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# California CSD

## POLICY HANDBOOK

### POLICY STATEMENT 3129PST

See also:  
Policy #3129  
3129 TSK  
3129 PRO

### POLICY STATEMENT

**SUBJECT: Accounts in the name of the owner only**

#### **PURPOSE:**

This policy statement establishes account recording in the name of the owner only. Cal Pines CSD Ordinance VIB, Article 3 defines the following:

**Owner-** Shall mean the person owning the fee, or the person whose name is on the legal title to the property, by deed duly recorded in the County Recorder's office, or the person in possession of the property or buildings under claim of, or exercising acts of ownership over same for himself, or as an executor, administration, guardian or trustee of the owner.

**Applicant-** An individual or agency applying for water service from the district

#### **IMPLEMENTATION:**

- 1) When a property is being rented, the District will send monthly water statements to the owner of each property, not the tenant. It is the owner's responsibility to make sure the statement is paid. The owner is responsible for all charges and fees that accrue on the account. In accordance with the District's policies, all late charges and shut off notices will be mailed to the account's mailing address. The District will make a good faith effort to make contact with an adult residing at the premises by phone or in person at least 48 hours prior to any termination of service. If we are unable to make personal contact, a notification will be hung at the property indicating the shut off date.
- 2) The District will accept payments from either the tenant or owner; however only the owner will be listed on the account and water statements will only be mailed to the owner's address we have on file. All credits will be applied to the owners' account.
- 3) The owner will contact the District with the current tenants' mailing address, e-mail address (if applicable) and phone number. The District will keep this information on file as an emergency contact for the property.
- 4) The owner may request that their tenant(s) receive a copy of the monthly water statement electronically, once the owner signs a waiver form. The purpose of the waiver form is to confirm his/her understanding that the owner is ultimately responsible for all charges upon their water account. It is also the owner's responsibility to contact the District if they no longer want their tenants to receive an electronic copy of the water statements.