
California CSD

POLICY HANDBOOK

See Also: 3129 PRO
3129 TSK
3129 PST

POLICY TITLE: Maintenance of CSD Utility Services Accounts
POLICY NUMBER: 3129

3129 This policy effects all residents within the California Pines Community Services District, that receive utility services provided by the District.

3029. 1 All residents must have a completed application for utility services on file and pay the equivalent of 1 month's utility service to be provided **PRIOR** to the start of service.

3029. 2 Deposits will be credited back to customers' accounts after one year **without** any delinquent payments. Deposits will be held for all customers with delinquent payment history.

3029. 3 Accounts are charged on the last day of each month for services provided.

Payments are due 30 days from the billing date.

Accounts that are past due will be issued a "Notice of delinquent account", **during the third week of the month, for any balance past due from the previous month.** The SHUT OFF date will be 5 days from date of the notice.

If a customer's services are shut off due to lack of payment,

- a disconnection fee of \$25.00 will be charged to the account.
- a reconnection fee of \$25.00 will be charged to account to resume service.

If a customer's services are shut off a second time due to lack of payment,

- a disconnection fee of \$50.00 will be charged to the account.
- a reconnection fee of \$50.00 will be charged to account to resume service.

Prior to services being reconnected, a customer must pay all past due balance, disconnection and reconnection fees.

3029. 4 Current Monthly Service Rates are as follows:

- **Sewer - \$38.00**
- **Water - \$32.25**
- **Mosquito Abatement - \$3.00**
- **Trash Pick-up - \$13.50**

This rate is for 2 cans per week, any extra cans will be an additional charge of \$3.00 per can.

3029.5 The District also charges for connecting to the sewer and water system. Charges must be paid in full prior to connection. Connection Rates are as follows:

(1) **Water Hookup**

- Lake Unit 1B - \$500.00
- Lake units 3,4, parts of 2, and Castle Rock Estates - \$2500.00

(2) **Waste Water Hookup**

- Lake Unit 1B - \$500.00
- Lake Unit 3 - \$600.00
- Lake Unit 4, part of 2, and Castle Rock Estates - \$2600.00

3029.6 **Customer wishing to disconnect services are required to notify the District at least 3 days prior to vacating the premises.** Unless this notice is received by the District, the customer will be liable for all charges until service is disconnected.

3029.7 **The District may refuse to furnish water, and may discontinue service, to any premises where apparatus, appliances or equipment using water is dangerous, unsafe or out of compliance with the laws and ordinances that govern the District.** Service may also be discontinued as necessary to protect the District against fraud or abuse.

3029.8 Cal Pines CSD makes every effort to cooperate with Modoc County concerning all environmental and health concerns. As a courtesy, if services are discontinued due to lack of payment, **and if the residence is still occupied**, the District will notify the Modoc County Environmental Health Department of the situation. (especially where children or elderly residents are involved)

3029.9 The General Manager may grant approval of special arrangements to be made for payment of accounts when an extreme hardship exists. A reasonable payment schedule following receipt of delinquency notice may be made at the General Managers discretion.