



**CUSTOMER POLICY and PROCEDURES**

**Revision Date – June 3, 2022**

**Rules & Regulations for  
Hunter Valley Community Services District (HVCSD)**

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**Article I**  
**Term Definitions**

1. **Applicant:** Any individual owning land located within the HVCSD service area may apply for water service. Such water service is at the discretion of the HVCSD Board of Directors and if the individual property meets and is approved by the Del Norte County Code Enforcement Department as a habitable permanent structure. Hunter Creek Subdivision is not zoned for Recreational Vehicles as a primary residence.
2. **Board of Directors:** The governing body of the HVCSD; Hunter Creek Subdivision, Klamath, CA.
3. **Customer or Property Owner:** These terms are interchangeable and describes any individual which has applied for and granted water service.
4. **Point of Delivery:** The point of delivery for service to each customer parcel shall be at the HVCSD provided and maintained shut-off valve just off the main supply line.
5. **Point of Use:** For each customer of the HVCSD water system, the point of use shall mean the precise location at which water is used or consumed (a permanent stick-built residence, manufactured or mobile home fixed dwelling, etc.) or similar location on the customer's premises, where water is to be used by the property owner or his/her agent. Water service shall not be provided for a compromised or leaking water supply line, for structures determined uninhabitable by DN County Code Enforcement or to a temporary recreational vehicle without a permanent, habitable and approved structure by the County of Del Norte.
6. **Service:** The term "service" shall mean the availability for use by the customers of water adequate to meet the standard customer's requirements. Service shall be considered "available" when the HVCSD maintains the water supply at normal pressure at the point of delivery in readiness for the customer's use, regardless of whether the customer makes use of it. The HVCSD provides for the availability of water but doesn't charge for the amount of water used, as is characteristically associated with water that is charged through a meter.
7. **Service Area:** The geographic areas served by the HVCSD area described as within the proper boundaries of the Hunter Creek Subdivision and a limited number of adjoining properties.
8. **Main Supply Line:** The HVCSD water mainline pipe infrastructure between the well and saddle (or other connector) that joins the point of delivery shut-off valve on the customer's property to the customer provided and maintained service (supply) line to the residence. It is the responsibility of the property owner to ensure HVCSD has clear access to HVCSD main and shut-off valve and shall not be incumbered by customer installed driveway paving, walkways, landscaping or other structures.
9. **Service Line:** Any maintenance on a customer's service line that extends from the Point of Delivery to the Point of Use is the property owner's sole responsibility.
10. **Water User's Agreement:** The agreement or contract between the customer and the HVCSD, pursuant to which water service is supplied and accepted.



11. Water Service Connection: A water service connection consists of a water shut-off valve connected, in close proximity to the HVCSD larger diameter mainline, and other facilities for supplying water to a single point of use (one permanent residence). A single customer is supplied with one service connection per parcel. If that customer has more than one parcel, as in multiple adjoining properties, a water service connection is provided.

## Article II General Rules

1. The purpose of the HVCSD is to provide a safe supply of water to the customers within its service area only. The supplying and taking of water shall be in conformance with these rules and regulations, and applicable rate schedules of the HVCSD.
2. Each customer of the HVCSD shall be eligible to receive service from the HVCSD only after a Water User's Agreement has been executed (signed) between the property owner and the HVCSD.
3. The HVCSD agrees to provide service to the point of delivery, and install and maintain at its expense, one shut-off valve for each parcel, based on a valid Water User's Agreement.
4. The customer will install and maintain, at their own expense, service lines from the point of delivery to the point of use. The customer will make repairs on a timely basis as necessary. The HVCSD may, at its discretion, shut off the water to the property for the duration of such repairs or to reduce the adverse impact on the overall service and infrastructure to other customers.
5. A service connection is for the sole use of the property owner. Customers shall not permit extension of pipes or other hoses for the purpose of transferring water from one property to another property/parcel, from one point of use to another, nor share or resell water to any other person or entity. Violations of this policy shall constitute cause for immediate disconnection of service.
6. At no time shall any customer or individual connect a non-system water source (cross connection) to any HVCSD service or water line. Representatives of the HVCSD shall have the right to enter customers' premises for the purpose of inspection and enforcement of this policy at all reasonable hours. Violations of this policy shall constitute cause for immediate disconnection of service.
7. It is the responsibility of each customer to anticipate changes in occupancy and to have the service transferred to a new property owner in accordance with this policy for obtaining service. Until service is formally transferred, the original customer shall be responsible for payment of service. The Board may refuse to transfer water service until all past-due bills and charges have been paid.
8. Customers agree to pay the established fees for water service in accordance with applicable rate schedules at the time service is provided by the HVCSD.
9. Representatives of the HVCSD shall have the right at all reasonable hours to enter the customer's property in order to: inspect exterior piping; and to perform other duties for the proper maintenance and operation of service, or to remove its equipment upon discontinuance of service by either the customer or the HVCSD.
10. The HVCSD shall make all reasonable efforts to supply continuous, uninterrupted service. However, it shall have the right to interrupt service, for the purpose of making repairs, connections,



extensions, or for other necessary work. Efforts will be made to notify customers who may be affected by such interruptions, if possible, however HVCSD will not accept responsibility for losses which might occur due to such necessary interruptions, nor does the HVCSD accept responsibility for losses due to such interruptions of service caused by storms, floods, or other causes beyond its control.

11. Each Customer of the HVCSD is responsible for maintaining a clear and ready access to the HVCSD maintained Point of Delivery shut off valve that connects the water main to the customer-maintained Service Line on the Customer's property. This Point of Delivery shut off valve allows the Customer's residence to be isolated from the main Supply Line. The Point of Delivery shut off valve is required to perform leak maintenance and repairs on the Customer's property without shutting down water service to other customers in the Service Area.

### **Article III Obtaining Water Service**

1. Applications for service shall be received at the residence of the HVCSD Treasurer and must be accompanied by a collection of appropriate (new account & annual) water fees. The collection fee will be nonrefundable. Customers with service termination due to non-payment will not have any deposit on record applied to their account to satisfy arrears (past due amounts) prior to actual termination of water service. Water service will be terminated if no such deposit is on record. Reconnection fee of \$300.00 plus the \$100.00 cost of backhoe services will be charged and collected before water service is restored.
2. Before installing a service connection and providing water available for use, the HVCSD may require the applicant to pipe his home and be ready to accept service.
3. Customer's responsibility is to make connection between the service line and the residence. HVCSD staff will connect the customer service line to the HVCSD water shut-off valve. We ask that customers or their agents don't make the physical connection between the HVCSD shut off and the residence's water supply line to avoid any potential damage to HVCSD infrastructure.

### **Article IV Customer Billing**

1. Customers will be billed every July of each year in accordance with the rate structure of the HVCSD.
2. Customer Annual Water Fee invoices will be mailed on or about the 1st day of June of each year and are due on the first day of July of each year.

### **Article V Payment Terms**

1. Annual billing is distributed by the June 1st of each year with a due date of July 1 and, as a grace period, payment in full is expected by August 3<sup>rd</sup> before a late fee of 10% is assessed to the Property owner's account.



2. Unless other arrangements are made and agreed to by the Board, payments made after August 3<sup>rd</sup> will incur a penalty equal to 10% of the water bill.
3. All HVCSD customers are required to bring their outstanding water bill balance current if a balance is due from a previous fiscal year, before the beginning of the next fiscal year. HVCSD Fiscal Year begins on July 1<sup>st</sup> of one year and ends on June 30<sup>th</sup> of the following year

#### **Articles VI Termination of Water Service**

1. Customers who fail to pay the entire amount due or make acceptable payment arrangements with the HVCSD by the last day of August, will be subject to termination of water service.
2. Customers with unpaid water fee balances will be notified by mail that water service will be shut off any time after August 31<sup>st</sup>.
3. Customers subject to termination of water service and are disconnected from the HVCSD water service, the customer's account will be charged a re-connection fee of \$300.00 plus backhoe service costs of \$50.00 per hour with a two-hour minimum charge.
4. Customers may avoid termination of service by: (1) paying the amount in arrears, to include any late fees accrued, with the HVCSD Treasurer before the scheduled shut-off date.
5. Customers may appeal a notice of termination of water service. The HVCSD Treasurer is designated as the HVCSD representative for hearing customer appeals of notice of termination of water service.
- 5(a) A written hearing record (of a customer appeal) will be prepared and maintained on file by the HVCSD Secretary Treasurer representative.
- 5(b) The Board will hear appeals regularly at a scheduled Board meeting only after the customer has followed the above administrative procedure.

#### **Articles VII Mains and infrastructure Extensions**

In extending a water main to serve an applicant, the HVCSD may, at its discretion, exercise one of the following options:

1. If the per connection cost of the extension is less than the average per connection cost of the HVCSD for each current user and sufficient construction funds are available, the HVCSD may elect to make the extension upon the applicant's payment of the required connection fee plus the costs for equipment, labor and materials.
2. If the cost of the extension is greater than the average per connection cost of the HVCSD, but funds are available to the extent of such average cost, the HVCSD may elect to contribute to the extension



in the amount of such average cost and require the applicant to deposit, in cash, the additional cost plus the connection fee. If additional customer is connected to the extension and as funds become available, all or part of the original customer's deposit may be returned to him. Any portion of the original deposit remaining after the expiration of a five-year period shall become the property of the HVCSD. In no case shall interest be paid on such deposits.

3. In the event the HVCSD does not have funds available to pay for construction in the amount of the average cost per user, it may require; as a condition of extending service, that the applicant deposit in addition to the charge of a connection fee, an amount which may equal the entire cost of the extension.

#### **Article VIII Services**

The HVCSD shall install, pay and maintain all water pipes from its mains to the shut-off valve on the customers property abutting the travel way along which the main is installed. The customer water service lines, from HVCSD shutoff valve to the residence shall not be less than 3/4" (normally 1") in size and repair and maintenance are the sole responsibility of the property owner.

#### **Article IX Applicants with Excessive Needs**

In the event an applicant has water requirements that exceed the HVCSD ability to supply from the existing infrastructure without adversely affecting service to other customers, the HVCSD will not be obligated to grant such service unless and until suitable self-liquidating financing is arranged to cover necessary investment in expanding HVCSD infrastructure.

If a customer, for example an industrial plant, needs more water than the present plant can produce without cutting back service to customers who are already on the system, the HVCSD can refuse to serve that customer.

#### **Article X Records for Public Inspection**

HVCSD records, including minutes of meetings and financial records, are available for inspection by the public upon request and by appointment.

Notice of Annual Board of Directors Meetings will be mailed out to Customers on June 1 of each year. The Annual Board meeting is normally conducted on the third Friday in June of each year. Time and place will be included in each customer's annual water fee billing notice.

The Board meets in regular session each month normally the first Friday of each month. Special meetings of the Board of Directors are held as the Board deems necessary.

**Article XI**  
**Changes in Policies**

These policies are subject to change as required and voted on by the Board of Directors. The Board shall establish rates and fees for service as necessary to operate and maintain the HVCSD.

**Article XII**  
**Schedule of Rates and Fees**

Residential Rate: 1" service line - \$200.00 per year  
Hunter Creek Community Park Annual Fee - \$36.00  
New Customer Account Set-up fee - \$75.00  
Late Fee on agreed upon service fee payment 10% of balance per month  
Bounced or Return Check fee: \$27.00 per incident.  
Connection or reconnection fee: \$300.00 plus backhoe cost of \$50.00 - a 2-hour min.  
Commercial Rate: Not supported by HVCSD  
Agricultural Rate: Not Supported by HVCSD  
Industrial Rate: Not Supported by HVCSD

**Article XIII**  
**Gouvernance Polices - Bylaws Content**

In the last several pages we listed sample Customer Service Policies. Those policies dealt with the way your System handles its "external" business with its customers. The following pages have some suggested policies that define the way you do business "internally." Let's start off with the rules and procedures that govern the workings of the Board - called Governance Policies.

**Article XIV**  
**Board of Directos**

1. The Board of Directors of the HVCSD Water System is expressly created and organized to carry out the business purposes of the HVCSD.
2. The Board shall consist of three (3) members selected by county election for a term of three (4) years. Vacancies shall be staggered so that there is not a complete turnover in the Board at any one time.
3. Board members must be at least 21 years of age, be a registered voter, a property owner within the Hunter Creek Subdivision, an American Citizen by birth or a legal naturalized citizen of the United States and a customer in good standing.
4. The duties of the Board include the development and adoption of policies to govern the HVCSD System.
5. Conflict of Interest. Directors shall not take part in a decision in which they stand to benefit personally.



6. Failure to attend three (3) consecutive Board Meetings without prior notice given to the Board shall constitute automatic resignation from the Board.
7. Board Members are all volunteers and receive no pay but shall receive water service free of charge for one (1) property as long as they serve and may receive reimbursement for expenses incurred to attend meetings or for HVCSD authorized purchases.

#### **Officers**

1. The Board shall elect officers from an open county election. Each officer elected to the Board shall hold office for a term of four (4) years. No term limits exist. Officers of the Board shall include at a minimum a Chairman and Treasurer. All other positions serve as Board Members.
2. Any officer may resign (at any time) by giving written notice to the Board. Such a resignation shall take effect when accepted by the Board at its next regularly scheduled meeting.
3. Officers may be removed by the procedures stated in the By-Laws.
4. If any office becomes vacant, the remaining Board members shall, by a majority vote, choose a successor who shall hold office until the next regular county open election, at which time the community shall elect a member for the unexpired term or terms.

#### **Committees**

1. Committees of the Board are appointed as required.
2. One Board Member must hold a valid state-certified Small Water System Operator D1 license.

#### **Board of Director Meetings**

1. The Board shall meet monthly and normally the first Friday of each month.
2. A Special meeting may be called by a notice signed by the Chairman or a majority of Directors. Notice shall be made to all by mail no less than 14 days or hand delivered no less than 1 day in advance, Public Notice shall be mailed to each customer of the HVCSD. The notice shall state the time, place, and purpose of the special meeting.
3. The Chairman shall prepare an agenda for every meeting.
4. A majority of the full Board of Directors makes up a quorum at any meeting of the Board. The affirmative vote by a majority of Directors at a meeting at which a quorum is present shall be an act of the Board. Quorum is a term used when talking about meeting procedures. It's the number of members of the Board required to be present to transact business legally.
5. Meetings shall be conducted according to Robert's Rules of Order.



6. Minutes of every meeting shall be recorded and kept in the Treasurer possession for a minimum of 10 years.
7. The Board shall set aside minutes at the time of every annual meeting for public participation and comment.
8. A oral and written report at every regularly scheduled meeting shall include current regulatory compliance, testing information, a current filing of the annual Consumer Confidence Report filed with the State of California, emergency maintenance projects information and other information the Board may require.
9. A oral and written report at all regularly scheduled meetings that includes a Monthly Financial Report showing year-to-date expenses and revenues in comparison to the Annual Budget, and a summary of Past Due Accounts.

**Article XV**  
**Financial Management Policies - General**

1. **Applicability:** Financial policies of the Board shall conform to applicable State statutes, local ordinances, and other legal obligations of the HVCSD. Any section or sections of these policies determined to be in conflict shall be null and void, without affecting the applicability of other sections and provisions.
2. **Purpose:** The purpose of these policies is to provide a framework for the effective management and conduct of the financial affairs of the HVCSD Water System. These policies shall be reviewed periodically by the Board and may be amended as necessary by a majority vote of the Board of Directors.
3. **Enterprise Fund Accounting:** The System shall be operated as an enterprise accounting function. It is the policy of the Board that the HVCSD shall operate on a self-sustaining basis. The costs of providing water services to the public on a continuing basis (including depreciation expenses) shall be recovered through user fees and charges. In other words, the System has to operate in a business-like manner. An Annual Water Fee increase is mandated if the HVCSD operates in the red .
4. **Generally Accepted Principles and Basis:** It is the policy of the Board that financial affairs of the System be conducted according to generally accepted accounting principles. The System's financial affairs shall be conducted on a (cash or accrual) basis. A "cash" system recognizes receipts as they come in and recognizes bills when they're paid. An "accrual" system recognizes receipts, or receivables, as you bill them, and recognizes bills, or payables, as you obligate for them.
5. **Audit Reports:** Audit reports shall be prepared annually covering financial operations for the previous fiscal year. Audit reports shall be completed by an independent public accountant, with experience in auditing similar organizations.
6. **Fiscal Year:** The fiscal year of the HVCSD Water System shall be for a twelve-month period, beginning on the 1st day of July in one year and ending on the last day of June the following year.



**Article XVI**  
**Brush Pile Policies – General**

The HVCSD Community Brush Pile Area and service road; adjacent to the horse corral and Hunter Creek stream bed on Del Ponte Drive, was developed and is maintained solely for HVCSD community members as a convenient area for dumping of organic brush and pruned landscaping foliage only.

Unfortunately, these areas have been improperly used by a few malicious individuals. Junk vehicles, hazardous chemicals & waste, household trash and garbage, construction debris with nails and screws, and glass. These materials cause devastating damage to the environment, the safety of the legitimate foot traffic/users, the tires of such user vehicles and to HVCSD heavy equipment used to clear & maintain this area. These are all prohibited materials.

Hunter Valley Community Services District Board of Directors have developed a specific policy.

1. Prohibiting all automotive related waste and materials, hazardous chemicals, construction debris, metal (of any kind), paper, cardboard, glass, plastic, household garbage and pet waste are prohibited from being dumped in this area.
2. Install a gate and signs leading from Del Ponte Drive to the dirt access road. This gate will be opened by a HVCSD Board Member upon request by calling a posted phone number and providing the request is reasonable and the material to be dumped is appropriate/legal for this area.
3. Restrict access to the Hunter Creek stream bed by barricade to prevent illegal dumping and illegal or unauthorized motorized vehicle driving in the Hunter Creek stream bed.
4. Ask residents to report any suspect acts of illegal dumping to a HVCSD Board Member.
5. We will contact local law enforcement and protective agencies, the EPA and CA Fish and Game, of any illegal dumping in the Brush Pile or the Hunter Creek bed area.

**Article XVII**  
**Property Management**

In order for HVCSD to conduct effective oversight of our facilities, security of our water infrastructure, pipes, and mains lines, it is essential to establish rules and guidelines for the benefit of all property owners. The County of Del Norte provides a wide range of rules and regulations based on their established ordinances and laws. HVCSD is required to construct, maintain and update our Customer Rules and Regulation (originally established in 1965). A revision of these CR&R's is currently being developed to remain in compliance with Del Norte



Health and Safety ordinances. Some of our neighbors have, unwittingly or not, created conditions that impact the water district and their neighbors financially. The issues including:

1. Unkept landscaping or lack thereof that prevents HVCSD access to the community's water distribution system. This causes great difficulties in our leak detection and repair efforts.
2. Overgrown property grass and wild growing foliage is safety hazard and fire concern effecting the entire neighborhood should these materials be ignited.
3. Non-operational vehicles, car parts, and accumulation of organic and non-organic debris on some property constituting a HVCSD CR&R policy violation and Del Norte Ordinance violation carrying with citable violations and assessed fines.
4. Accumulation of trash, garbage and other debris is a concern as these materials attract vermin creating a health and safety concern for neighbors and a destructive force destroying our homes and underside crawl spaces.

HVCSD wishes to address these issues with our property owners in writing if necessary to find a timely resolution. However, discussions pertaining to our developing HVCSD CR&R updates will include initiating formal complaints being filed with the County of Del Norte in sufficient number that prompts the county to act.

The revised updates to HVCSD CR&R will be shared with our property owners when they are completed for community comment and submitted to the County of Del Norte for review.

### **Article XVIII Blight Violations**

As we all know, blight in a neighborhood directly affects all who live in and visit Hunter Creek Subdivision. The affects of blight are almost too numerous. Some of the obvious impacts include:

1. It not only depresses the spirit of residents for those who have to look at it day after day, but it negatively impacts the property values of those homeowners with an investment. Several property owners have invested in multiple properties within Hunter Creek Subdivision.
2. If is allowed to continue or simply ignored, the practice is perpetuated without property owner intervention. The common denominator is true of all properties in Hunter Creek Subdivision. There is a property owner for each property. There isn't a single property owner or resident who benefits from Blight.
3. Aside from the Health and Safety aspect of Blight, which is a major concern for residents, it has recently impacted prospective new property owners from electing to buy homes in the Hunter Creek Subdivision.

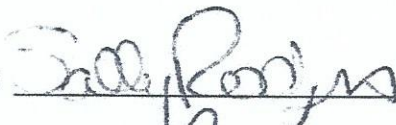
HVCSD leadership and other property owners have agreed to work with property owners to dramatically reduce the instances of blight and to share the community's expectations with those in the neighborhood who could benefit from interaction with the County of Del Norte Code Enforcement Division.



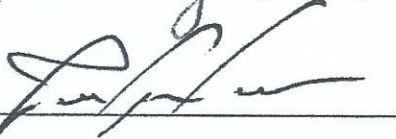
Del Norte County Code Enforcement Division of the Community Development Department, has the following duties:

1. To perform the inspections and investigations, and to take such actions as are necessary to enforce compliance with County ordinances, resolutions, and regulations relating to zoning and land use, grading, public nuisances, including visual blight, recreational vehicles and tents, and other codes and regulations as directed by the Director of Community Development.
2. The Code Enforcement Officer also serves as a Vehicle Abatement and Parking Enforcement Officer and in that capacity, within the County of Del Norte, has the duty and power to enforce any parking ordinance of the County of Del Norte or the State of California.

This manual was reviewed and approved by all members of the HVCSD Board of Directors:

Sally Rodgers  Dated 6/3/2022

Bob Rodgers  Dated 06-03-2022

Paul Crandall  Dated 6/3/2022