Exhibit A

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
300 North "D" Street
San Bernardino, California 92418

RULE AND REGULATION NO. 10
ACQUISITION, DISCONTINUANCE AND RESTORATION OF SERVICE

A. Acquisition of Service:

1. As defined in Rule and Regulation No. 5, a customer request for service through an existing service connection will be charged a twenty-five dollar ($25.00) service initiation fee.

2. All applications received at or before 12:00 p.m. will be connected the same business day. Business day is defined as Monday through Thursday, 7:30 a.m. to 5:30 p.m., and Friday, 7:30 a.m. to 4:30 p.m.

3. All applications received after 12:00 p.m. will be connected the following business day.

4. A fee of one hundred dollars ($100.00) may be charged for a same business day after-hours service connection if the application is received after 12:00 p.m.

   That fee will be refunded if, at the discretion of field staff, the after-hours service connection cannot be completed without safety risks to employees.

B. Discontinuance of Service at Customer Request:

1. Service may be discontinued at the customer's request at no charge.

2. Upon receipt of customer's request, the Department will take a final meter reading and discontinue service within one business day.

3. The Department will temporarily discontinue water service without charge to internal plumbing of a residence when emergency repairs are necessary. Upon notification that repairs are complete, the Department shall restore water service without charge.

C. Discontinuance of Service – Other:

1. Service may be discontinued by the Department for various reasons, including but not limited to:

   a. diversion or theft of service;
   b. noncompliance with rules and regulations;
   c. nonpayment of past due bills;

d. reasonable access denied to Department;
e. unauthorized use of service;
f. unsafe or illegal apparatus;
g. use of service to the detriment of others;
h. vacating premises without notification to the Department; or
i. violation of law or code

2. The Department will not discontinue service:

a. On any Saturday, Sunday, legal holiday or the last business day of the week.

b. During a pending dispute between the customer and Department, provided that the Department determines that resolution of the dispute is reasonably foreseeable.

c. After incorrect billing by the Department, provided that the Department agrees that the billing is incorrect.

d. When discontinuation of service will likely cause detriment to the health of the customer and if said customer provides:

i. a certification from a licensed physician that discontinuation of water service will cause a detriment to health; and

ii. an installment arrangement to bring the account current.

D. Restoration of Service:

1. A customer whose service is discontinued for any reason under paragraph C.1 above may be required to pay a deposit, as set forth in Rule and Regulation No. 8, and pay delinquency charges, as set forth in Rule and Regulation No. 6, for each incident during which the service was discontinued. In addition, the customer is responsible for payment of all bills, fees and charges. In the case of services that have been illegally restored or damaged due to tampering, the customer will pay for all damage to Department property. The customer is responsible for all damage whether or not the service is restored.

2. Service will be restored the same business day if payment is received at or before 12:00 p.m.

3. A fee of one-hundred dollars ($100.00) may be charged for a same business day after-hours service restoration if the application is received after 12:00 p.m. That fee will be refunded if, at the discretion of field staff, the after-hours service restoration cannot be completed without safety risks to employees.

4. In addition to all fees above:

    a. In the event water service is found to be unauthorized and the locking device used to discontinue service is found damaged, missing or tampered with, a $75.00 fee will be assessed. The cost for repair or replacement of the damaged equipment will be added to the $75.00 fee, and all must be paid prior to the restoration of water service.

    b. In the event there is illegal or unauthorized use of water due to the installation of a straight pipe or any other method of connecting to the water system illegally or without Department authorization, a penalty will be assessed based on meter size. That penalty is two hundred and fifty dollars ($250.00) for a meter size two inches or smaller, and five hundred dollars ($500.00) for a meter size greater than two inches. This penalty, plus outstanding bills, including estimated unauthorized water consumption and damaged equipment costs, must be paid prior to the restoration of water service.

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