

ARROWBEAR PARK COUNTY WATER DISTRICT

Rules and Regulations Handbook

POLICY TITLE: Sewer Service Charges & Billing

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POLICY NUMBER: 2060

Effective Date: 9-17-2026

FEE NOTICE: Any fee, charge, deposit, or other monetary amount referenced in this policy shall be the amount established in the District's current Master Fee Schedule, as amended from time to time.

2060.10 SEWER SERVICE WITHIN DISTRICT - The schedule for charges to be collected by the District for sewer service within the boundaries of the District are hereby fixed and available on the District's Master Fee Schedule, as amended from time to time.

2060.10.1 EQUIVALENT DWELLING UNIT (EDU) BASED WASTEWATER RATE POLICY - This equivalent dwelling unit policy is adopted by the Arrowbear Park County Water District (District) pursuant to the District's most recent applicable resolution. If a use is not specifically listed, District staff will determine the appropriate EDU calculation.

Equivalent Dwelling Unit or "EDU" means the unit of measure used to impose sewer service charges on each improved property, as determined by the District's most recent applicable resolution or any subsequent resolution. One EDU represents the estimated sanitary sewage discharge of a typical single-family dwelling unit.

The District may audit the sewer accounts of residential and commercial users after the first year following connection and approximately every three (3) years thereafter. Any alteration to a residential or business premises for which a building permit is required, expansion of the property, or expansion or alteration of business operations shall trigger a review of the account and recalculation of the applicable EDUs. For purposes of this section, a "fixture" means a plumbing fixture that discharges or may discharge wastewater into the District's sewer system. Irrigation, fire-protection, and other water connections that do not discharge into the sewer system shall not be included unless the Board-adopted EDU schedule expressly provides otherwise.

2060.10.2 EDU DETERMINATION APPEAL - A customer who disputes the District staff determination of the EDU calculation for the customer's property or business shall submit a written appeal to the District within ten (10) days. The Board of Directors shall set a time and place for hearing the appeal, ordinarily as an agenda item at the next regularly scheduled Board meeting. The decision of the Board of Directors is final.

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EQUIVALENT DWELLING UNIT TABLE

Classification		Equivalent Dwelling Units
Residential:		
	Single Family Residence, Vacation Home:	1.0
	Per each fixture over 20 fixtures	0.1
	Per each ADU	0.5
	Duplex (on one account):	2.0
	Per each fixture over 20 fixtures	0.1
	Per each ADU	0.5
	Apartment/Mobile Home Park (on one account):	
	First unit	1.0
	Additional per unit	1.0
Agricultural:		
	General	Staff calculated
Commercial:		
	Bank or savings and loan:	1.0
	Per each fixture over 10 fixtures	0.1
	Bar:	1.0
	Per each seat over 20	0.05
	Barbershop, Beauty Salon:	1.0
	Per each fixture over 10 fixtures	0.1
	Campsite (RV parks):	1.0
	First campsite	0.3
	For each additional campsite	0.15
	First RV site (no hookups)	0.5
	For each additional RV site (no hookups)	0.25
	First RV site (with hookups)	0.5
	For each additional RV site (with hookups)	0.3
	Any site occupied by the same RV for 6 months or longer	0.5
	Additional for shower/laundry rooms	1.0
	Additional for RV dump	3.0
	Pools up to 500 square feet	1.0
	Pools over 500 square feet	2.0

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	Car wash:	
	Per bay (with water recycling system)	0.5
	Per bay (without water recycling system)	1.0
	Convenience store:	1.0
	Doctor, dentist, medical professional:	1.0
	Per each fixture over 20 fixtures	0.1
	Drugstore:	1.0
	Per each fixture over 20 fixtures	0.1
	Fitness studio/gym:	1.0
	Per each fixture over 20 fixtures	0.1
	Additional for shower room	1.0
	Garage, Automotive repair or Tire sales/installation:	1.0
	Additional per stall over 2	0.25
	Grocery store:	1.0
	Additional with bakery	1.0
	Additional with butcher	1.0
	Additional with deli	1.0
	Additional with floral	0.5
	Group care facility/congregate living facility:	2.0
	Additional per bed	0.25
	Kitchen	1.0
	Laundry	1.0
	Hardware store:	1.0
	Per each fixture over 20 fixtures	0.1
	Hospital:	5.0
	Additional per bed	0.3
	Hotel/motel:	1.0
	Additional per unit	0.3
	Conference facility	1.0
	Laundry room	1.0
	Pools up to 500 square feet	1.0
	Pools over 500 square feet	2.0
	Laundry:	
	Self-service up to 10 washing machines	3.0
	Additional machines over 10	0.1
	Office building:	1.0
	Per each fixture over 20 fixtures	0.1
	Restaurant/cafe - sit down:	1.0

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	Per each seat over 20 seats	0.05
	Additional for drive-up window	0.5
	Restaurant - fast food:	1.0
	Per each seat over 20 seats	0.05
	Additional for drive-up window	0.5
	Retail store:	1.0
	Per each fixture over 20 fixtures	0.1
	School/daycare (up to 25 students):	1.0
	Per student over 25 based on maximum occupancy	0.05
	Service station - gas and restroom only	1.0
	Additional for convenience store	1.0
	Spa/health center/salon:	1.0
	Per each fixture over 20 fixtures	0.1
	Summer Camp:	1.0
	Additional per bed/cot	0.05
	Additional for each shower room and/or laundry rooms	1.0
	Kitchen	1.0
	Pools up to 500 square feet	1.0
	Pools over 500 square feet	2.0
	Veterinarian:	1.0
	Per each overnight animal housing unit	0.1
	Industrial:	
	General use	Staff calculated
	Warehouse/storage unit:	1.0
	Per each fixture over 20 fixtures	0.1
	Public/semipublic/assembly/religious:	
	Assembly hall or auditorium:	
	Up to 50 seats	2.0
	Per each seat over 50 based on maximum occupancy of largest room	0.05
	Kitchen	1.0
	Per fixture over 20 fixtures	0.1

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	Church	See assembly hall
	Club or lodge	See assembly hall
	Theater/performing arts center	See assembly hall
	Welcome/Visitor Center (with public restrooms):	2.0
	Fire Station:	1.0
	Per full-time staff	0.1

2060.30 SEWER SERVICE TO TRAILER SEWAGE DISPOSAL STATIONS - At the option of the General Manager, subject to approval of the Board of Directors, sewer service may be provided to the owner of an approved trailer sewage disposal station:

2060.30.1 At no charge if use of the station is offered as a public service at a nominal charge or no charge.

2060.30.2 Other owners shall be charged in accordance with the terms of the individual service agreement with the owner.

2060.31 BASIC CHARGE PER UNIT - The basic monthly charge per equivalent dwelling unit (EDU) shall be the amount established in the District's current Master Fee Schedule.

2060.40 BASIC CHARGE PER UNIT - The basic monthly charge per equivalent dwelling unit (EDU) shall be the amount established in the District's current Master Fee Schedule.

2060.50 OWNER'S GUARANTEE - Except for properties where sewer service charges began on or before January 1, 1977, by order of the Board of Directors, sewer service charges begin when a building sewer has been connected to the District's sewer system, provided water service is available. If water service is not available, sewer service charges shall not begin until water service becomes available. The property owner signing the application for sewer service remains liable for sewer service charges until the District is notified in writing to transfer the account to another property owner.

2060.60 BILLS AGAINST PROPERTY - Unpaid sewer service charges may be collected by civil action, placement on the tax roll, imposition of a lien, or any other remedy authorized by law. A lien or tax-roll collection shall arise only after the District has complied with all applicable procedures, including any required notice, report, hearing, Board action, and recording requirements. A transfer of the property does not discharge a valid lien or charges for which the responsible customer remains personally liable.

2060.90 OWNER-TENANT AGREEMENT - When a property owner (Owner) rents the premises to a tenant, the bill for service will continue to be mailed to the Owner. The tenant and Owner may make an agreement regarding payment of the charges, and the District may communicate the current amount due to the tenant and accept payment from the tenant. An

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owner-tenant agreement does not relieve the Owner of responsibility for unpaid charges associated with the property.

When tenant-occupied premises are scheduled for discontinuation of residential water service because of unpaid sewer service charges, a tenant may avoid shutoff and will not be responsible for charges incurred before the tenant became responsible for the account if the tenant provides evidence that the Owner is responsible for the charges, or that the tenant did not occupy the premises when the charges were incurred, and the premises are served by an individual water meter. Within ten (10) days after receipt of a Notice of Imminent Discontinuation of Residential Water Service for Nonpayment, the tenant must: (1) pay the current charges incurred by the tenant; (2) complete an application for service and agree to be legally responsible for service charges from the application date forward; (3) pay the applicable application processing fee.

Upon termination of a Tenant Service Agreement, legal responsibility for service charges immediately and automatically reverts to the Owner.

- 2060.100 MINIMUM MONTHLY CHARGE** - The minimum monthly charge shall be paid by each property having a connection to the District's sewer system. The charge shall be paid regardless of water use, occupancy, or whether water service is turned on or off. This requirement spreads the cost of maintaining the District's sewer system and infrastructure among all properties served.
- 2060.110 BILLING** - Sewer service charges shall be billed and payable twelve (12) months per year whether or not the premises are occupied. The billing period shall be determined by the District. Separate bills shall be rendered for each service installation.
- 2060.120 PAYMENT OF BILLS** - Bills for sewer service shall be rendered at the end of each billing period and are payable upon presentation. Office hours will be maintained for the convenience of customers and the public and will be conspicuously displayed outside the District office.
- 2060.130 DELINQUENT ACCOUNT LATE CHARGE** - Accounts not paid on or before the delinquency date, the 23rd of each month or the next business day following the 23rd, will be subject to a late charge each month.
- 2060.140 DELINQUENT ACCOUNT INTEREST CHARGE** - Accounts not paid on or before the delinquency date, the 23rd of each month or the next business day following the 23rd, will be subject to a fee and interest of one and one-half percent (1.5%) per month on the unpaid balance. At the request of a residential customer who demonstrates household income below 200 percent of the federal poverty level, the District shall waive interest charges on delinquent bills once every twelve (12) months. A residential customer is deemed to have household income below 200 percent of the federal poverty level if any household member is a current recipient of CalWORKs, CalFresh, general assistance,

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Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or the California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is below 200 percent of the federal poverty level.

2060.150 BILL CONTESTING AND APPEAL - A customer who believes a sewer service bill contains an error may contact the District by telephone at (909) 867-2704, by email at info@arrowbearwater.org, or by mail at APCWD, P.O. Box 4045, Arrowbear Lake, CA 92382. District staff will determine the matter under current District policy and notify the customer in writing within five (5) business days after receiving the request for review. The customer may appeal the staff determination to the General Manager within fifteen (15) days after receiving it. The General Manager will issue a written determination within five (5) business days. The General Manager's determination is final, subject to any further administrative or legal appeal authorized by law.

Residential water service will not be discontinued while a timely bill review or appeal is pending. Upon receipt of a Notice of Imminent Discontinuation of Residential Water Service for Nonpayment, the customer is responsible for providing evidence of any appeal pending before another administrative or legal body.

2060.160 DUE DATES, DELINQUENCIES, DISCONTINUATION OF WATER SERVICE FOR NONPAYMENT OF SEWER CHARGES, AND AFTER-HOURS/WEEKEND CHARGES –

Sewer service charges are due and payable on the date the bill is mailed to the property owner or the owner's designated agent and become delinquent on the 23rd of the month following the close of the billing cycle. For purposes of this rule, discontinuation of service or shutoff means discontinuation of District water service based in whole or in part on unpaid sewer service charges. The District does not physically disconnect sewer collection service.

Delinquent accounts will show a "PAST DUE" notice on the next month's bill and advise that the account will be subject to discontinuation of residential water service after the balance has remained delinquent for at least sixty (60) days.

If the account remains delinquent during the next billing cycle, the District will make a good-faith effort to visit the residence and place a Notice of Imminent Discontinuation of Residential Water Service for Nonpayment in a conspicuous location on the property, ordinarily on or near the front door, at least seven (7) business days before the proposed shutoff. The notice will advise the customer or occupant that water service will be discontinued unless payment or an arrangement for payment is made before the account is at least sixty (60) days delinquent.

The notice shall include, at a minimum, the customer's name and address, the amount of the delinquency, the date by which payment or a payment arrangement is required to avoid discontinuation of water service, the procedure for requesting a short-term extension of the

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shutoff date, a deferred or reduced payment plan, an installment payment arrangement, or an alternative payment schedule, and the procedure for requesting review or appeal of the bill.

Payment arrangements under Section 2060.140 are available without requiring the customer to satisfy the three conditions in Section 2060.150. Customers satisfying all three conditions in Section 2060.150 receive the additional protections required by that section.

The notice will satisfy the written-notice requirements applicable to discontinuation of residential water service for nonpayment. If payment or an approved payment arrangement is not made by the deadline stated in the notice, the customer's water service may be discontinued, the meter locked, and the applicable shutoff-order dispatch fee added to the account. For a residential customer who demonstrates household income below 200 percent of the federal poverty level, the shutoff-order dispatch or reconnection fee shall not exceed the amount specified by law or the District's actual cost. Applicable fees may be adjusted as authorized by law.

Accounts for which water service has been discontinued will have the meter locked. Tampering with District property is addressed in Section 1010.80.

A customer requesting restoration of water service must contact the District during regular business hours and pay the past-due amount or enter into an approved payment arrangement, together with any applicable shutoff-order dispatch or reconnection fee. After-hours or weekend restoration, customer-requested water shutoff or turn-on, and after-hours shutoff required because of a visually apparent leak are also subject to the applicable call-out fee.

If an account for which water service has been discontinued remains delinquent for ninety (90) days, a Notice of Intent to Lien will be mailed to the address on the service application. If all past-due amounts are not paid within seven (7) days, a lien may be placed on the property and the applicable lien fee added to the account. Liens must be satisfied before legal transfer of the property. Minimum charges, late charges, and interest will continue to accrue on any delinquent or liened account.

2060.170 PAYMENT ARRANGEMENTS AVAILABLE TO CUSTOMERS - A customer unable to pay a delinquent balance in full may request a deferred payment plan, reduced payment plan, installment payment arrangement, or alternative payment schedule. A customer is not required to demonstrate a medical condition, financial hardship, or eligibility for a public-assistance program to request a payment arrangement under this section.

A payment arrangement must be requested before residential water service is discontinued. The General Manager or designee may approve an arrangement after discontinuation when reasonable under the circumstances and consistent with applicable law.

The terms of a payment arrangement shall be based on the delinquent balance, the customer's payment history, ability to pay, and ability to remain current on future service

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charges. The District shall not require a fixed minimum down payment when a different arrangement would reasonably allow the customer to pay the delinquent balance.

Unless otherwise approved by the General Manager, a payment arrangement shall provide for payment of the delinquent balance over a period not exceeding twelve (12) months. The General Manager may approve a longer repayment period when necessary to avoid undue hardship and when the customer is reasonably able to comply with the extended arrangement.

The customer must:

1. Sign or otherwise accept a written payment arrangement;
2. Make each payment required by the arrangement by its stated due date; and
3. Pay all new and current water and sewer service charges by their regular delinquency dates.

No additional late charges or interest shall accrue on the balance included in the payment arrangement while the customer remains in compliance. Late charges and interest may continue to apply to new charges that are not timely paid.

Only one payment arrangement may be active on an account at one time. Ordinarily, a customer shall not receive more than two voluntary payment arrangements or reinstatements during any rolling twelve-month period. The General Manager may approve an additional arrangement when:

1. The customer has experienced a substantial change in circumstances;
2. The customer has demonstrated a good-faith effort to pay;
3. An additional arrangement is reasonably likely to result in payment of the account; or
4. The arrangement is necessary to comply with applicable law.

The frequency limitation in this section does not limit any protection or payment option the District is required to provide by state or federal law.

2060.180 SPECIAL HEALTH AND FINANCIAL HARDSHIP PROTECTIONS - The District shall not discontinue residential water service because of unpaid sewer service charges when all three of the following conditions are satisfied:

1. A primary care provider certifies that discontinuation of residential water service would be life threatening to, or pose a serious threat to the health and safety of, a resident of the property;
2. The customer demonstrates that the household is financially unable to pay residential service charges within the District's normal billing cycle, as determined under applicable law; and
3. The customer is willing to enter into an amortization agreement, alternative payment schedule, temporary deferral, or plan for deferred or reduced payment of the delinquent charges.

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When all three conditions are satisfied, the District shall offer one or more payment options authorized by applicable law. The District may select the payment option and establish reasonable terms based on the circumstances of the account.

Ordinarily, the payment option shall result in repayment of the delinquent balance within twelve (12) months. The General Manager may approve a longer repayment period when necessary to avoid undue hardship based on the circumstances of the individual case. A customer who does not satisfy all three conditions may still receive a payment arrangement under Section 2060.140.

2060.190 DEFAULT, REINSTATEMENT, AND SUBSEQUENT ARRANGEMENTS - A customer is in default of a payment arrangement when the customer fails to make a scheduled arrangement payment or fails to pay new and current service charges as required by the agreement. Default does not authorize immediate discontinuation of residential water service. Water service may be discontinued only in accordance with applicable law, including all required waiting periods and notices.

Residential water service may be discontinued no sooner than five (5) business days after the District posts a final notice of intent to discontinue service in a prominent and conspicuous location at the property when either:

1. 1. The customer has failed to comply with a payment arrangement, alternative payment schedule, amortization agreement, temporary deferral, or reduced-payment plan for sixty (60) days or more; or
2. 2. While participating in a payment arrangement, the customer has failed to pay current residential water or sewer service charges for sixty (60) days or more.

Before water service is discontinued, a customer may request one reinstatement or modification of the payment arrangement during the same delinquency episode. The General Manager or designee may:

1. Reinstatement the existing arrangement;
2. Modify the payment amounts or payment dates;
3. Add missed payments to the remaining arrangement balance;
4. Require a reasonable payment as a condition of reinstatement; or
5. Deny reinstatement when the customer has not demonstrated a reasonable ability or willingness to comply with a revised arrangement.

If the customer defaults a second time during the same delinquency episode, the customer does not have an automatic right to another voluntary arrangement. The General Manager may approve another arrangement after considering the customer's payment history, changed circumstances, good-faith payments, ability to comply with revised terms, and the likelihood that another arrangement will result in payment. Any statutory right to a payment option or protection from discontinuation remains available notwithstanding a prior default. Upon termination of a payment arrangement, the unpaid balance becomes immediately due, and normal late charges and interest may resume prospectively.

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2060.200 SHORT-TERM EXTENSION OF SHUTOFF DATE - A customer scheduled for discontinuation of residential water service based in whole or in part on unpaid sewer service charges may request a short-term extension of the shutoff date without entering into a payment arrangement.

The request must be made before the District completes the shutoff. A standard extension may be granted for up to ten (10) calendar days. The General Manager may approve a longer extension when unusual circumstances justify additional time.

As a condition of the extension, the customer shall agree to do one of the following by the extended deadline:

1. Pay the amount subject to shutoff in full; or
2. Enter into an approved payment arrangement under Section 2060.140.

If the customer does not pay the required amount or enter into an approved payment arrangement by the extended deadline, the District may discontinue water service on or after the extended shutoff date without providing an additional notice, provided the District previously issued all notices required by this rule and applicable law.

The District shall provide written confirmation of the extended deadline. The confirmation shall state the amount required, the extended deadline, and that water service may be discontinued on or after that date without further notice.

Nothing in this section eliminates any additional waiting period or notice required for a customer receiving protections under Section 2060.150 or applicable law.

2060.180 PERMANENT ABANDONMENT OF SEWER SERVICE

The record owner of a property may submit a written application for permanent abandonment of an existing sewer service connection. The General Manager shall approve an application after determining that the owner has satisfied the requirements of this section.

Before approval, the owner shall provide satisfactory evidence of ownership, pay or make an approved arrangement for all charges due, deposit the District's estimated abandonment cost, and obtain all permits and written approvals reasonably required by the District. The owner must demonstrate that termination of sewer service will comply with applicable building, land-use, environmental-health, sanitation, and occupancy requirements, including approval of any alternative method of sewage disposal.

The District shall determine the location and method of abandonment and shall perform, contract for, or inspect the permanent capping or disconnection of the sewer lateral. Sewer charges shall continue until the District completes and accepts the abandonment in writing. The owner shall pay the District's actual cost, with any difference between the deposit and actual cost billed or refunded after completion.

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Upon completion, the property shall relinquish any claim to the former connection, capacity, priority, or credit. Previously paid connection or capacity charges shall not be refunded. Any future request for sewer service shall be treated as a new connection and shall be subject to all then-current requirements and charges. The District does not guarantee that service or equivalent capacity will be available in the future.

Permanent abandonment of sewer service does not terminate or otherwise affect charges for any water service connection remaining at the property. The District may require the owner to execute and record a notice of permanent abandonment. A denial may be appealed to the Board of Directors.