



GRIZZLY FLATS COMMUNITY SERVICES DISTRICT NEW CUSTOMER INFORMATION PACKET

Welcome to Grizzly Flats Community Services District! This packet will help you understand the terms you agreed to upon initiating your water service. Please take a moment to read this packet.

Our office hours are Monday through Friday, 9:00 AM to 2:00 PM. For your convenience, we also provide copy and fax services. If you have any questions, call the District office at (530) 622-9626, or e-mail us through our website www.grizzlyflatscsd.com.

PHONE NUMBER FOR WATER EMERGENCIES

The District has a Water System Technician on-call 24 hours a day, 7 days a week. In emergency cases only, please call or text them at (530) 497-4666.

Per Ordinance 88-1, it is the customer’s responsibility to have accurate contact information on file with the District. Mailing addresses, emails, and phone numbers will be used for important service notifications.

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DEFINITION OF TERMS

Customer

"Customer" shall mean a user of water supplied by the District and a holder of record fee title of property within the District, and who shall be directly liable for satisfying all obligations to the District as established by Ordinance 88-1.

Standby Assessment

"Standby Assessment" is a charge per parcel that is collected on property tax through El Dorado County and placed in a separate ledger which is dedicated to capital improvements, since those improvements also improve system reliability to all users.

Service Connection

"Service Connection" shall mean the junction of water supply system and the customer's supply line consisting of a water flow meter, pressure regulator, gate valve and associated fittings, all contained within a meter box. The customer's responsibility starts on the customer's side of the meter. The District shall have no obligation or responsibility for any injury or damage occurring, or maintenance or repair required from the service connection to any other location in or about the customer's property. This provision does not have any effect upon the District's right to compel a customer to repair, modify, remove, replace or otherwise maintain any aspect of the customer's private water system.

Billing Procedure

Customer meters are read by the District between the 18th to the 22nd of each month. Water usage is recorded in cubic feet. If the meters cannot be read due to weather conditions, we will not estimate usage. Usage will instead be billed during the next cycle in which the meter is accessible. Customers are billed a base rate of \$68.97, plus a volumetric charge of \$1.20 per hundred cubic feet (748 gallons) usage.

Statements are distributed on the last business day of each month and will be mailed unless the customer requests electronic delivery. Water charges shall be considered delinquent if not paid by the 15th of each month. **Failure to receive a billing statement shall not relieve the customer of their payment obligation to the District.** Payments must be in our office by the date and time specified to avoid penalties or collection activities.

Payment Options

Customers have several different ways to pay their water bill. The District accepts cash, checks, money orders, or credit cards. Payments can be made:

- In person at the District office during our normal business hours.
- Dropped off in one of our payment drop boxes after hours (do not leave cash).
- Mail payments to: P.O. Box 250, Grizzly Flats, CA 95636-0250
- Pay online through one of the 3rd party vendors who process payments for us:
 - Official payments - \$2.95 flat fee, use the green "Pay Now" button at the bottom of our website homepage.
 - The "Customer Web Portal" - \$2.50 or 2.5%, whatever is greater, make a one-time payment or sign up for recurring payments.

Returned Check Charges

A charge shall be made to the account for checks returned unpaid in the amount set forth in the Schedule of Charges (Exhibit 1,) appended to Ordinance 88-1. The purpose of this charge is to recover reasonable administrative costs incurred when servicing that account. Payments for returned check charges may only be submitted in the form of cash, credit card, or money order, and are due within two weeks of the District's notification. Additionally, the account will be treated as past due until such payment has been received.

Late Charges

Monthly Late Charge – If payment is not received in the District’s office by 9:00 AM on the 21st of the month, late charges in accordance with California Government Code Section 61115(c) shall be applied to all accounts with a balance over \$5.00. California Government Code sets the amount of these late charges. The current amount can be found on the District’s current Schedule of Charges.

Service Liens

Account balances that remain unpaid for 120 days are subject to a lien being recorded against the property and may be collected through the property taxes on an annual basis.

All lien filings due to non-payment will comply with California Government Code Section 61115(c). Nothing in this policy prevents the District from disconnecting water service due to an unauthorized action of a customer or violation of an ordinance or regulation.

Accounts that have balances which remain unpaid for 90 days or more may receive a lien notification letter by mail or email. The notification will state that if payment is not received within 30 days or if authorized, a payment plan established, a lien may be placed against the property for the full amount of the delinquency, any applicable fees plus 1.5% monthly interest. Fees may include but aren’t limited to late fees and the District’s current \$230.00 lien fee which covers the cost of filing and releasing the lien with the El Dorado County Recorder Clerk’s office.

Once a lien is recorded, the customer will receive notification of the lien by mail and will be informed that if a payment is not made to satisfy the lien by July 1st of the current or following year, the lien may be assessed to the property owner’s property taxes per California Government Code section 61115(b). Any balances transferred to the property taxes cannot be collected by the District and must be paid to the El Dorado County Treasurer-Tax Collector.

Liens recorded prior to being assessed to the property taxes will be released by the District once the balances are paid in full, including all applicable fees. Customers may be required to provide proof of property taxes being paid in full to release any liens.

Per Ordinance 88-1, it is the customer’s responsibility to have accurate contact information on file with the District. Mailing addresses and emails listed on the customer’s account will be used to make these notifications, but the lien filing process will not be delayed due to a lack of contact information.

Appeals Board

- a. Any customer of the District who disputes any fee or charge assessed by the District, or whose water service is disconnected by the District may appeal that action by filing a notice of appeal for that action no later than 30 days from the date that the District assessed the challenged fee or charge or disconnected water service for that customer.
- b. Notice of appeal shall set forth the basis for the appeal and all facts upon which the appeal is based. No other basis or facts will be considered, except those specifically set forth.
- c. Late appeals will be automatically rejected.
- d. Applicable late charges will continue to accrue against any customer who has filed an appeal until the amount due has been paid in full, or else until the District orders otherwise.
- e. Water service not disconnected prior to an appeal shall not be disconnected until the Appeals Board rules on the appeal.

**GRIZZLY FLATS COMMUNITY SERVICES DISTRICT
SCHEDULE OF CHARGES (Exhibit 1)**

Effective: July 1, 2020

DESCRIPTION	FEES AND CHARGES
Residential Customer Rate	Base rate of \$68.97, plus a volumetric charge of \$1.20 per hundred cubic feet (748 gallons)
Returned Check Fee	\$25.00
1st Tier Late Charges (Applied on the 21 st of the month, for balances over \$5.00.)	10% of balance due
2nd Tier Late Charge (Applied on the 21 st of the following month.)	10% of current charge and 1% of past due balance
Customer Service Call	During normal business hours – Current charge out rate for Operators. After normal business hours - \$200 flat fee (4 hrs. minimum for 1 Operator) and \$50/hr. per Operator thereafter.
Materials Charge	Repair materials used during Customer Service Call.
Voluntary Disconnect	Done as a courtesy, although the basic monthly rate continues since there is still access to service.
Cross-Connection Control Program 2nd Notification (Informs customers of additional time per Ordinance 88-2 to comply with District requirements)	\$10.75
Termination of Service (Shut off due to violation or unauthorized action)	\$65.00
Reconnect (Must be paid in full prior to service reconnection.)	\$60.00
Water Shortage Violations First Offense Second Offense Third Offense Fourth Offense	Warning \$50.00 \$100.00 Termination of Service (*see charge above)
Illegal Connection	\$6,030.60 minimum (or current fee,) plus costs for restoring to original condition and to notify proper authorities of criminal offense.
Meter Tampering or Vandalism	\$1,000.00 minimum, plus costs to restore to original to District property condition and notify proper authorities of criminal offense.
Lien Penalty and Interest Fee	\$230.00 penalty and 1.5% monthly interest fee of past due balance.
New Service Installation Fee	To be determined, call our office for more information.
New Capital Connection Fee	\$6,030.60
Fax Services	\$1.00 for the first page, \$.15 each additional page
Copy Services	\$.15 per page

PROHIBITED WATER WASTE ACTIONS

On May 9, 2016, Governor Brown issued Executive Order B-37-16 (“Executive Order”), entitled *Making Water Conservation a California Way of Life*, wherein he permanently prohibited the following water waste actions:

1. Hosing off sidewalks, driveways and other hardscapes except as needed for construction or health and safety purposes (such as, but not limited to, dust control, fire suppression and removing pathogenic waste);
2. Washing automobiles with hoses not equipped with a shut-off nozzle;
3. Using non-recirculated water in a fountain or other decorative water feature; and
4. Watering lawns in a manner that causes runoff, or within forty eight (48) hours after measurable precipitation.

Due to the fact that our water district has a limited amount of storage capacity, it sometimes becomes necessary for community households to conserve water in order to protect our community. During such times, it is extremely important that the following measures are followed!

WATER CONSERVATION/WATER SHORTAGE RESPONSE MEASURES:

The General Manager or Board of Directors shall call a Water Shortage Emergency when the supply of water is deemed low or if facility malfunctions require the additional conservation of water beyond the normal daily conservation procedures. A notice shall be posted in a public place and all customers shall be notified by telephone and or mail. For an emergency of long duration, all customers shall also be notified by first class mail. The notice shall contain reasons for the emergency, expected duration, and method for further notification as to the status of the emergency. Posting of a letter or notice shall constitute proper notification effective 24 hours after posting.

The District shall encourage the public to practice and support water conservation at all times. Drip irrigation systems are encouraged and are exempt from watering restriction, except when indicated. Customers are also encouraged to retro-fit their residences with water saving plumbing devices.

Citing and disconnect procedures for customers who, within a calendar year, fail to comply with water shortage response measures as defined under this section (7-05 A-G) shall be as follows:

First offense:	Written warning
Second offense:	\$50.00 fine
Third offense:	\$100.00 fine
Fourth offense:	Termination of service, \$65.00 disconnection fee & \$60.00 reconnection fee prior to service restoration

The District shall have three (3) Water Shortage Emergency Response Stages;

- Stage 1 WATER EMERGENCY ALERT,
- Stage 2 WATER EMERGENCY, and
- Stage 3 CRITICAL WATER EMERGENCY.

STAGE 1 WATER EMERGENCY ALERT

1. To obtain the best use of water and prevent water loss through evaporation, the watering of lawns, gardens, landscape, and pasture irrigation shall occur only between the hours of 7:00 PM and 7:00 AM. Watering shall not exceed two (2) hours per water period per customer.
2. Washing of vehicles shall be done using a hose fitted with an automatic shutoff nozzle.
3. Customers are expected to conserve at 10% to 20% per average daily use.
4. Potable District water shall not be used for dust control, earthwork, or road construction.
5. A water patrol shall be initiated by the District to ensure compliance of emergency measures. It shall operate under the jurisdiction and direction of the Board and/or General Manager.
6. There shall be no washing of driveways, parking lots, decking, or other paved surfaces with GFCSD water unless for the purpose of renovation, construction, or painting.

STAGE 2 WATER EMERGENCY

1. All of the above.
2. Customers are expected to conserve at 20% to 30% per average daily use.
3. New construction customers shall be allowed water only for operation of construction requirements. Watering for this use shall not exceed one (1) hour of consecutive use in a twenty-four hour period (i.e., concrete work, etc.)
4. There shall be no potable GFCSD water used for the planting of new gardens, lawns or landscaping.
5. Ponds, lakes, fountains, and swimming pools, shall not be filled with potable GFCSD water.
6. Lawns, gardens, landscaping, and pastures shall only be watered between the hours of 7:00 PM and 7:00 AM. Watering shall not exceed one (1) hour per watering period per customer. Drip systems shall also observe the watering hours.

STAGE 3 CRITICAL WATER EMERGENCY

1. All of the above.
2. Customers are expected to conserve 30% to 50% per average daily use.
3. Water meter applications and water service connections shall be suspended in accordance with governmental regulations regarding Declaration of Water Shortage Emergency.
4. There shall be no outside watering. This includes lawns, gardens, landscaping, or irrigation of pastures and the washing of vehicles with potable water.
5. Drip irrigation systems are not exempt from a Stage 3 Critical Water Emergency.

For more conservation information, please refer to our website at www.grizzlyflatscscd.com, or contact our office between 9:00 AM and 2:00 PM, Monday through Friday.

Grizzly Flats Community Service District

4765 Sciaroni Road / P.O. Box 250

Grizzly Flats, CA 95636

Ph: 530/622-9626 Fax: 530/622-4806

www.grizzlyflatscsd.com



LATE FEES AND LIEN SCHEDULE

Please note:

We accept cash, checks, most credit cards, debit cards, e-checks, & money orders.

Category	Timing	Action	Fee
Regular Billing	1 st of the current month	Monthly statements are mailed. Monthly payments are due on the 15 th of each month.	
1 st Tier Late Charge	21 st of the current month	Late notice is distributed and 1 st tier late charge is applied for balances over \$5.00.	10% of balance due
2 nd Tier Late Charge & 10 Day Notice	21 st of the following month	3 rd notice is distributed and the 2 nd tier late charge is applied.	10% of current charge and 1% of past due balance
Lien Notice Letter	90 days after billing	A lien notification letter is distributed.	No charge
Service Lien	120 days after billing	A lien is filed with the county for all amounts owed.	\$230.00, plus 1.5% interest

GRIZZLY FLATS C.S.D. BOARD MEETINGS

Our District is governed by a five member volunteer Board of Directors. The District holds one regular board meeting per month. The public is always welcome to participate to learn more about the District's operations. Check our website (www.grizzlyflatscsd.com) for meeting dates, agendas, and meeting minutes. Agendas are posted on our website and in our District office window at least 72 hours prior to meetings.



Many volunteers find it very rewarding to be part of the operations of our community Water Treatment System. This is also a good way to get to know the District's operators, staff, Board members, and other members of the community.

Our Board Members and other volunteers provide their time, professional skills, and labor without cost to the District. They convey their cares and concerns about the District and what is required to ensure a non-stop production of safe, reliable water to the community. Their help has no doubt saved the District a lot of expense, which certainly helps to keep the water rates in check!

We have a variety of projects including meter reading, clerical help, brush/trail cleanup, building maintenance, pipeline maintenance, and other miscellaneous things to do. It is our wish to strengthen the bond between the District and the customers it serves, and we would appreciate your efforts in donating your time for any of the projects you might be interested in. Your ideas, thoughts, and comments are also welcome.

Please consider joining our volunteers!

