



BEAUMONT-CHERRY VALLEY WATER DISTRICT  
REGULATIONS GOVERNING WATER SERVICE  
PART 6 – CUSTOMER ACCOUNT AND BILLING  
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6-1 GENERAL PROVISION: The Board of Directors shall establish rates and charges for services provided by the Beaumont-Cherry Valley Water District as identified in Section 5 of the District's Regulations Governing Water Service and as provided for herein. The consumer is liable for all services subsequent to the date stipulated on the application and until such time as the consumer makes proper request to the District to discontinue the service or until a new applicant for service is approved.

6-1.1 CHARGES: Water charges shall begin when a water service connection is installed and the meter is set, or an existing service is requested to be turned on, unless the water is otherwise ordered to be left shut off when the service connection is ordered or installed. Thereafter, the District may transfer to the account which is established for such service any delinquent and/or unpaid charges from other closed or open accounts which are held by the customer and/or property owner with the District.

6-1.2 BANKRUPTCY: A consumer who files for bankruptcy and names the District as a creditor shall, as a condition to continued water service, make a cash deposit within twenty (20) days of such filing in an amount (1) equal to the average billing for the preceding two (2) cycles, or (2) as determined by the General Manager, whichever is lower.

6-2.1 RENDERING OF THE BILL: The regular billing period will be bi-monthly except that commercial and other accounts designated by the District will be billed monthly.

6-2.1.2 INFORMATION ON BILL: The bill will be in the form of a statement showing one (1) or more of the following: charge for water used, service charge, multiple unit or special charge, a sewer service charge and a total amount due. In addition, the bill will show the consumer's account number, the date of billing, the service location and the address to which the bill was mailed.

6-2.2 PERSON TO BE BILLED: Charges will be billed to the consumer noted in the application submitted in accordance with Section 4 of the District's Regulations Governing Water Service. The consumer shall notify the District of any change in ownership or occupancy of the premises at least three (3) days prior to such change.

6-2.3 OPENING AND CLOSING BILLS: Opening and closing bills for less than the normal billing period shall consist of charges for actual water consumption and a proration of the availability charge.

6-2.4 PAYMENT OF BILLS: Bills for metered water service shall be rendered at the end of each billing period and are due and payable upon receipt. If full payment is not received at the business office of the District on or before the due date (30 days from the billing date), the bill shall become past due and delinquent. A penalty may be imposed in the amount prescribed in the latest Resolution containing the Schedule of Administrative Cost Recoveries adopted by the Board of Directors (Attachment A).



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The District may accept credit cards as payment for bills as a convenience to customers. The District may charge a credit card processing fee as prescribed in the latest Resolution containing the Schedule of Administrative Cost Recoveries adopted by the Board of Directors (Attachment A).

6-2.5 ADJUSTMENT OF BILL: A bill based upon an estimated reading may be adjusted at the consumer's request. All other adjustments will be made per section 12 of the District's Regulations Governing Water Service. A request for adjustment must be made in writing stating the basis upon which the adjustment should be made. Within 15 days after receipt of the request for adjustment, the General Manager or his/her designee will notify the consumer of the findings.

6-2.6 SUIT: All unpaid bills including penalties provided herein may be collected by suit. Defendant shall pay all costs of suit in any judgment rendered in favor of District including reasonable attorney's fees.

6-2.7 DELINQUENT ACCOUNT: A delinquency notice shall be mailed to customers whose accounts are delinquent (the 31st day after the bill was prepared), warning that service is subject to disconnection unless payment is received within fourteen (14) calendar days from the date of mailing of the delinquent notice. The delinquency notice shall indicate the amount which must be paid. The District may impose delinquent charges as prescribed in the latest Resolution containing the Schedule of Administrative Cost Recoveries adopted by the Board of Directors (Attachment A).

6-2.8 DISCONNECTION FOR NON-PAYMENT: Water service shall be discontinued if payment for water service (including penalties) is not made within fourteen (14) calendar days of the date of mailing the delinquent notice (the 46th day after the billing date). At least forty-eight (48) hours prior to termination, the District will make a reasonable attempt to notify the resident of the affected property in accordance with the California Water Code. At no time shall the District discontinue water service at a time when the District offices are closed.

A charge for restoration of service as provided for in the latest Resolution containing the Schedule of Administrative Cost Recoveries adopted by the Board of Directors (Attachment A) may be assessed.

A consumer having a delinquent account on one (1) premise may not receive service on any other premises until the delinquent account has been paid, including penalties, if any.

The District may impose delinquent charges as prescribed in the latest Resolution containing the Schedule of Administrative Cost Recoveries adopted by the Board of Directors (Attachment A).



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If the delinquent amount is paid with a check that is not accepted by the paying bank, for any reason, the District will proceed with disconnection of service in accordance with applicable law. The outstanding charges must be paid in cash for restoration of service.

If the District receives two or more bad checks from the same customer within a 12 month period, the account will be placed on a cash basis until further notice.

**6-2.9 SERVICE CHARGES FOR VIOLATIONS:** If water service is discontinued for violation of any of the District's rules, regulations, resolutions or ordinances, service shall not be re-instituted until the violations have been corrected and all applicable service charges and fees as provided for herein are paid in full.

**6-2.10 PARTIAL PAYMENTS:** A partial payment of a delinquent account may be accepted and credited to a customer's account, but such partial payment shall not be cause for removing the account from a delinquent status and shall not preclude the meter from being turned off for delinquency.

**6-2.11 AUTHORIZATION FOR CONTINUANCE OF SERVICE FOR DELINQUENT ACCOUNTS:** The General Manager or his designee may authorize continuation of service to a delinquent account if financial arrangements satisfactory to the District have been established.

**6-3.1 LIEN AGAINST PROPERTY FOR NON-PAYMENT:** Any unpaid debt will be deemed a lien against the real property to which service is rendered as specified herein and in accordance with applicable law. The General Manager or his/her designee is authorized to file a lien against the real property serviced with the Assessor-Clerk-Recorder of the County of Riverside for any charges 60 days past due. The District may charge a lien processing fee as prescribed in the latest Resolution containing the Schedule of Administrative Cost Recoveries adopted by the Board of Directors (Attachment A).

**6-3.2 COLLECTION OF DELINQUENT AND UNPAID CHARGES:** The County Assessor-Clerk-Recorder shall include the amount of charges of unpaid bills as a lien against the debtor's property until the unpaid charges are collected. A release of lien will be filed with the County Assessor-Clerk-Recorder once the District recovers all funds due including any and all administrative cost recovery fees assessed and the account is brought current.