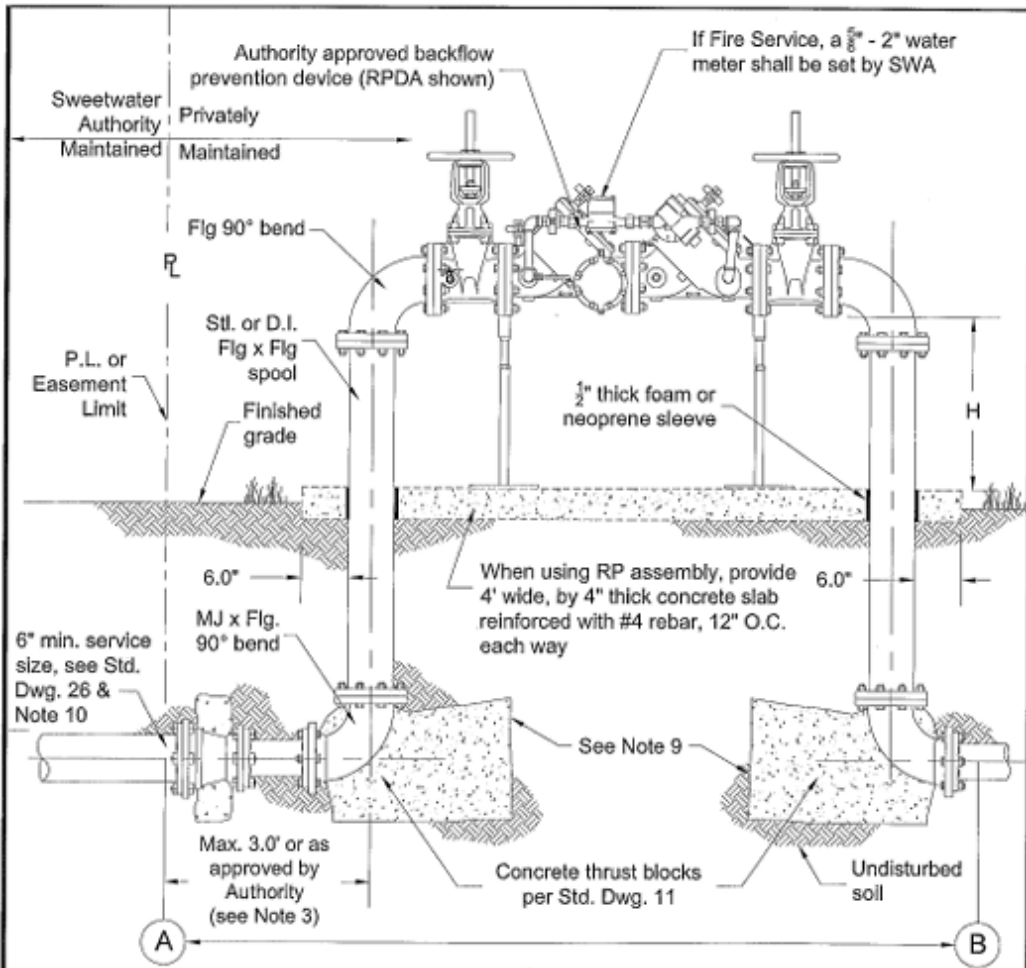
AG = Air Gap

DC = Double Check Valve Assembly

<sup>1</sup> Enhanced monitoring and testing requirements.

## 21 Appendix C – SWA Standard Drawings





**PROFILE**  
Not to scale

Size	H (In)
2-1/2" - 4"	24
6" - 10"	30

**NOTES:**

1. Backflow preventers shall not be installed below ground or in vault.
2. The installation of backflow prevention assemblies, using only Authority approved backflow preventers, will be subject to inspection. Contact the Authority's Cross-Connection Department for approved device types and location requirements.

CONTINUE NOTES - SEE SHEET 2 OF 2:

<b>SWEETWATER AUTHORITY</b>			<b>BACKFLOW PREVENTER ASSEMBLY (SHT. 1 OF 2)</b>
REVISIONS	DRAWN BY: JDM	APPROVED BY:	
NO. 3	DATE: 09-23-04	<i>Ron R. Miska</i>	STANDARD DRAWING 15-A
DATE: 12-10-20	SCALE: NONE		

SEE NOTES - SEE SHEET 1 OF 2:

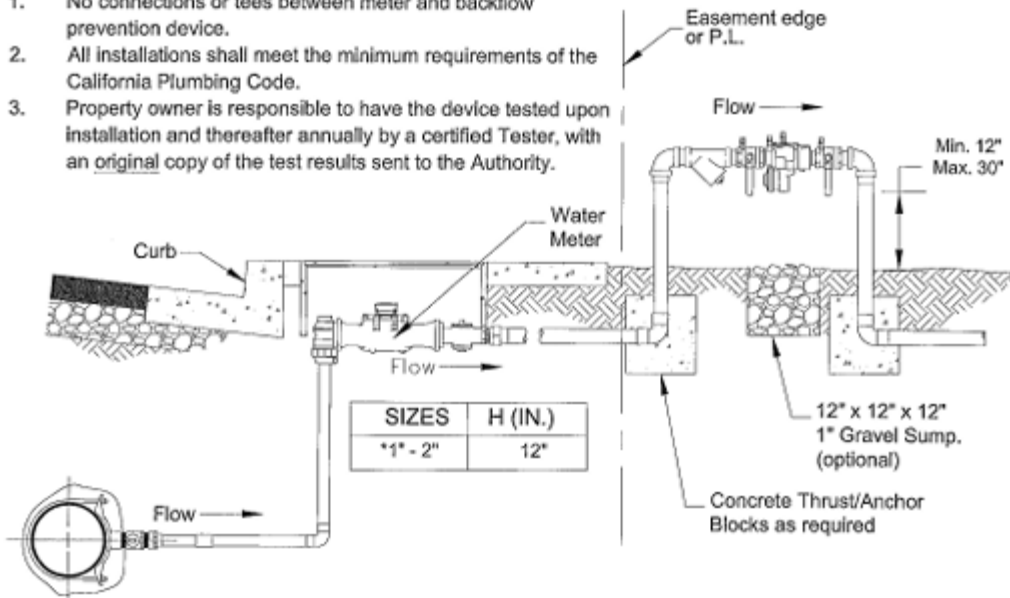
3. Backfill with 2-sack cement slurry may be required when backflow preventer placement is greater than 3 feet from property line or edge of easement.
4. Sweetwater Authority to install and maintain detector meter.
5. Owner is required to maintain and repair the backflow preventer assembly.
6. Owner is responsible to have the device tested upon installation and thereafter annually by a certified tester, with an original copy of the test results sent to the Authority.
7. The privately maintained portion of the assembly (between A and B) shall be designed by the Project Engineer (Registered Civil Engineer) and submitted on the project Plans, as applicable. Std. Dwg. 15-C may be used in lieu of submitting design.
8. All installations shall comply with the latest edition of the California Plumbing Code.
9. When soil between the thrust blocks has been disturbed, both thrust blocks shall be joined through a single monolithic concrete pour. See Std. Dwg. 15-C for alternate installation.
10. Connection to service lateral shall provide for the minimum required length of restrained or uncut piping for a fully restrained connection. Minimum restraint lengths shall be as listed below. See Std. Dwg. 15-C for alternate installation.

Size (in)	Min. Restrained Length (ft)
≤ 4	10
6	15
8	20
10	22
12	26

<b>SWEETWATER AUTHORITY</b>			<b>BACKFLOW PREVENTER ASSEMBLY (SHT. 2 OF 2)</b>
REVISIONS	DRAWN BY: JDM	APPROVED BY:	
NO. 3	DATE: 09-23-04	<i>Ron R. Markus</i>	STANDARD DRAWING 15-A
DATE: 12-10-20	SCALE: NONE		

**NOTES:**

1. No connections or tees between meter and backflow prevention device.
2. All installations shall meet the minimum requirements of the California Plumbing Code.
3. Property owner is responsible to have the device tested upon installation and thereafter annually by a certified Tester, with an original copy of the test results sent to the Authority.

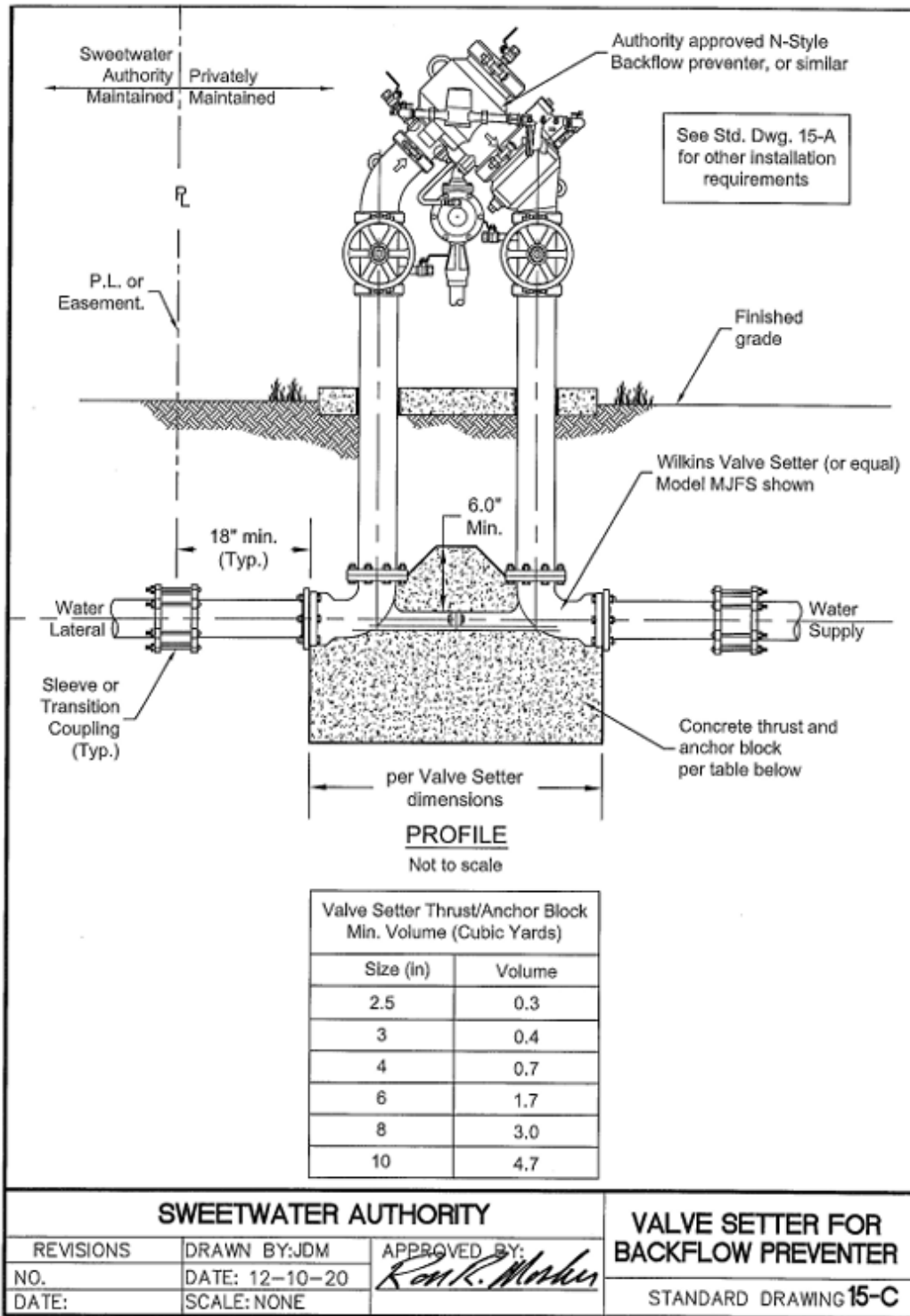


SIZES	H (IN.)
*1" - 2"	12"

**TYPICAL INSTALLATION FOR BACKFLOW ASSEMBLY  
(2-INCH SHOWN)**

\*  $\frac{3}{4}$ " For existing service laterals only

<b>SWEETWATER AUTHORITY</b>			<b>BACKFLOW ASSEMBLY</b>
REVISIONS	DRAWN BY: JDM	APPROVED BY:	STANDARD DRAWING 15-B
NO. 3	DATE: 07-12-05	<i>Rail C. Mestica</i>	
DATE: 07-30-20	SCALE: NONE		



**SWEETWATER AUTHORITY**

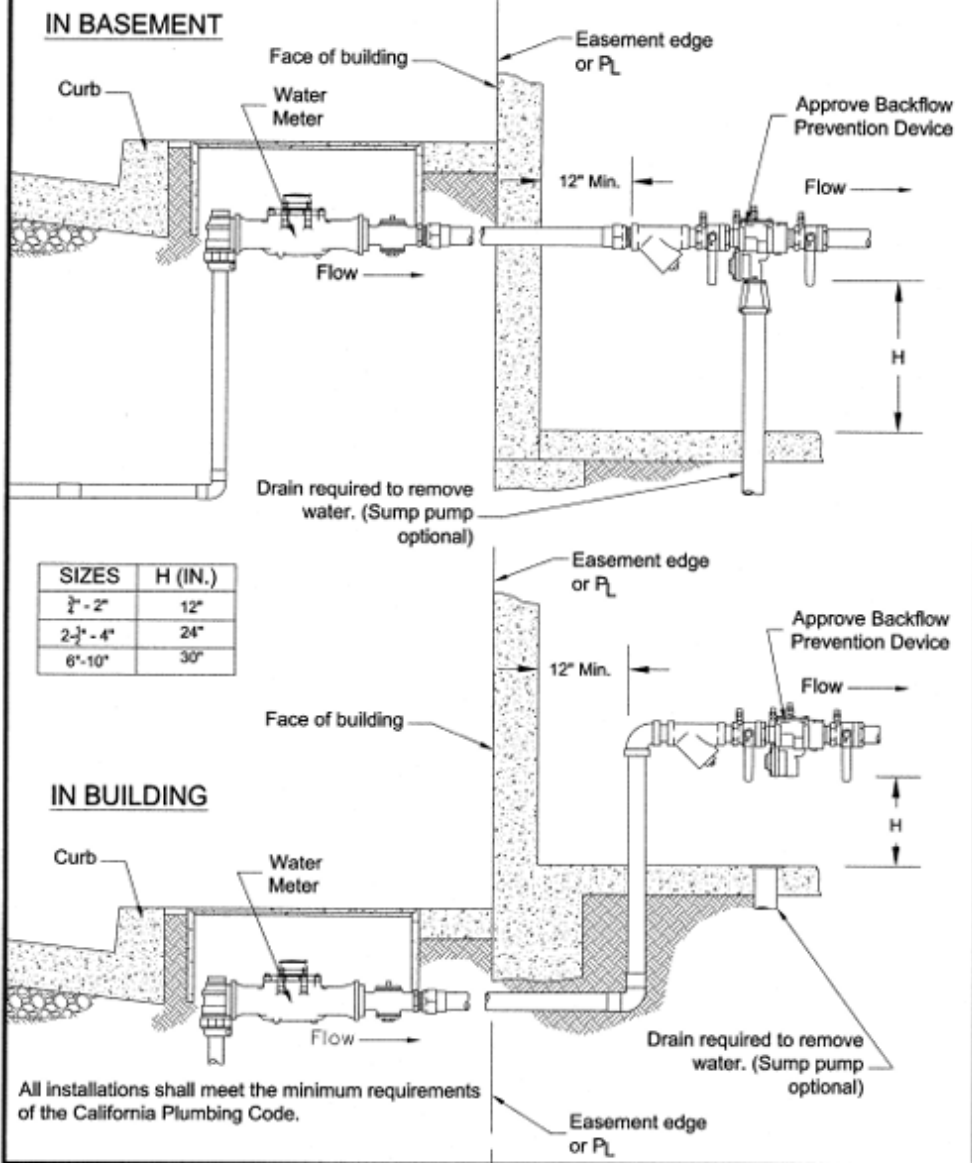
REVISIONS	DRAWN BY: JDM
NO.	DATE: 12-10-20
DATE:	SCALE: NONE

APPROVED BY:  
*Ken R. Mosher*

**VALVE SETTER FOR BACKFLOW PREVENTER**

STANDARD DRAWING **15-C**

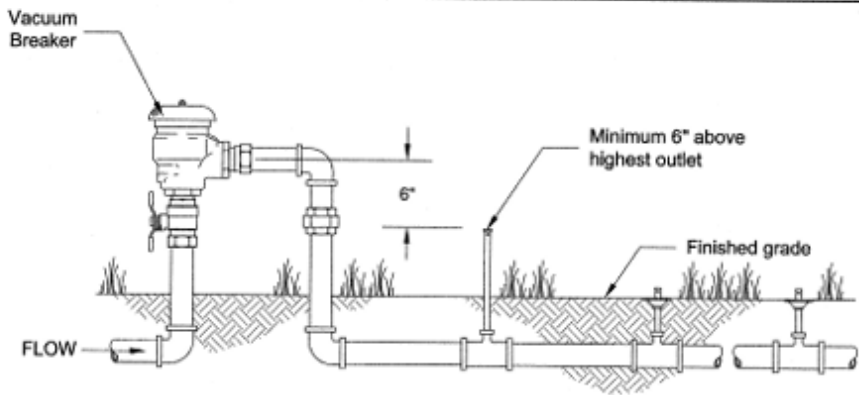
Note: Property owner is responsible to have the backflow prevention device tested upon installation and thereafter annually by a certified Tester, with an original copy of the test results sent to Sweetwater Authority.



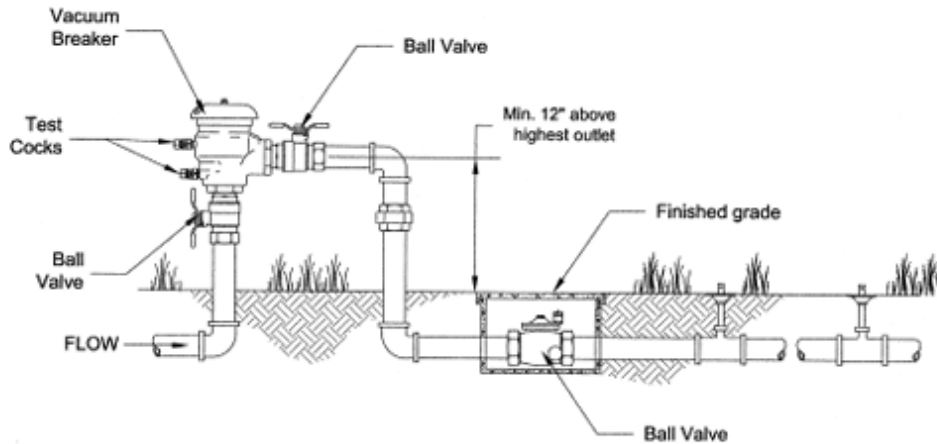
SIZES	H (IN.)
2" - 2"	12"
2-1/2" - 4"	24"
6" - 10"	30"

All installations shall meet the minimum requirements of the California Plumbing Code.

<b>SWEETWATER AUTHORITY</b>			<b>BACKFLOW ASSEMBLIES POST METER</b>
REVISIONS	DRAWN BY: JDM	APPROVED BY:	
NO. 2	DATE: 09-30-04	<i>Ron C. Maske</i>	STANDARD DRAWING 15-S1
DATE: 07-30-20	SCALE: NONE		



**DETAIL - ATMOSPHERIC VACUUM BREAKER**



**DETAIL - PRESSURE VACUUM BREAKER**

**NOTE:**

1. Downstream side of vacuum breaker may be maintained under pressure by a valve, but there may be absolutely no means of imposing pressure by pump or other means.
2. All installations shall meet the minimum requirements of the California Plumbing Code.
3. Property owner is responsible to have the device tested upon installation and thereafter annually by a certified Tester, with an original copy of the test results sent to Sweetwater Authority.

<b>SWEETWATER AUTHORITY</b>			<b>VACUUM BREAKERS</b>
REVISIONS	DRAWN BY: JDM	APPROVED BY:	STANDARD DRAWING <b>15-S2</b>
NO. 1	DATE: 09-30-04	<i>Ron C. Mosler</i>	
DATE: 11-18-21	SCALE: NONE		

## 22 Appendix D – SWA Rates & Rules Draft

### RATES AND RULES

#### 1. DISTRIBUTION FACILITIES

##### 1.1. Policy

Sweetwater Authority (Authority) is the sole public water system as defined by the California and Federal Safe Drinking Water Acts within the Authority's jurisdictional boundaries. Authority policies require that new facilities necessary to provide water service to lands or developments be installed at the expense of the property owners or developers requesting service. Main extensions and related appurtenances (e.g., fire hydrants and water meter boxes) are generally limited to public rights-of-way. In special cases, if satisfactory easements are provided, installations in private roadways may be permitted at the discretion of the Authority.

The operation, repair, replacement, or enlargement of existing facilities necessary to maintain or improve continuing service to existing customers, and not associated with new demands on the system, is the responsibility of the Authority.

##### 1.2. Standards

All facilities which are to become a part of the Authority's system must be installed in accordance with plans approved by the Authority's Engineer or its designee and the Authority's adopted Standard Specifications for Construction of Water Facilities (Standard Specifications), copies of which are available at the Authority's office and on the Authority's website. Construction work on these facilities shall not commence without applicant submitting complete application(s) and/or agreement(s) and payment of all applicable fees and deposits has been received by the Authority, with fees and deposits as stated in the Supplement to the Rates and Rules. All new construction work, except that performed by Authority personnel, shall be performed by a contractor holding a Class "A" License (General Engineering), Class C-34 License (Pipe-Laying), or other appropriate license for the work to be performed as determined by the Authority, and who has demonstrated experience in the type of construction to be undertaken. The Contractor shall be required to comply with all laws and regulations applicable to the work involved, including but not limited to the payment of the prevailing rate of wages in accordance with the applicable Labor Code requirements and related regulations.

##### 1.3. Financing

The cost of installing new facilities required to serve a property or new development, together with any required offsite mains or other facilities, shall be advanced by the property owner or developer. All costs of installing new facilities are ineligible for payment plan consideration per Governing Board direction on September 25, 2019. This shall include the extension of facilities for the entire length of all streets and lots reserved for future streets, where applicable. Installation costs include but are not limited to design, construction, inspection costs, and indirect costs. Employee fringe benefit and overhead

expenses are included in construction costs when Authority labor is used to install the new facilities and are a percentage of all labor time charged to the project. A portion of the sums so advanced shall be repayable to the property owner or developer under the circumstances set forth in Section 1.4.

#### **1.4. Construction Fees**

In order to recover the cost of constructing new facilities, the Authority may establish construction fees, whereby a portion of the cost of the mains serving a property or new development may be recovered from the property owners or developers whose property or development has frontage on the main and who did not contribute to the cost of the facilities at the time of construction and installation. When and if service connections are requested for properties and developments fronting the main within ten (10) years from its completion, connection fees will be collected for these properties for refunding a portion of the original construction fees to the property owners or developers under terms and conditions, which will be set forth in an agreement provided by the Authority. Where a water main extension project is paid for by the Authority, connection fees may also be established for all properties fronting the main and not contributing to the original project cost. As discussed in Section 1.3, costs for installing new facilities are to be paid by applicant and are ineligible to be financed through a payment plan with the Authority.

#### **1.5. Main in Excess of Minimum Standard Size**

As a condition of service to a development, the Authority may require the construction or replacement of facilities in excess of the minimum standard size required to provide the service demands of the development. Determination of the size of the pipeline(s) is provided in the Authority's latest version of the "Water Distribution System Master Plan." If so conditioned, the Authority will enter into a reimbursement agreement with the developer/property owner to refund a portion of the excess cost of the required facilities in accordance with terms and conditions, which must be approved by the Governing Board.

## **2. METERS AND LATERALS**

### **2.1. Definition**

2.1.1. For the Purposes of these Rates and Rules:

- A. A service lateral shall include the connection to the Authority's water main, the pipe to the proposed meter location, a meter box, and an angle meter stop valve on the Authority's side of the meter.
- B. A meter installation includes the meter and a shut-off valve on the customer's side of the meter.
- C. The Authority retains ownership of and responsibility for the Authority's side of the lateral and the meter, as further described in Section 2.4.
- D. The customer shall be responsible for all piping on the customer's side of the meter and the connection to the customer's valve on the customer's side of the

meter.

## **2.2. Connection to Water System**

### **2.2.1. A Sole Public Water System:**

- A. The Authority is the sole public water system as defined by the California and Federal Safe Drinking Water Acts within the Authority's jurisdictional boundaries.
- B. No other public water system shall operate by any means within the Authority's service area without the express approval of the Authority.
- C. No person shall connect a service lateral or other pipe to any Authority water main, meter, or lateral without filing an application for water service pursuant to Section 2.3., and compliance with the requirements of the Authority's Standard Specifications governing the location and construction of the lateral, and installation of necessary backflow prevention devices.
- D. No developer/property owner shall change the type of use of an existing water service without filing an application for water service pursuant to Section 2.3., and complying with the requirements of these Rates and Rules and the Authority's Standard Specifications governing the location and construction of the lateral, and installation of necessary backflow prevention devices.
- E. If a "material change" (e.g. Building Permit, sub-division of parcel, change in use, tenant improvement, etc.) is made to a property currently served by the Authority, the developer/property owner shall file an application for water service pursuant to Section 2.3., and comply with the requirements of the Authority's Standard Specifications governing the location and construction of the lateral and installation of necessary backflow prevention devices. This shall also include payment of all fees, if applicable, in accordance with the Supplement to the Rates and Rules (Supplement).

## **2.3. Application for Service**

### **2.3.1. Any person requesting to connect to the Authority's water system shall comply with the following:**

- A. Furnish a legal description of the property upon which water is to be delivered; provide information regarding the type of development to be served (residential dwelling, apartment building, etc.) and type of service (domestic, combined domestic and private fire protection, agricultural, etc.); provide copies of any city or county approved building and grading plans, including, but not limited to, local fire protection agency flow requirements, site plan, floor plan, plumbing plan including total fixture- unit count and proposed water demands in gallons per day; and designate the location at which the meter is to be placed.

- B. Complete an Application for Water Service.
- C. Pay the Authority any applicable utility permit fees, Authority construction deposits as further described herein, Authority capacity fees, and any other fees and charges due and payable to the Authority for service to said property. As provided in Chapter 45, Section 5.9 of the County Water Authority Act, the Authority, as representative of the San Diego County Water Authority (CWA), shall collect and remit to the CWA the capacity charges imposed by the CWA. The ordinance or other applicable instrument of the CWA in effect at the time a water meter is obtained from the Authority, shall govern the amount of such charge, the persons liable therefore, and the procedures to be followed. The Authority shall not provide a water meter to any person requesting to connect to the Authority's water system until that person has paid to the Authority all applicable fees and charges herein. As discussed in Section 1.3, costs for installing new facilities are to be paid by applicant and are ineligible to be financed through a payment plan with the Authority.

**2.4. Location**

2.4.1. Laterals and Meters:

- A. All laterals shall front the parcel being served and shall be installed at right angles to the centerline of the right-of-way, clear of driveways, other water meters, and other obstacles.

Special requirements of agencies having jurisdiction of the adjacent roadway or other rights-of-way may require an alternate location.

- B. Service laterals and meters shall not be located on pipelines in easements except under certain conditions where no other distribution pipeline located in right-of-way is adjacent to the property.

The meter box shall be installed and located in accordance with the Authority's Standard Specifications.

- C. A lateral is composed of two (2) components: The Authority's side and the customer's side.

Reference shall be made to the Authority's Standard Specifications for the specific location of the delineation between the Authority's side and the customer's side of the system. Generally, the Authority's side is from the water main in the street up to and including the water meter.

- D. The customer's side begins after the water meter discharge and includes the customer's valve. Water meters shall not be located in driveways.

- E. Water service to a parcel shall be provided solely from the pressure zone in which

it is located, and no parcel may be served water from more than one (1) pressure zone.

## **2.5. Cost**

### **2.5.1. Water Service, Capacity Fees, and Deposits:**

- A. The cost of water service and capacity fees may be changed from time-to-time and will be contained in the Supplement.
- B. The cost of water service may include applicable fees that result from a change in water use or a material change to a property.
- C. Capacity credit(s) from an existing service on a parcel cannot be transferred to a separate parcel.
- D. Capacity fees and water facility (e.g., meter and lateral) construction deposits shall be paid no later than two (2) weeks following issuance of any building, tenant improvement, grading, or street improvement permit, or the start of any construction.
- E. An application for water service shall be processed after payment of capacity fees (e.g., capacity, permit, inspection, etc.), and deposits (e.g., installation, abandonment, inspection, etc.), and the approved plans and permits from the jurisdictional agency (e.g., City of Chula Vista) are submitted, as required. As discussed in Section 1.3, costs for installing new facilities are to be paid by the applicant and are ineligible to be financed through a payment plan with the Authority.

### **2.5.2. Installation Cost:**

- A. The cost of water facility installation is based on actual cost at the time of construction. These costs may vary depending on unanticipated conditions beyond the Authority's control, including permit conditions imposed by the jurisdictional agencies.

## **2.6. Meter Size**

### **2.6.1. The Authority reserves the right to regulate the size, type, and location of each meter and lateral.**

- A. Types may include technology-based water meters including, but not limited to, Automatic Meter Reading (AMR), Advanced Metering Infrastructure (AMI) or cellular technology that shall be charged to the customer through the application/installation process.

### **2.6.2. Meters for Single-Family Residences that require a fire protection system shall at a minimum be one (1) inch in diameter, and have an unobstructed full port design to**

serve both the domestic and fire protection water service.

## **2.7. Meter Size Change or Relocation**

2.7.1. The property owner shall contact the Authority's Engineering Department to request a change in meter size or relocation.

2.7.2. Increase – A meter may be increased in size upon approval of a written request from the property owner or authorized property manager and payment of additional capacity charges for the proposed meter, as applicable.

If a new service lateral is required, the new lateral installation costs and existing lateral abandonment costs shall be paid by the property owner. As discussed in Section 1.3, costs for installing new services are to be paid by applicant and are ineligible to be financed through a payment plan with the Authority.

2.7.3. Reduction – Provided a meter is not used for fire sprinklers, a meter may be reduced in size, to the allowable minimum requirement of the California Plumbing Code, on the same lateral at no cost to the customer upon approval of a written request from the property owner or authorized property manager. No refund will be provided for a reduction of meter size or surrender of service.

2.7.4. Relocation – A service and meter may be relocated upon approval of a written request from the property owner or authorized property manager, provided the new location complies with the Authority's Standard Specifications. If a fire service is required for the property, the property owner shall obtain the appropriate approvals of the local fire protection agency. The new service installation cost and existing service and meter abandonment shall be paid by the owner. As discussed in Section 1.3, costs for installing new services are to be paid by the applicant and are ineligible to be financed through a payment plan with the Authority. The Authority reserves the right to reduce the meter and/or lateral size if the water demands for the property do not warrant the larger size. The Authority may refuse to relocate a service if the main in the requested location is not adequate to meet required demands. In some cases, the meter may be relocated horizontally up to a maximum of eighteen (18) inches without the need to install a new service (e.g., relocating a meter out of a new driveway).

## **2.8. Separate Meter for Each Parcel**

Not more than one (1) parcel shall be supplied through one (1) meter, except upon special permission granted by the General Manager, or their authorized designee, such as to serve a structure containing multiple dwelling or residential units located on property owned in common by the multiple dwelling unit owners (e.g., a condominium).

## **2.9. Multiple Dwelling Units Serviced by One Meter**

2.9.1. Multiple Dwelling Units:

- A. A property owner or authorized property manager shall be responsible for the payment of water service fees and any other fees and charges, including fines and penalties, relating to a property when there is more than one (1) dwelling unit serviced by a single meter for such property.
- B. A tenant of a multiple dwelling unit property may become a direct water customer of the Authority; however, a service agreement and security deposit shall be required.
- C. Each newly constructed multi-unit residential structure or newly constructed mixed-use residential and commercial structure for which an application for a water connection, or more than one (1) connection, is submitted to the Authority shall measure the quantity of water supplied to each individual residential dwelling unit. Such measurements are a condition of new water service pursuant to Water Code section 537.1, *et seq.* The measurement may be taken by individual water meters or submeters. Certain structures may be exempt from these requirements pursuant to Water Code section 537.
- D. The owner of the structure shall install individual meters or submeters that comply with all laws and regulations governing the approval of meter types or the installation, maintenance, reading, billing, and testing of meters, including, but not limited to, the California Plumbing Code and California Water Code.
- E. The existing equivalent dwelling units (EDU's) and CWA capacity charges assigned to a Multiple Dwelling unit property shall remain unchanged when additional service lateral(s) and meter(s) are installed and the property's water use remains unchanged. Under such conditions, the Authority shall not assign additional EDU's to the new lateral(s) and meter(s) and the Authority shall report to CWA that the new meter(s) shall not be eligible for future CWA capacity credits.

2.9.2. Accessory Dwelling Units (ADU):

- A. For purposes of imposing a capacity fee, an ADU is defined as an attached or a detached residential dwelling unit that provides complete independent living facilities for one (1) or more persons, is located on a lot with an existing or proposed single family dwelling, and includes permanent provisions for living, sleeping, eating, cooking, and sanitation on the same parcel as the single-family dwelling is or will be situated.
- B. An ADU added to the site of an existing or proposed single-family dwelling shall be charged an Authority capacity fee that is proportional to the burden of the proposed ADU based upon the number of its fixture units, except as follows:
  - 1) ADUs within the space of an existing or proposed single-family residence, or an existing accessory structure including a pool house, garage, or studio,

shall be exempt from the Authority's capacity fee. For purposes of this section 2.9.2., "existing space" shall include an addition to a single-family residence or accessory structure that does not exceed 150 square feet, provided that the expansion beyond the physical dimensions of the existing structure is limited to accommodating ingress and egress.

- C. An ADU added to the site of an existing single-family dwelling that requires an increase in the existing meter size, based on the combined plumbing fixture units of the existing dwelling and ADU, shall be charged the incremental San Diego County Water Authority Capacity Charge for the increased meter size. ADUs that require an upsize of the meter solely to meet the requirement of a fire service shall be exempt from the San Diego County Water Authority Capacity Charge.
- D. Junior Accessory Dwelling Units (JADU) shall be subject to the provisions of this section 2.9.2 if the lot includes an existing or proposed single-family dwelling.
- E. Lots with more than two units are subject to backflow prevention requirements and each additional dwelling unit will be assessed a capacity fee of one Equivalent Dwelling Unit (EDU) at the Multi-family rate.
- F. Fire service for lots with more than two dwelling units shall be subject to the provisions in section 4.2.1.

## **2.10. Temporary Meter**

### **2.10.1 Upon request:**

- A. A hydrant-specific temporary meter may be provided to measure water used generally for construction activities where the installation of a permanent meter is not practical for service to a particular parcel, such as in land grading, street, and utility construction.
- B. Temporary meters are normally installed on a single fire hydrant. Except as otherwise approved by the General Manager or their authorized designee, the account established with the customer requesting a temporary meter shall be issued for a period of time not to exceed twelve (12) months. Failure to receive approval to keep the construction meter longer than 12 months will result in the account being assessed a non-compliance fee, as shown in section 4.3, C of the Supplement, each billing period that approval has not been granted.
- C. The size and location of the temporary meter installation shall be approved in advance by the Authority.
- D. All meters used for construction purposes must be equipped with either: A Reduced Pressure Principle Backflow Assembly (RP), or an air

gap. These backflow prevention measures are mandatory to safeguard against cross connections during construction activities. Beginning July 1, 2025, all construction meters must be returned to the designated office to install Reduced Pressure Principle Backflow Assemblies (RP). The construction meters shall be installed on a single hydrant for proper functionality and compliance.

- E. If the meter is not being used consistently with the conditions stated herein, the Authority reserves the right to require the customer to relocate, reduce the size of the meter, or discontinue the use of the temporary meter at any time, and for any reason, at the expense of the customer. When a meter is to be installed on a fire hydrant within the boundaries of a fire protection agency that requires its approval, license, or permission, the customer shall obtain a permit from such agency prior to installation of the meter. If the fire permit expires, it is the responsibility of the customer to have it renewed. Failure to renew the permit will result in the account being assessed a non-compliance fee, as shown in section 4.3, B of the Supplement, each billing period the permit remains expired.
- F. The customer shall be responsible for any damage to the meter that occurs as a result of improper use. See Supplement for current deposit requirements.
- G. The customer shall be billed monthly for all water delivered through the temporary meter. Monthly bills must be paid promptly to maintain continuous service.
- H. When the meter is no longer required, the construction deposit, less the unpaid water charges and any other accrued charges, shall be refunded to the customer within thirty (30) days.

#### 2.10.2 Floating Temporary Meters:

- A. Floating temporary meters may be moved from one (1) fire hydrant to another by the customer in order to facilitate the completion of a project.
- B. If any of the proposed locations are within the boundaries of a fire protection agency, each location must be approved and listed on the permit issued by said fire agency. If the permit expires, it is the responsibility of the account holder to have the permit renewed or the account will be assessed a non-compliance fee, as shown in section 4.3, B of the Supplement, each billing period the permit is expired.
- C. The customer may keep the temporary meter in their possession and relocate the meter to the approved locations as needed.

- D. Floating temporary meters are for temporary water needs supporting public works operations only. floating temporary meter assemblies are considered on an individual basis. If a floating temporary meter is authorized, the customer must provide an air gap either attached to the downstream side of the meter or to a water truck. Before issuing any meters, equipment and vehicles must undergo inspection and approval by an Authority representative, with annual inspections thereafter. Additionally, the agency/contractor must use dedicated potable water-only fill hoses.
- E. The customer shall be held responsible for any damage to, theft or loss of, the meter.
- F. For billing purposes, the customer will contact Authority staff to provide a read from the meter, as stated in the temporary meter contract for "Floating Meters." If a read is not provided to the Authority by the requested date, an estimated read will be billed to the customer and a non-compliance fee, as shown in section 4.3, A of the Supplement, will be assessed to the account each time a read has to be estimated.
- G. The amount due to the Authority or the customer as a result of estimated read(s) will be reconciled when the meter is returned to the Authority by the customer.

### **2.11. Cross-Meter Connection**

2.11.1. A cross-meter connection is deemed to exist when:

- A. Authority records indicate there are locations where two (2) or more meters have service addresses other than what is shown on the service papers.
- B. Typically, the properties and water meters in question are located side by side, resulting in an incorrect post-meter plumbing connection after meter services have been inspected.
- C. After an investigation has been conducted by Authority personnel, the account records will be corrected to reflect current information and to ensure each customer is billed correctly from that point forward. Unless it is determined that the cross-meters were caused by the Authority, no adjustments to water bills will be made as a result of any incorrect billing.

## **3. WATER PRESSURE**

### **3.1. Guidelines**

- 3.1.1. To be consistent with the guidelines set by the American Water Works Association, the Authority will design and maintain its water distribution facilities such that the following residual water pressures, measured at the water meter, will on an average basis, be available throughout the water distribution system:

- A. Forty (40) pounds per square inch (psi) under average day conditions for any services installed after August 30, 1977;
  - B. Twenty (20) psi under emergency conditions, such as a fire, for existing and new customers; and
  - C. Any services installed prior to August 30, 1977, having less than forty (40) psi, are accepted “as is” or grandfathered at that pressure.
- 3.1.2. Higher pressures may exist depending upon a customer’s geographical and/or topographical location in the water distribution system.
- 3.1.3. The Authority will not be responsible for any damage, including damage to the customer’s property resulting from insufficient pressure, excessive pressure, or pressure fluctuations due to operation and maintenance of the water distribution system.
- 3.1.4. Where water pressure exceeds eighty (80) psi, the Authority strongly recommends that the customer install a pressure regulating valve to protect the private plumbing.
- 3.1.5. Customer inquiries to determine or change pressure at the customer’s property will be submitted to the Engineering Department.

#### **4. FIRE PROTECTION**

##### **4.1. Fire Hydrants**

- 4.1.1. Responsibility:
- A. Fire hydrants, including any required by the respective fire protection agency, on Authority mains are the property of the Authority.
  - B. The Authority maintains and repairs fire hydrants within its service area.
  - C. Refer to the Supplement for installation charges and penalty(ies) for unauthorized fire hydrant use.

##### **4.2. Lateral for Private Fire Protection System**

- 4.2.1. Commercial, Industrial, Government, Multi-Unit:
- A. A private fire protection system, as required by the respective fire protection agency, is solely for fire protection purposes. No other water use shall be permitted from such a system and unauthorized use may be grounds for discontinuance of service.

- B. A private fire protection system is composed of two (2) components – The Authority’s side and the customer’s side. Refer to the Authority’s Standard Specifications for the delineation between the Authority’s side and the customer’s side of the system.
- C. The Authority’s side of the system includes a fire protection lateral connected to the Authority's main, a valve at the main, and a lateral pipeline from the valve to the edge of the road right-of-way or easement in which the main is located or other location agreed upon by both parties.
- D. A pipeline from the termination of the Authority's lateral shall be extended by the customer to serve the fire protection outlets, fire hydrants, or fire sprinkler system at the customer’s service location.
- E. The system on the property owner’s side shall be constructed in accordance with requirements established by the respective public agency that is responsible for building permits.
- F. The property owner at their expense shall install, or cause to be installed, and annually inspect a backflow prevention device for the private fire protection system. As discussed in Section 1.3, costs for installing new facilities are to be paid by applicant and are ineligible to be financed through a payment plan with the Authority.
- G. The backflow prevention device shall be installed in accordance with the Authority’s Standard Specifications; approved by an Authority Cross-Connection Control Specialist; and include a detector meter. A minimum of an approved reduced pressure principle backflow prevention detector assembly (RPDA) shall be owned, installed, and maintained by the property owner at a location approved by an Authority Cross-Connection Control Specialist. The detector meter shall be provided by the Authority after installation of a backflow prevention device.
- H. Any usage registered on the meter, other than for fighting fires, shall be billed to the account holder at the Authority’s Commodity Rate for Business and Multi-Unit Accounts. The Authority and its duly authorized agents shall have the right to ingress and egress from the premises for all purposes of making such inspections as it may deem necessary, and it shall have the right to attach any testing device or use any means which it may elect to ascertain the condition and use of the pipe and appurtenances.
- I. The Authority shall have no responsibility for the proper functioning of the fire protection system or for the availability of water from its main for fire protection in the event of an emergency. It undertakes, at all times, to have adequate supplies available in its system for ordinary uses. The Authority is not a guarantor of continual service in quantities adequate for all purposes. The property owner specifically agrees as a condition of connecting to the

Authority's water system that the Authority shall incur no liability nor be subject to any damages resulting from a failure of malfunction of the fire protection lateral or fire sprinkler system, or from a lack of water in adequate quantity or pressure to make it fully effective.

4.2.2. Pre-Existing Unprotected Lateral for a Private Fire Protection System:

- A. All existing unprotected fire service laterals are required to install an approved backflow prevention device as indicated in Section 4.2.1, F of these Rates and Rules no later than July 01, 2034.
- B. Customers of record with an existing private fire protection system that does not include an approved backflow prevention device must upgrade the unprotected private fire protection service lateral to include an approved backflow prevention no later than July 01, 2034.
- C. The notice must include the customer's name and address, reference to this section, a deadline for compliance, the contact information for the Authority's Cross-Connection Control Specialist, the process to comply, and that not complying with the requirement to protect the private fire service lateral from a cross-connection may result in cancelation of service per Section 4.3 of these Rates and Rules.
- D. The Authority's Cross-Connection Control Specialist will send annual follow up reminder notifications prior to the required installation date. A final reminder notification will be sent to the customer of record three (3) months prior to the required installation date. Failure to send reminder notices does not affect the customer's obligation to install a backflow prevention device. Non-compliance with this section or any notice issued pursuant to this section by the required installation date will result in cancelation of service per Section 4.3 of these Rates and Rules.

4.2.3. Single-Family Residential:

- A. If required by the respective fire agency, a private fire protection system for a Single-Family Residence will be constructed on the customer's side of the meter in accordance with requirements established by the respective public agency responsible for building permits.
- B. The lateral for a Single-Family Residence requiring a fire protection system shall be one (1) inch in diameter minimum and serve both domestic and fire protection water service. The backflow prevention device for the lateral shall be approved by the Authority's Cross- Connection Control Specialist.
- C. The Authority shall have no responsibility for the proper functioning of the fire

protection system or for the availability of water from its main for fire protection in the event of an emergency.

- D. The Authority will undertake, at all times, to have adequate water supplies available in its system for ordinary uses. The Authority is not a guarantor of continual service in quantities adequate for all purposes.
- E. The property owner shall specifically agree, as a condition of the connection, that the Authority shall incur no liability nor be subject to any damages resulting from a failure or malfunctioning of the fire protection lateral or fire sprinkler system, or from a lack of water in adequate quantity or pressure to make it fully effective.

#### **4.3. Application, Agreement and Cancellation of Service for Private Fire Protection**

##### 4.3.1. Application and Agreement:

- A. Any person requesting the installation of a private fire protection system shall apply for water service and pay all lateral installation costs by completing a Private Fire Protection Agreement and Application for Water Service (see Supplement for installation cost and monthly service charge).
- B. Upon the transfer or sale of the property, the subsequent property owners shall sign an acknowledgement stating they agree to the terms stated in the Private Fire Protection Agreement and complete a new Application for Water Service to assume responsibility for a fire protection account. If there is not a properly executed Private Fire Protection Agreement on file, the following will occur:
  - 1) The account will be activated under the applicant's name with the understanding that a properly executed Private Fire Protection Agreement shall be received by the Authority within thirty (30) days of activating the account. Failure to do so will result in a non-compliance penalty being assessed on every subsequent water bill up to six (6) months or three (3) water bills, as shown in section 4.3, B of the Supplement.
  - 2) If the Authority has not received a properly executed Private Fire Protection Agreement after the non-compliance penalty has been assessed three (3) times, this may result in the discontinuance of water service to the fire protection system with the corresponding fire protection agency being notified.
- C. If the property is rented or leased, and the Authority has authorized the tenant or lessee to be responsible for the account of such property, then in the event a new tenant or lessee occupies the premises, the owner of the property or authorized tenant or lessee shall sign an acknowledgement form stating they

agree to the terms stated in the Private Fire Protection Agreement and complete an Application for Water Service in order to assume responsibility for a fire protection account.

- D. Failure to return a signed agreement or application may result in the discontinuance of service and a letter of the pending discontinuance will be sent to the corresponding fire protection agency.

#### 4.3.2. Cancellation:

- A. It is mandatory that the customer provide written notification to the Authority no less than fifteen (15) days prior to the close of the customer's water account. If the property is rented or leased, and the Authority has authorized the tenant or lessee to be responsible for the account for such property, then in the event a new tenant or lessee occupies the premises, the owner of the property or authorized tenant or lessee shall sign a Private Fire Protection application in order to assume responsibility for a fire protection account of the corresponding fire protection agency.
- B. Termination for all accounts shall be implemented pursuant to the termination provisions in Section 5 below.
- C. In emergencies, the Authority has the right, without prior notice, to shut off all or any part of its facilities and discontinue the service when deemed necessary for the purpose of making any repairs, alterations, additions, or to prevent possible contamination through cross-connected facilities of the customer, or to prevent the negligent or willful waste by the customer.

## 5. WATER SERVICE AND BILLING

### 5.1. Authority and CWA Fees:

- 5.1.1. The Authority's water service fees are comprised of a meter charge and a commodity charge.
- 5.1.2. From time-to-time, this water service fee may also include costs imposed on the Authority by CWA, which are passed through to the Authority's customers.

### 5.2. Charges

#### 5.2.1. Meter Charge:

- A. The meter charge is a fixed charge established on the basis of the size of the water meter serving a property.
- B. The charge is calculated to recover a portion of the Authority's fixed costs, such as costs of billing and collections, customer service, meter reading, meter maintenance, and capital and infrastructure. Any customer may avoid payment of the charge by an authorized disconnection from the

facilities of the Authority.

5.2.2. Commodity Charge:

- A. The commodity charge, or water charge, is a variable water usage charge calculated to recover the cost of providing water service, including the cost of purchasing, treating and pumping water, and maintaining system improvements.
- B. All water registered by a meter is considered to have been consumed and will be billed to a customer for each unit of one-hundred (100) cubic feet of water (748 gallons), regardless of whether metered water use was unknown or unintentional.
- C. See Supplement for current water service fees.

**5.3. Transfer of Service**

5.3.1. Application:

- A. When applying for the transfer of water service responsibility from one customer to another, the applicant shall provide their name, address, phone number, date of birth, and Social Security number or California Driver License number to establish credit.
  - 1) Property owners may elect to have the water account established in the name of the tenant as the primary account holder, by signing a Property Owner's Authorization Form (POAF) and providing proof of identification, in order for the tenant to receive the water bill and be principally responsible for payments of charges for service at a rental property. The Authority recommends property owners list themselves as an associated customer to monitor the account's status. It is the property owner's responsibility to notify the Authority of any changes in the mailing address, telephone number(s) or other contact information provided to the Authority. The property owner will be jointly and severally liable with the tenant and remain ultimately responsible for payment of all charges for water and other charges that may accrue, including but not limited to delinquent charges, Authority efforts to secure payment through real property liens, claims, legal action, or use of a collection agency, and the cost of repairing damages caused by negligent or intentional acts or omissions of said tenant. The property owner shall contact the Authority at least three (3) days prior to the tenant moving out of the property served by the Authority; in such event, the property owner may become the customer of record to continue water service. If the tenant/customer or the property owner fail to contact the Authority to terminate service or establish a new customer of record, they shall remain jointly and severally liable for all water use charges and bills incurred at the property.

- 2) In the event that a POAF cannot be obtained, the tenant will be allowed to be the primary account holder by providing a fully executed rental agreement and paying a security deposit, as shown in section 4.18 of the Supplement.
- B. An applicant may request that a legal spouse be added to the account if they can provide their full name, date of birth and Social Security Number or Driver's License Number to establish credit. No other parties will be added to the account without a durable Power of Attorney.
- C. This information will be searched in the customer service database. All outstanding charges found in the customer's name shall be paid prior to establishing service at any location within the Authority's service area. This includes account balances due on a previous account or at a previous service address that are delinquent or have been referred to the Authority's collection agency due to nonpayment. In addition, a security deposit may be required as stated in Section 5.7.
- D. In the event that the applicant is unable or unwilling to provide credit information, the applicant shall deposit funds as a security deposit, as stated in the Supplement, which deposit shall be subject to the requirement in Section 5.7.
- E. A new customer applying for water service will not be held liable for any previous customer's outstanding water bill for the address where he or she is applying for service.
- F. However, the Authority may require a security deposit from a subsequent customer for a rental property when any two (2) of the following conditions exist at the property within the previous thirty-six (36) months: 1) Water service was previously scheduled for discontinuance; 2) the bank has returned a check; 3) a previous account with the same service number was sent to the Authority's collection agency; or 4) the water service has been disconnected for nonpayment.
- G. The property owner or authorized property manager may assume responsibility for water service and will not be required to place a security deposit for water service at the address, unless they have an outstanding balance with the Authority that is past due. Water service will stay in the property owner's name until such time as the property is sold or the outstanding balances have been paid in full.
- H. Each time the customer is not present at the property for connection of water service, a missed water connection appointment charge will be assessed in the amount shown in the Supplement. In the event a water release form was signed (releasing the Authority from all liability and responsibility for any losses

or damages resulting from open connections or faulty plumbing) and the meter registers water use at the time of connection, the water service will remain disconnected, and the customer or their designee will be required to be at the property for reconnection of service.

- I. If the customer or designee is not present, then a missed water connection appointment charge will be assessed in the amount shown in the Supplement.
- J. When an account is closed and charges remain unpaid for three (3) weeks following the mailing of the closing bill, service may not be established in the delinquent customer's name at any location within the Authority's service area until all outstanding charges have been paid. In addition, a security deposit may be required as shown in the Supplement. However, if service has been established at another location in the Authority's service area, the charges owed on the closed account will be transferred to the new account and be subject to the Authority's delinquent notice and shut off process.

#### **5.4. Payment of Bills**

##### **5.4.1. Payment and Location Options:**

- A. *Administration Office* – All water bills may be paid at or mailed to the office of the Authority at 505 Garrett Avenue, Chula Vista, California 91910.
- B. *Convenience Store* – Water bills may be paid at any 7-11 (24/7) locations or CVS locations.
- C. *Telephone* – Payments can be made with a credit card or electronic check (no additional charge) by calling 866-419-8408.
- D. *Online* – To pay with an electronic check or credit card, please log-on to the Authority customer payment website. Follow instructions to make a one-time payment, or if interested sign-up for Automatic Payment. One-time payments will be reflected the next business day.
- E. *Instructions for payment options* are on the back of customer water bills and also located on the Authority's website: [www.sweetwater.org](http://www.sweetwater.org).

#### **5.5. Billing Statement**

##### **5.5.1. Bill Mail Date and Due Date:**

- A. After water service has been provided to a customer pursuant to applicable rules, a bill shall be rendered at a time convenient to the Authority, but no later than nine (9) weeks after service is commenced.
- B. The bill will normally be mailed on a Friday approximately one (1) week after the customer's meter is read.

- C. Payment of the amount of the bill shall be due and payable within fourteen (14) days after the bill is mailed.
- D. The bill shall include all charges due and owing, including, but not limited to, service charges, plan check fees, and charges due pursuant to Section 11 of the Rates and Rules.

## **5.6. Discontinuance of Water Service**

- 5.6.1. Water service charges are payable to the Authority once every two months or at such other frequency as determined by the Authority. All bills for water service are due and payable fourteen (14) calendar days after the mail date by the Authority. Any bills not paid within such period are considered delinquent. Once the bill is received, payment arrangements may be requested up until the time of disconnection on the 73<sup>rd</sup> day after the bill was mailed (see Section 2 for these alternatives).
- 5.6.2. After an account becomes delinquent, the following will occur:
  - A. On the 21<sup>st</sup> day after the water bill was mailed a reminder notice is mailed to the customer of record. In addition, the Authority will also send a notice to the actual occupants living at the service address under the following circumstances: Water is furnished by a master meter; water is furnished by an individual meter to a single-family dwelling, multi-unit residential structure mobile home or park, or farm labor camp and the owner, manager, or employer is the customer of record; or the customer of record's address is not the same as the service address. If service is provided by a master meter and the Authority is unable to provide notice to the occupants by mail, the Authority will make an alternative good faith effort to provide the notice to the occupants. The notice will inform the occupants that they have the right to become customers of the Authority without being required to pay the amount due on the delinquent account. Terms and conditions for occupants to become customers of the Authority are provided in Section 5.6.9.
  - B. Between the 45<sup>th</sup> and 50<sup>th</sup> day after the water bill was mailed, a second reminder notice is mailed to the customer of record and to the occupant if the bill remains unpaid.
  - C. Between the 61<sup>st</sup> and 66<sup>th</sup> day after the bill was mailed, an automated phone call and text message will be sent to the phone numbers on file informing the customer that their account is in a delinquent status, the water will be disconnected if it remains unpaid, a late fee may be assessed and that the customer may request a copy of this policy.
  - D. On the 71<sup>st</sup> day after the water bill was mailed, a late fee will be assessed to the account and a delinquent notice and a copy of this Policy will be left at a conspicuous place at the service address informing the occupant that service

will be disconnected in forty-eight (48) hours due to non-payment of the water bill and a handling fee will be assessed to the account.

- E. On the 74<sup>th</sup> day after the water bill was mailed, the Authority may disconnect water service for non-payment.
- F. If the account remains unpaid for a full week, the account will be closed as of the date it was originally turned off for non-payment. Any new customer wanting to start water service may need to provide documentation satisfactory to the Authority showing that they were not responsible for any of the water used during the time period the account was in a delinquent status.

5.6.3. Circumstances Under Which Residential Water Service Will Not Be Disconnected:

- A. Minimum Payments – The Authority will carry a maximum balance of seventy-five (\$75.00) to the next water bill with no penalties or late fees.
- B. The Authority will not discontinue service while a customer’s payment is subject to an Authority-approved extension, amortization, or alternative payment schedule, and the customer remains in compliance with the approved payment arrangement. Prior to the 73<sup>rd</sup> day after the bill was mailed, the Authority may approve an extension, amortization or alternative payment arrangement for an outstanding balance with the understanding that all subsequent water bills must be kept current.
- C. If a customer defaults on an Authority-approved extension, amortization or alternative payment arrangement, or fails to pay subsequent water bills while the payment arrangement is in place, the Authority may discontinue water service after posting a final notice of intent to disconnect service in a prominent and conspicuous location at the service address at least five (5) business days before disconnection of service.
- D. If a customer defaults on an Authority-approved extension, amortization or alternative payment arrangement twice within a year, said customer will be ineligible to receive an extension, amortization or an alternative payment arrangement for one (1) year beginning on the date of the second default.

5.6.4. Subject to compliance with this section, the Authority will not discontinue water service under certain combined medical and financial circumstances.

- A. The Authority will not discontinue water service if all of the following conditions are met:
  - 1) The customer, or a tenant of the customer, submits certification from a

primary care provider that discontinuation of water service would be life threatening or pose a serious threat to the health and safety of a resident of the premises; and the customer is financially unable to pay within a normal billing cycle. This can be shown by either (a) demonstrating that someone in the household is a recipient of one of the following programs:

- CalWorks
- CalFresh general assistance
- Medi-Cal
- Supplemental Security Income/State Supplementary Payment Program
- California Special Supplemental Nutrition Program for Women, Infants and Children or (b) declaring under penalty of perjury that household income is less than 200% of the federal poverty level; and

- 2) The customer is willing to enter into an alternative payment arrangement, including an extension, amortization, or alternative payment schedule with respect to the delinquent charges.

B. This section is subject to the following procedures and requirements:

- 1) For customers who meet all of the above conditions, the Authority will offer one of the following options, to be selected by the Authority in its discretion: (1) an extension; (2) amortization of the outstanding balance; or (3) an alternative payment schedules.
- 2) The customer is responsible for demonstrating that the above conditions have been met. Upon receipt of documentation from the customer, the Authority will review the documentation within seven (7) days and either: (1) notify the customer of the alternative payment arrangement selected by the Authority and request the customer's signed assent to participate in that arrangement; (2) request additional information from the customer; or (3) notify the customer that he or she does not meet the above conditions.
- 3) The Authority may discontinue water service if a customer who has been granted a payment arrangement under this section fails to do any of the following for sixty (60) days or more: (a) to pay the outstanding balance by the extension date; (b) to pay any amount under the amortization schedule; (c) to pay any amount due under the alternate payment schedule; or (d) to pay their current charges for water service. The Authority will post a final notice of intent to disconnect service in a prominent and conspicuous location at the service address at least five (5) business days before disconnection of service. The final notice will not entitle the customer to any investigation or review by the Authority.

#### 5.6.5. Disputing or Appealing a Water Bill:

- A. A customer, by written request, may request a review of the water bill within seven (7) days of receiving said bill. While under review, the account will incur no late fees or penalties until the review is completed and the results are reported to the customer. The Authority will provide a written determination to the customer. The Authority may, in its discretion, review untimely requests; however, such requests are not subject to appeal.
- B. Any customer whose timely request for review has resulted in an adverse determination by the Authority, may appeal the determination to the Governing Board by filing a written notice of appeal with the Authority's Board Secretary within ten (10) business days of the Authority mailing its determination. Upon receiving the notice of appeal, the Board Secretary will set the matter to be heard at a Governing Board meeting and mail the customer written notice of the time and place of the hearing at least ten (10) days before the meeting. The decision of the Governing Board shall be final. In addition, the Authority will not discontinue water service while an appeal to the Authority's Governing Board is pending.

5.6.6. In a landlord-tenant situation the occupants can apply for water service pursuant to Section 5.6.9 of this Policy.

5.6.7. Restoration of Water Service:

- A. Water service may be restored, with no reconnection fee, during regular business hours after payment is made in full in one of the following ways:
  - 1) Payment is made at the Authority's Administration building.
  - 2) Payment is made on-line and a confirmation number is provided and payment is verified by the Authority.
  - 3) Payment is made over the telephone through the Authority's automated payment system and a confirmation number is provided and payment is verified by the Authority.
  - 4) Cash payment is made through an Authority approved vendor and a confirmation number is provided and payment is verified by the Authority.
- B. Water service may be restored after regular business hours from 5:00 p.m. to 9:00 p.m. Monday through Friday and from 7:00 a.m. to 9:00 p.m. on weekends and holidays when the following occurs:
  - 1) Payment is made as stated in Section 5.6.7. A, numbers 2 through 4.
  - 2) The customer agrees to the after-hours fee in section 4.1 of the

Supplement, which will be added to their next water bill.

5.6.8. Interest Waiver:

- A. For residential customers who demonstrate a household income below 200 percent of the federal poverty line, the Authority will waive interest charges on delinquent bills once every 12 months. The Authority will apply the waiver to any interest charges that are unpaid at the time of the customer's request.
- B. The Authority will deem a residential customer to have a household income below 200 percent of the federal poverty line if: (a) any member of the household is a current recipient of CalWORKs, CalFresh general assistance, Medi-Cal, Supplemental Security Income/State Supplemental Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (b) the customer declares under penalty of perjury the household's annual income is less than 200 percent of the federal poverty level.

5.6.9. Procedures for Occupants or Tenants to Become Customers of the Authority:

- A. This Section 5.6.9 only applies when a property owner, landlord, manager or operator of a residential service address is listed as the customer of record and has been issued a notice of intent to discontinue water service for non-payment.
- B. The Authority will make service available to the actual residential occupants if each occupant agrees to the terms and condition of service, including deposit requirements. However, if one or more occupants are willing to assume responsibility for subsequent charges to the account to the satisfaction of the Authority, or if there is a physical means, legally available to the Authority, of selectively discontinuing service to those occupants who have not met the requirements of the Authority's rules and regulations, the Authority shall make service available to occupants who have met those requirements.

- C. To be eligible to become a customer without paying the amount due on the delinquent account, the occupant shall verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease, rental agreement, rent receipts, a government document indicating the occupant is renting the property, or information disclosed pursuant to section 1962 of the Civil Code, at the discretion of the Authority.
- D. If prior service for a period of time is a condition for establishing good credit with the Authority, residence and proof of prompt rent payment for that period of time is a satisfactory equivalent.

5.6.10. Other Provisions:

- A. In addition to discontinuation of water service, the Authority may pursue any other remedies available for non-payment of water service charges including but not limited to: securing delinquent amounts by filing liens on real property, filing a claim or legal action, or referring the unpaid amount to collections.
- B. The Authority reserves the right to discontinue water service for any violation of Authority policies, rules or regulations other than non-payment.

5.6.11. Contact Information:

For customer questions or assistance regarding a water bill, the Authority's Customer Service staff can be reached at 619-420-1413. Customers may also visit the Authority's Customer Service section in person Monday through Friday from 8:00 a.m. to 5:00 p.m. except on Authority holidays.

## 5.7. Security Deposits

5.7.1. When a Security Deposit is Required:

- A. A security deposit will be required if an applicant for service is unable to provide sufficient credit information.
- B. Tenants who are the primary account holder will be required to pay a security deposit when a POAF cannot be obtained from the property owner.
- C. A security deposit may be required from any customer who assumes responsibility for future water billings where the current customer has not paid the present bill. The party assuming responsibility is not required to pay the delinquent account.

- D. The Authority reserves the right to require a security deposit from any customer who has been referred to the Authority's collection agency.
- E. The security deposit will be assessed to the existing account upon discovery, regardless of when the account was referred to the collection agency. Refer to the Supplement for how the deposit is calculated.
- F. Interest will not be paid on security deposits, nor be charged on any late payments. Service to the customer shall be rendered according to the existing Rates and Rules.
- G. The security deposit collected under this section will be applied to the customer's account at the time the account is closed.

## **5.8. Water Bill Adjustment**

### 5.8.1. Authority and Board Action:

- A. The General Manager or their designee, shall have the authority to compromise, and adjust payments and procedures established hereunder.
- B. Adjustments are made pursuant to the One-Time Adjustments to Customers' Water Bills policy.
- C. Unless approved by the General Manager, no extension of time to pay any delinquent account shall exceed twelve (12) months.
- D. Any request to adjust a water bill by more than fifteen-hundred (\$1,500) dollars, shall be presented to the Authority's Governing Board for consideration and action.

## **5.9. Advance Payment**

The Authority may, at its discretion, and for the convenience of its customers, require and/or accept in advance, the payment of an amount equal to the estimated water charge for a specific period of time (Example: The customer may deposit funds prior to an extended absence from the premises to cover expected water charges).

## **5.10. Returned Payments**

### 5.10.1. Personal Checks

- A. Accounts will incur a returned payment charge when checks, automatic payments, and electronic checks are returned to the Authority by the bank. The returned payment charge is shown in the Supplement. The customer and/or maker of the check will be notified that the bank has returned their check.

- B. The Authority will not accept future check, automatic payment, or electronic check from a customer when two (2) returned payment charges are incurred within a twelve (12) month period. The Authority will accept payment in the form of a check, automatic payments, or electronic check after one (1) year of satisfactorily fulfilled account payments.
- C. If the account holder makes a check payment that is deemed to be fraudulent, a notation will be made to the customer's account indicating that no future check payments will be accepted on the account.

**5.11. Credit Card/Electronic Check Payment**

5.11.1. Chargebacks:

- A. If the Authority receives a chargeback request, the account will incur a credit card chargeback fee as stated in the Supplement. The customer will be notified that a chargeback request was received.
- B. After two (2) chargebacks, a notation will be made to the customer's account indicating that future credit card payments will not be accepted for a one (1) year period.
- C. If the account holder makes a credit card transaction that is deemed to be fraudulent, a notation will be made to the customer's account indicating that no credit card payments will be accepted on the account for a period of ten (10) years from the date of the fraudulent payment.

**5.12. After-Hours Service**

5.12.1. Fees and Restoration:

- A. The after-hours service fee, as shown in the Supplement, will be charged for a connection of water service outside of normal business hours. After-hours service connections are limited to the hours of 5:00 p.m. to 9:00 p.m. Monday through Friday and 7:00 a.m. to 9:00 p.m. on Saturday, Sunday or holidays.
- B. Customers requesting restoration of water service that was a result of a delinquent water account must provide a payment confirmation number from the Authority's third-party payment processing vendor for service to be restored.

The after-hours service fee will be charged, but is not required to be paid prior to connection. The after-hour limitations stated in 5.12.1 also apply.

- C. When a representative is dispatched to the property for any of the above conditions, every effort will be made to contact the customer. If the

customer is not present for the connection; the Authority will not send another representative to the property until proper arrangements have been made through the Customer Service section during regular business hours.

### **5.13. Emergency Shut-Off Service**

#### 5.13.1. Shut-off Valve:

- A. The Authority includes a consumer shut-off valve as part of each new meter and lateral installation. The valve is installed on the customer's (discharge) side of the water meter and may be turned off by the customer to allow for plumbing repairs or in the event of a plumbing failure requiring emergency shut off.
- B. In no event shall the customer attempt to operate the Authority's valves on the street side of the meter.
- C. Many older water meter and lateral installations do not include a consumer shut-off valve. In that event, customers are encouraged to install a shut-off valve at a convenient location in the private plumbing system. If an emergency occurs requiring a water service be shut off to allow repairs and no consumer shut-off valve has been installed, upon request, the Authority will dispatch its personnel to turn off service at the Authority's valve as soon as possible after receipt of the request. When the Authority is notified to restore service, the water will be turned on upon the availability of service personnel.
- D. If a customer requires such emergency shut-off services from the Authority, outside of normal business hours, more often than twice in twelve (12) month period, a fee for each subsequent service call will be charged, as shown in the Supplement.

## **6. METER FAILURE AND ADJUSTMENT OF BILLS**

### **6.1. Meter Test**

- 6.1.1. A customer may request that the meter through which water service is rendered be tested for accuracy.
- 6.1.2. The customer shall place a deposit for a meter test with the Authority to cover the cost of the test, as set forth in the Supplement. If it is found that the meter does not register more than five (5%) percent above true registration, the deposit for the meter test will be retained by the Authority.
- 6.1.3. If the meter is found to register more than five (5%) percent above the true registration, another meter will be installed by the Authority, and the deposit for the meter test will be returned to the customer and an adjustment of water charges will be made.

- 6.1.4. No adjustment in water charges shall be made for excess registration for more than four (4) months preceding the request by the customer for the test.
- 6.1.5. Should any meter fail to register during any billing period, the customer will be billed for the estimated use as follows:
  - A. If the customer has a consumption history of one (1) year, the billing shall be for the amount used during the same period in the preceding year.
  - B. If the customer does not have a consumption history for the preceding year, the billing may be for the amount used during the billing period immediately prior to the period in which the meter failed to register, or may be based on a reading made on the replacement meter as adjusted to cover the complete billing period.

## **7. RESALE OF WATER**

No customer may profit from the sale of water delivered by the Authority.

## **8. UNAUTHORIZED USE OR WASTE OF WATER**

No consumer shall use water upon any land other than that covered by the Application for Service, nor shall knowingly permit leaks or waste of water.

## **9. AUTHORITY'S RIGHT OF INSPECTION AND ACCESS**

Authorized Authority personnel shall have unrestricted access at reasonable hours to all premises supplied by the Authority to inspect the supply system, meters, or other measuring apparatus, and to see that the rules and regulations of the Authority are being observed.

## **10. UNAUTHORIZED REGULATION OF WATER**

No person, except duly authorized employees of the Authority, shall be permitted to operate, adjust, or modify in any way, any Authority facility or equipment.

## **11. DAMAGE TO AUTHORITY PROPERTY**

Any damage occurring to a meter or other Authority facility, or any property of the Authority, caused by a customer/consumer must be paid for by the customer on presentation of a bill therefore.

## **12. INTERRUPTION OF DELIVERY**

In case of necessity, water may be shut off from the Authority's system, but such stoppage will be for the shortest practical time. Except in case of emergency, the customer will be notified in advance of such action wherever possible.

## **13. HOT WATER AND STEAM BOILER INSTALLATIONS**

Hot water installations should be made in conformity with the applicable plumbing code. When water is used to supply a steam boiler, its owner shall supply a tank of sufficient capacity into which the service pipe will discharge to provide a supply for at least twelve

(12) hours. The Authority will not be responsible for the safety of hot water heaters, boilers, or tanks on the premises of any consumer.

#### **14. MAILING LISTS AND OFFICE RECORDS**

The names and addresses of water customers or vendors, or correspondence of the Authority, shall not be publicly available, except to the extent required by law, and no mailing lists shall be prepared or provided by the Authority or by any of its officers or employees, which are compiled from records of the Authority.

#### **15. STATE LAWS**

##### **15.1 Protection of Public Water Supplies**

For protection of public water supplies, many offenses are by state law made misdemeanors for which the offender may be criminally prosecuted. These include:

Section 498, Penal Code

Stealing water or property, taking water or property without the Authority's knowledge, tampering with Authority equipment or making unauthorized connections.

Section 592, Penal Code

Intent to defraud, take water from any canal, ditch, flume, or reservoir.

Section 607, Penal Code

Unauthorized operation of gate or control of water supply, injuring tanks, flumes, reservoirs, etc.

Section 624, Penal Code

Willfully breaks, digs up, obstructs, or injures any water pipe or main, or any works erected for supplying buildings with water, or any appurtenances cutting or obstructing pipes, etc.

Section 625, Penal Code

Taking water after works have been closed or meter sealed.

Section 117000, Health & Safety Code Bathing

(swimming) in reservoirs, etc.

Sections 7583-7605, et seq. Title 17, California Administrative Code Regulations relating to cross-connections.

##### **15.2. Corrective Actions**

Cost for any corrective actions taken by the Authority as a result of any violations stated herein will be billed to the responsible party, including water use charges based on meter readings, estimates, or fees charged, and charges necessary to recover costs for Authority property or equipment that has been damaged.

##### **15.3. Unauthorized Use of Water**

Unauthorized use of water through fire hydrants or other Authority facilities either by direct means or through the tampering of a temporary meter is a violation of state law for which the offender

may be criminally prosecuted and be subject to fines listed in the Authority's Supplement.

#### **15.4. Civil Action for Damages**

Civil Code Sections 1882-1882.6 permits the Authority to file a civil action for damages for the unauthorized taking of the Authority's water, illegal and unauthorized connections to any facilities owned or used by the Authority, or interference with Authority property or facilities, and permit the recovery of three

(3) times the amount of actual damage, plus the costs of suit and reasonable attorney's fees.

#### **15.5. Violations**

Any violation of the Authority's Rates and Rules shall be cause for the Governing Board, acting by and through its General Manager, to apply such penalties as may be provided by law, or to take any other action as deemed appropriate, including but not limited to, the discontinuance of potable water service.

#### **16. DROUGHT RESPONSE PLAN**

These Rates and Rules will be administered in conjunction with the Authority's Drought Response Plan.

#### **17. AMENDMENTS**

The Governing Board of Sweetwater Authority may, at its direction, alter, amend, add to, or permit exceptions to these Rates and Rules.

# 23 Appendix E – SWA Backflow Assemblies and Air Gaps

## 10. Backflow–Cross Connection Control ?

### A. Backflow Assemblies and Air Gaps

	Total Number Reported in 2023	Total Number in System in 2024	Number Installed in 2024	Number Tested in 2024	Number Failed in 2024	Number Repaired/ Replaced
Backflow Assemblies on the Service Connections or Meter (Reduced Pressure Principle and Double Check Valve assemblies) <span>?</span>	3534	3726	176	3812	293	391
Backflow Assemblies On-site but not on the Service Connections or Meter (Reduced Pressure Principle and Double Check Valve assemblies) <span>?</span>	1087	950	50	944	114	103
Air-gap Separation <span>?</span>	0					

No. of *Inactive* Backflow Prevention Assemblies in water system in 2024: ?

### B. Cross Connection Control Program ?

Are cross-connection control surveys regularly conducted on the system? ?

Date of last cross-connection control survey done on the system:

#### Cross Connection Control Program Supervisor

Name:

Business Phone:

Email Address:

List the name of trainings or certifications received:

Certification Number (if applicable):

Describe any cross-connection incidents that occurred during 2024. ?

COMMENTS (Note: Comments will be made publicly available): ?