

SECTION 3 – WATER BILLING AND CUSTOMER SERVICE

3.1 RESPONSIBILITY FOR ACCOUNT

The Owner of the property to which Mesa Water provides Water Service shall be responsible for all Water Service related costs and Fees, and shall establish Water Service in their name to become the Customer of Record. The property Owner may allow a tenant or other responsible party to become the Customer of Record.

The Customer of Record, or the Applicant on the Application for New Service (Refer to Appendix 1), is responsible for all Water Service related Charges, costs and Fees until Mesa Water is notified that the account is being closed, or a new Customer of Record is named to the account. The Customer of Record is responsible for services, and Water used up to, and including the day the account is closed.

The Customer of Record is responsible for ensuring the completeness and accuracy of all personal, financial and contact information provided to Mesa Water.

3.2 NEW ACCOUNTS AND SERVICE ESTABLISHMENT

Customers requesting Water Service, and to become a Customer of Record, shall contact Mesa Water's Customer Services staff during business hours to establish an account prior to Water Service being turned on. Subject to the terms set out in these Rules and Regulations, Water service will be provided upon request where there is an existing service line and meter. If Mesa Water determines that Water may run uncontrolled at a property and no Person is present at the property, then Water Service will not be turned on.

Requests must be made at least one Business Day in advance of the requested first day of service, in order to ensure timely service establishment. If one Business Day advance notice is not given prior to the desired first day of service, then a Fee to expedite service establishment may be applied to the corresponding account.

A Customer of Record shall provide the following identifying information in order to establish service:

- Full Legal Name
- Date of Birth, if applicable
- Social Security Number or U.S. Federal Tax Identification Number
- State or U.S. Federal Issued Identification Number (e.g.,

Driver's License), if applicable

- U.S. Mailing Address
- Additionally, Named Person(s) or Contact Person(s)
- Phone Number(s)
- E-mail Address

3.3 CLOSING OF ACCOUNTS

A Customer of Record requesting to disconnect Water Service shall contact Mesa Water's Customer Services staff during business hours at least one Business Day prior to closing an account.

The Customer of Record will be responsible for payment for all Water registering on the meter up to and including the day the final meter reading is obtained. The Water Service shall be turned off and the meter will be locked at the time of the final meter reading, unless a new Customer of Record has notified Mesa Water that they will be responsible for service to that property and meter.

A closing bill will be prepared, which reflects the Charges for all Water registering on the meter at the time of final reading, any previous balances owed (including prior bills, Fees and Charges) and the Basic Charge, which shall be prorated based on the number of days in service.

Per California Health and Safety Code Section 17920 and California Civil Code Section 1941.1, buildings lacking Water Service are considered substandard and non-tenantable. Therefore, should any domestic Water Service or service providing Water for fire suppression be closed, service will not be left on between parties taking financial responsibility. Mesa Water has no liability to furnish Water for consumptive use or for fire suppression to an uninhabited building. Should Mesa Water find or determine that persons may be inhabiting said building lacking domestic or fire Water Service, the District may, in its sole discretion and without legal obligation, contact the local Building Safety Authority or law enforcement agency to advise them of such situation. Mesa Water shall not be subject to any voluntary assumption of risk or liability as a result of taking such action(s).

3.3.1 Credits on Closed Accounts

Closed accounts may have credits due to overpayments, Deposit refunds and/or other reasons.

Credits may be refunded to the Customer of Record in one of the following methods, per their request and at the discretion of Mesa Water:

- The District may transfer the credit to another account of which the Customer is the current Customer of Record.
- A refund check will be sent to the mailing address listed on the

applicable account.

Unclaimed credits will be processed in accordance with State regulations.

3.4 BILLING AND MEASUREMENT OF WATER SERVICE

Bills cover a specified period of service, which is stated on the Water bill.

Billing frequency will be on regular intervals as determined by Mesa Water.

Bills for Water Service will be based on two components, in addition to any applicable surcharges, the Basic Charge and the Usage Charge. The Basic and Usage Charges will be imposed in accordance with the Water Rate and Charge Schedule.

Mesa Water reserves the right to estimate Water usage based on past usage in the case of meter failure.

An additional Charge may be applied to Basic and Usage Charges for accounts that receive Water Service outside of Mesa Water's service area in accordance with the Water Rate and Charge Schedule.

Mesa Water may periodically collect various surcharges imposed by other government entities, including but not limited to, those assessed or imposed by the Orange County Local Agency Formation Commission, State Water Resources Control Board, or the California Department of Water Resources. Mesa Water does not set these surcharges, but has a legal responsibility to collect them. These mandatory surcharges are due and payable along with billings for Water Service, and follow the same billing, delinquency and collection process as such.

Water bills shall be dated as of the Presentation Date. All bills are due and payable no later than the Due Date.

3.5 PAYMENTS

The Customer of Record is responsible for complete and timely payment of all Mesa Water bills.

Non-receipt of a bill does not release the Customer of Record from payment obligation.

Cash payments for all services provided by Mesa Water must be made at the Office currently located at 1965 Placentia Avenue, Costa Mesa, California.

No payment by any method will be accepted by Mesa Water employees away from the Office.

Payments received without sufficient information to properly credit an account may be returned without being processed. As set forth herein, accounts for which no payment is made or processed may be subject to Fees/Charges including, but not limited to, Delinquent Fees.

Upon receipt, payment(s) to an account shall be credited in the following order, or priority, as shall be applicable:

- To pay outstanding Charges, Fees, and applicable Delinquent Fee(s), in order of oldest to newest; then,
- To pay current Charges and Fees; and then,
- To replenish or provide any required Deposit amounts.

Any funds held as a Deposit for an account shall be applied to pay applicable bills, Charges, or other Fees due and owing on such account, at the time a delinquency would otherwise occur.

3.5.1 Payments Made at the Mesa Water Office

Payments made at the Mesa Water Office may be in the form of cash, credit card, check, cashier's check, or money order. Payments can be made online at the Office via the computer located in the lobby.

Payments made at the Office by close of a Business Day will be credited to the account that same day. Payments received in the night drop box by the opening of business on a regular Business Day will be credited to the account that Business Day. Mesa Water's business hours are posted at the Office and online.

3.5.2 Payments Made by Mail and to the Lockbox

Payments made by mail will be credited to the account on the same day that they are received by Mesa Water or the lockbox service provider so long as proper account and payment information is included.

Postmark dates are not accepted or considered in posting payments to an account.

3.5.3 Payments Made by Third Party Vendor

Mesa Water accepts payments by credit/debit card through its approved third-party administrator that may impose a convenience fee

to the Customer for this service. Customers may call Mesa Water's Customer Services staff at 949.631.1200 or visit the website at www.MesaWater.org in order to obtain the toll free number.

Payments made to Mesa Water through its third party administrator(s) will be credited to the Customer of Record's account on the date of transaction. If the Customer's service is in danger of termination, then the Customer should notify Mesa Water that a payment has been made by providing the confirmation number following payment. It is the responsibility of Customers using any third party administrator for payment to ensure timely payment is made to Mesa Water.

3.5.4 Payments Returned by Bank

Should any payment, including, but not limited to, check, credit card, online payment or Electronic Fund Transfer, be returned by Mesa Water's or Customer's bank for any reason, the Customer of Record will be notified and a Returned Item Fee will be charged against the account(s) to which the payment had been credited. The Returned Item Fee will be assessed in accordance with the Water Rate and Charge Schedule. Should a Customer of Record have two returned payments within 12 months, Mesa Water may require all payments by or on behalf of such Customer of Record be made by cash, cashier's check, money order, or credit/debit card for a period of up to 24 months. The District may reduce the time for the foregoing requirement on a case-by-case scenario at the sole discretion of the General Manager or the General Manager's Designee(s).

Returned Item Fees are due and payable immediately. Returned Items Fees are payable by cash, cashier's check, money order or credit/debit card.

Mesa Water may waive the Returned Item Fee if the assessment of the Returned Item Fee was due to the District or District's bank error. In its sole discretion, Mesa Water may waive the Returned Item Fee for other reasons not listed herein. Should Mesa Water waive the Returned Item Fee for reasons other than District error, it may be waived one time per account in a rolling 24-month period, or at the discretion of the General Manager or the General Manager's Designee(s).

3.5.5 Payment Extensions

A payment extension is a payment arrangement in which the due date for the entire unpaid balance is delayed to avoid delinquent Charges or service termination. Agreement to payment extension(s) is within

the sole discretion of Mesa Water. An account may only have one active payment arrangement at a time.

Payment extension arrangements may be made between Mesa Water and the Customer of Record prior to the due date on any invoices during the billing process. The Customer of Record must adhere to the terms of the payment extension in order to avoid Delinquent Fees or service termination, and the account being ineligible for payment extensions and payment plans for 12 months.

Payment extensions may not extend beyond 30 calendar days; otherwise, a payment plan shall be arranged (See Section 3.5.6 for Payment Plans).

3.5.6 Payment Plans

A payment plan is a payment arrangement in which the entire unpaid balance is spread out over multiple payments over a defined period of time. Agreement to a payment plan is within the sole discretion of Mesa Water. An account may only have one active payment arrangement at a time.

The Customer of Record must adhere to the terms of the payment plan in order to avoid Delinquent Fees or service termination, and the account being ineligible for payment extensions and payment plans for 12 months.

3.5.7 Financial Assistance

Per California Proposition 218 (1996), Mesa Water is unable to use revenues derived from Water Rates and Charges for any purpose other than delivering Water. Mesa Water is legally prohibited from using revenues from Water Rates and Charges to subsidize costs of service to its Customers.

Mesa Water may direct Customers to non-profit and charitable organizations that may offer assistance in paying Water bills.

3.5.8 Overpayments and Credits

Should an account be overpaid due to any reason, regardless of purposeful or accidental, the overpayment will remain on the corresponding account as a credit against future Charges.

Requested refunds of less than \$100.00 and greater will not be approved. Requested refunds of \$100.00 will be considered on a case-by-case scenario.

Requested refunds will be processed with approval by the Chief Financial Officer, General Manager or the General Manager's Designee(s).

3.6 DELINQUENCIES

Customers that have questions or require assistance regarding the payment of water bills should contact Mesa Water District Customer Services Department at 949.631.1200 or visit the Office at 1965 Placentia Avenue, Costa Mesa.

Regular and closing bills have a Due Date of not less than 28 days from the Presentation Date. Unpaid bills are considered delinquent if payment is not received by the Due Date shown on the bill; and a Delinquent Fee will be assessed in accordance with the Water Rate and Charge Schedule.

3.6.1 Delinquent Bills

A Delinquent Fee will be assessed to the account, in accordance with the Water Rate and Charge Schedule, and a delinquent bill will be sent to the Customer of Record if payment is not received by Mesa Water by the regular or closing bill's Due Date. Delinquent Fees are due and payable immediately with the outstanding balance of the bill.

The delinquent bill will have a Due Date within 28 calendar days after the Presentation Date.

The Delinquent Bill will be a mailed notice to the Customer of Record and will contain:

- The Customer of Record's Name and Service Address;
- The amount of the delinquency;
- The date by which payment or payment arrangement must be made to avoid termination of service;
- A description of the procedure by which the Customer of Record may request a Payment Extension or Payment Plan;
- The procedure for the customer to obtain information on financial assistance, if applicable; and,
- The telephone number where the Customer of Record may request a Payment Extension, Payment Plan, or receive additional information from the District.

Delinquent Fees are administrative and may be waived one time per account in a rolling 24-month period, or at the discretion of the General Manager or the General Manager's Designee(s) up to \$5,000.

3.6.2 Final Written Notice of Service Termination (Final Notice)

A Final Notice Fee will be assessed to the account, in accordance with the Water Rate and Charge Schedule, and a Final Notice bill (Final Notice) will be sent to the Customer of Record if payment is not received by Mesa Water by the Due Date of the delinquent bill. Final Notice Fees are due and payable immediately with the outstanding balance of the bill.

The Final Notice will have a Due Date not less than 21 calendar days after the Presentation Date.

The Final Notice will be a mailed notice to the Customer of Record and will contain:

- The Customer of Record's Name and Service Address;
- The amount of the delinquency;
- The date by which payment or payment arrangement must be made to avoid termination of service;
- A description of the procedure by which the Customer of Record may request a Payment Extension or Payment Plan;
- The procedure for the customer to obtain information on financial assistance, if applicable; and,
- The telephone number where the Customer of Record may request a Payment Extension, Payment Plan, or receive additional information from the District.

Where a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling exists, or if the Customer of Record's mailing address is not the Service Address, then a Final Notice will also be mailed, a least 10 days prior to water service termination, to the Service Address attention "Occupant" or "Current Resident" as deemed appropriate by Mesa Water. The Final Notice will also notify the tenant of its opportunity to become the customer of record without being required to pay any amount that may be due on the landlord delinquent account.

The Final Notice is Mesa Water's final written attempt to collect a past due balance before Water Service is terminated.

Where the delinquent account provides Water Service to more than

one residential dwelling unit (for example, apartment buildings), when practical, a Final Notice will be delivered to each dwelling unit benefiting from the service. However, if this step is not practical, the Final Notice shall be posted in a common area accessible to residents. Additional Fees may be charged for this service, in accordance with the Water Rate and Charge Schedule.

If payment of all Water bills, Fees, Charges and Deposits is not received by the Due Date of the Final Notice then Water Service may be terminated.

Final Notice Fees, and Fees related to the Final Notice, are administrative and may be waived one time per account in a rolling 24-month period, or at the discretion of the General Manager or the General Manager's Designee(s).

3.6.3 Notice of Pending Water Service Termination for Non-Payment

In addition to the written notice(s), as described herein, Mesa Water will also make a reasonable attempt to personally contact the Customer of Record by telephone, e-mail, in person, or by posting a Notice of Pending Water Service Termination in a conspicuous place at the Service Address, at least 15 calendar days prior to terminating service. This personal contact is Mesa Water's final attempt to collect a past due balance before Water Service is terminated.

The Notice of Pending Water Service Termination will contain all of the following:

- The Customer of Record's Name and Service Address;
- The amount of the delinquency;
- The date by which payment or payment arrangement must be made to avoid termination of service;
- A description of the procedure by which the Customer of Record may request a Payment Extension or Payment Plan;
- The procedure for the customer to obtain information on financial assistance, if applicable; and,
- The telephone number where the Customer of Record may request a Payment Extension, Payment Plan, or receive additional information from the District.

The Notice of Pending Water Service Termination shall be provided in writing, in person, or by telephone contact/message.

3.7 TERMINATION OF WATER SERVICE FOR NON-PAYMENT

Mesa Water strives to provide excellent customer service, and as such provides many opportunities and assistance to avoid Water Service termination. However, after all past attempts have failed to resolve an unpaid balance, and consistent with these Rules and Regulations, the Water Service shall be terminated.

Mesa Water's written policy on termination of water service for non-payment is available in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean. A printed copy of this policy is available at Mesa Water's Office and on the website.

3.7.1 Circumstances Under Which Water Service Will Not be Immediately Terminated After Exhausting Procedures in Section 3.6

- During an investigation by the District of a customer dispute as described in Sections 3.13.1 – 3.13.3;
- During the pending of an appeal to the Board of Directors under Section 2.9;
- During the period of time in which a Customer of Record's payment is subject to a District-approved Payment Extension or Payment Plan and the Customer of Record remains in compliance with the approved payment arrangement.

3.7.2 Special Medical and Financial Circumstances Under Which Water Service Will Not be Terminated

Mesa Water will not terminate water service if all of the following conditions are met:

- The Customer of Record, or tenant of the Customer of Record, submits to Mesa Water the certification of a licensed primary care provider that termination of water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided;
- The Customer of Record demonstrates that he or she is financially unable to pay for residential service within the normal billing cycle. The customer is deemed financially unable to pay during the normal billing cycle if: (a) any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women,

Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level; and,

- The Customer of Record is willing to enter into an alternative payment arrangement, including a Payment Extension or Payment Plan.

The Customer of Record is responsible for demonstrating that the conditions of Section 3.7.2 have been met. Upon receipt of documentation from the Customer of Record, Mesa Water will review the documentation within seven days. The District will then respond within seven days with one of the following: (1) Notify the customer of the alternative payment arrangement selected by Mesa Water and request the Customer of Record's signed assent to participate in that alternative payment arrangement; (2) Request additional information from the Customer of Record; or (3) Notify the Customer of Record that they do not meet the conditions in Section 3.7.2.

For any Customer of Record who demonstrates that they meet all of the above conditions, Mesa Water will offer the customer one of the following options, to be selected by the District at the discretion of the General Manager or the General Manager's Designee(s):

- Payment Extension, as described in Section 3.5.5.
- Payment Plan, as described in Section 3.5.6.

The Customer of Record must adhere to the terms of the Payment Extension or Payment Plan as stated in Sections 3.5.5 and 3.5.6 to avoid Water Service termination. However, any unpaid balance that was included in the defaulted alternative payment arrangement will not be considered in any investigations or reviews by the District.

3.7.3 Days and Times of Service Termination Due to Non-Payment

Mesa Water will only terminate Water Service due to non-payment during its regular business hours.

3.7.4 Procedures for Terminating Water Service for Non-Payment

When a Mesa Water employee arrives at the service address to terminate Water Services for non-payment a Service Termination Trip Fee will be assessed. Fees and Charges associated with termination of service as a result of non-payments are shown in the Water Rate and Charge Schedule. When Water Service is terminated, the meter will be locked in the off position and a tag will be attached to the meter

notifying Customers that tampering with the meter and lock is prohibited per Section 2.6 of these Rules and Regulations and California Penal Code Sections 498, 592, 624, and 625.

Service Termination Trip Fees recuperate the staff, equipment, and fuel costs associated with visiting the property to terminate service, and therefore cannot be waived, except at the discretion of the General Manager or the General Manager's Designee(s).

In the case where a property is served by multiple accounts and services, and are the financial responsibility of the same Customer of Record, then additional and all services may be terminated until the balance(s) have been satisfied.

If payment is not received within ten days of termination of service, the account will be closed, and the process as described in Section 3.3 shall be followed.

3.8 RESTORATION OF WATER SERVICE

Following service termination for non-payment, the Customer of Record must contact Mesa Water by telephone or in person at the Office regarding restoration of water service.

All amounts owed, including all bills, Fees, Charges, and Deposits, must be paid or otherwise satisfied before Water Service will be restored. If the Water meter has been removed, all Fees must be paid before a Water meter is re-installed. Fees for the service restoration are shown in the Water Rate and Charge Schedule.

Service will be restored on the same Business Day that the account balance has been satisfied, if conditions permit. Otherwise, the service will be restored the following Business Day.

Service Restoration Trip Fees recuperate the staff, equipment, and fuel costs associated with visiting the property to restore service, and therefore cannot be waived, except at the discretion of the General Manager or the General Manager's Designee(s)

3.9 PROCEDURES FOR OCCUPANTS OR TENANTS TO BECOME CUSTOMER OF RECORD OF MESA WATER DISTRICT

3.9.1 Applicability

This Section 3.9 shall apply only when the property owner, landlord, manager, or operator of a residential service address is listed as the Customer of Record and has been issued a Final Notice to terminate

water service due to non-payment.

3.9.2 Agreement to Mesa Water Rules and Regulations for Water Service

Mesa Water will make Water Service available to the actual residential occupants if each occupant agrees to the Rules and Regulations for Water Service and meets the requirements of Mesa Water's Rules and Regulations. Notwithstanding, if one or more of the occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of Mesa Water, or if there is a physical means, legally available to the District, of selectively discontinuing service to those occupants who have not met the requirements of the Mesa Water's Rules and Regulations, the District shall make service available to the occupants who have met those requirements.

3.9.3 Verification of Tenancy

To be eligible to become a Customer of Record without paying the amount due on the delinquent account, the occupant shall verify that the delinquent account's Customer of Record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code, at the sole discretion of Mesa Water District.

3.9.4 Deductions from Rental Payment

Pursuant to Government Code Section 60371(d), any occupant who becomes a Customer of Record of Mesa Water District pursuant to this Section 3.9 and whose periodic payments, such as rental payments, include charges for residential Water Service, where those charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the District for those services during the preceding payment period.

3.10 COLLECTIONS

Mesa Water may, at its sole discretion, transfer unpaid and uncollected balances on accounts to any active or new account(s) under the control and responsibility of the same Customer of Record.

Mesa Water may contract with a collection agency for the recovery of any outstanding balances on closed accounts. The past due account

must be paid in full or otherwise be arranged for payment within 90 calendar days of the delinquent closing bill due date before being sent to a collection agency. Any account that is sent to a collection agency may be subject to a collection agency Fee, as set forth in the Water Rate and Charge Schedule.

Mesa Water or its collection agency may report on unpaid balances to credit bureaus.

3.11 DEPOSITS

Deposits may, at the discretion of Mesa Water, be required on accounts when any of the following situations occur:

- The Customer of Record's account contains insufficient identification information, as listed in Section 3.2;
- The account receives two Final Notices of Service Termination (Final Notices) within a 24-month period;
- Service is terminated for non-payment;
- The Customer of Record files for bankruptcy or a related Order for Relief;
- Two payment items are returned by the Customer of Record or District's bank within the last 12 months;
- Tampering or damage to District appurtenances including, but not limited to, the Water Service meter;
- The Water Service was off and locked without a current Customer of Record, and Mesa Water has determined that the Water Service has been turned on without the express permission of the District and Water has passed through the meter.

Deposits will be held on the account until one of the following occurs:

- Bills are paid consecutively on time for a period of at least 24 months.
- The account is closed. However, if the Customer of Record becomes the holder of another account with Mesa Water, the Deposit may be transferred to the new account.
- If the Customer of Record provides sufficient identification information as listed in Section 3.2.
- In this case, the Customer of Record must still have a satisfactory payment history of at least 24 months.

Deposits do not excuse future late payments or prevent future Delinquent Fees from being assessed.

Deposits will be refunded as a credit on the account. If the account is being closed, then the Deposit will be used to satisfy the balance on the account before any refund is issued. A closing bill stating any remaining balance will be issued to the Customer of Record. If there are remaining funds, the credit process will follow the procedures listed in 3.3.1, Credits on Closed Accounts.

The standard amount of the Deposit is shown in the Water Rate and Charge Schedule. However, the amount of the Deposit may be set differently at the discretion of the General Manager or the General Manager's Designee(s) in an amount sufficient in his/her judgment to ensure that future bills will be paid when presented. Additional Deposit amounts may be collected in the future to account for higher bills. Mesa Water may make a payment arrangement with the Customer of Record if the Deposit creates an immediate financial hardship.

Any interest accrued on a Deposit will not be refunded to the Customer of Record.

Deposit requirements may be waived once every 24 months or per the discretion of the General Manager or the General Manager's Designee(s).

3.12 CUSTOMER BANKRUPTCY

When Mesa Water receives notice that a Customer of Record has filed for bankruptcy, the Customer of Record's account(s) will be closed, as soon as possible following receipt of such notice. The date used for purposes of determining the amount to be included in the bankruptcy is the date of filing on the notification form. Any outstanding balances as of that time will be considered within the scope of such bankruptcy proceedings and Mesa Water may file a claim accordingly.

A new Customer account will be created for such Customer of Record should the Customer of Record request ongoing service. A Deposit will be charged in accordance with the Water Rate and Charge Schedule and Section 3.11 of these Rules and Regulations for Water Service. Subject to the provisions of these Rules and Regulations, Mesa Water will not terminate service unless otherwise directed by the Customer of Record.

3.13 CUSTOMER INQUIRIES, DISPUTES, AND COMPLAINTS

All Customer inquiries, disputes, and complaints will be handled as expeditiously as reasonably possible. In some instances, extensive

research will be required, thus extending the time required for resolution, and the Customer will be so informed.

3.13.1 Billing Disputes

Any dispute by the Customer of Record of the amount owed, as shown on a bill or invoice, must be raised within ten days of the date of billing produced on the bill or invoice, otherwise the bill or invoice will be considered correct and payable.

Only the disputed portion of the bill may be set aside by Mesa Water pending resolution of the dispute. The Basic Charge plus any outstanding balance, Charges or Deposits must be paid. The undisputed portion of the bill must be paid in accordance with these Rules and Regulations for Water Service governing undisputed bills or invoices.

A timely request for investigation will be reviewed by Mesa Water. The review will include consideration of whether the Customer of Record may receive a Payment Extension, Payment Plan, or none. Mesa Water may, in its sole discretion, review untimely disputes; however, such disputes are not subject to appeal.

In the case of a Water usage dispute, Mesa Water employees will re-read the meter and determine if the usage and bill are correct.

- If the usage is correct, the bill shall be due and payable as presented.
- If the usage is incorrect, the bill will be reissued with the correct usage. The billing and payment process will start over for that portion of the bill.

Multiple similar requests made by the Customer of Record for the same service address may not be able to be fulfilled based upon employee availability and the business needs of Mesa Water District.

Any Customer of Record whose timely dispute has resulted in an adverse determination may appeal the determination to the Board of Directors within ten business days of the District's mailing or communication of its determination, following the process outlined in Section 2.9.

3.13.2 Meter Inquiries and Testing

If the Customer of Record is concerned that the meter is not operating correctly or is not accurate, the Customer of Record may submit a

completed Customer Service Meter Test Request form (Refer to Appendix 2). Mesa Water will arrange for an approved third party testing facility chosen by and facilitated by the District to test, the meter for accuracy based on standards by the American Water Works Association (AWWA). Prior to the removal of the meter for testing, Mesa Water shall require a meter test Deposit in accordance with the Water Rate and Charge Schedule. Meter test Deposits will be refunded if the meter is determined to be recording outside the prescribed limits for meter accuracy as described herein.

If the meter is found to be registering three percent on average in excess of the actual quantity flowing through the meter based on meter accuracy standards by the AWWA, Mesa Water will replace the defective meter, refund the meter test Deposit and refund to the Customer of Record the full amount of the overcharge based on the corrected meter readings for the previous period, not exceeding six months from the date of the written request, that the meter was in use by the same Customer of Record.

If the meter is not found to be defective and does not register three percent in excess, then the meter test Deposit shall be forfeited to Mesa Water and the Water bill shall be due and payable as presented.

If the meter is found to be registering less than 97 percent on average of the actual quantity flowing through the meter, based on meter accuracy standards by the AWWA, the meter will be replaced and the Customer of Record may be assessed based on the average consumption for up to six preceding months during which the meter was in use and found to have been registering correctly.

3.13.3 High Water Use Investigations

Customers may request that Mesa Water assist them in the determination of possible leaks or other conditions, which may result in higher than normal Water usage. Inspections may be arranged with Mesa Water to check the Water meter for potential flow indicating a leak. Such requests will be handled by appointment only. Appointments may be arranged by contacting Mesa Water's Customer Services staff. Multiple similar requests made by the Customer of Record for the same service address may not be able to be fulfilled, based upon employee availability and the business needs of the District. In performing leak determinations, Mesa Water is not providing any warranty or guarantee of accuracy thereof. Mesa Water does not provide leak investigations on private property.

3.13.4 Water Quality Inquiries

Mesa Water strives to provide Customers with high quality Water at all times. If a Customer suspects any problem with the quality of Water provided the Customer may contact the District and a Mesa Water employee will arrange to meet with the Customer at home or business to investigate the concern. Information regarding Water quality analyses of the District's Water is available to the public. Mesa Water's annual Water Quality Report is available on the District's website, and printed copies are made available during business hours at the Office.