Big Bear Lake, Department of Water and Power Rules and Regulations

General

The City of Big Bear Lake, Department of Water and Power (DWP) provides water services to properties within its service area. These Rules and Regulations set forth the terms and conditions under which DWP will provide water service to property owners. The provision of, and continuation of, water service is contingent upon property owners accepting these Rules and Regulations as conditions of water service. By accepting service, property owners explicitly and implicitly agree to be bound by these Rules and Regulations and to hold harmless DWP, its employees, members of DWP's Board of Commissioners (Board), DWP agents, DWP representatives and the City of Big Bear Lake from any liability associated with the implementation of or interpretation of these Rules and Regulations. Failure to abide by these Rules and Regulations will be considered grounds for terminating water service and may subject the individual(s) responsible to additional fees and charges.

If any section of these Rules and Regulations is found to be invalid, such determination will not affect the validity of all remaining portions of these Rules and Regulations.

Connections for Water Service

1. Connection availability is subject to system capacity and other limitations that may be imposed by the Board. Connections are approved on a first come, first serve basis.
2. A property owner or their designated representative must obtain a water availability determination from DWP for the specified parcel to ensure service is available prior to undertaking development. DWP may require the construction of facilities to serve water which will be included in the availability determination.
3. A property owner can request their property be connected to DWP's system at any time. Once DWP connects the property to the system, the property is considered permanently connected to the system. A service can only be abandoned if future development is precluded by physical impediment or by function of law.
4. A water service account must be established by the owner of the property at the time fees are paid or a connection is established.
5. All applicable fees must be paid and water service fees applicable to the connection will accrue from the meter installation date forward. All fees incurred are deemed to be owed upon connection of the property to DWP's system.
6. All units that can be sold individually require separate connections and dedicated water meters and service lines unless billed through a homeowner's association or equivalent common interest arrangement. At its discretion, DWP may require individual or multiple grouped connections when two or more buildings are located on the same lot or parcel. All such connections will be installed at the owner's expense. Exceptions can be made when physical limitations require.

7. When property provided with a service connection is subdivided, the existing service connection will be assigned to the lot or parcel of land nearest the meter or service terminus.
8. All dwellings and structures where automatic fire sprinkler systems will be installed require a fire service with a minimum meter size of 1", along with a reduced pressure principal backflow assembly (RPP).
9. When a water service is required for fire protection (i.e. fire sprinklers), the service line will be designed to carry adequate fire flow. The owner's engineer is responsible for providing DWP with calculations supporting sizing of the service line.
10. In certain circumstances, the property owner may pay for improvements that accrue to the benefit of DWP or are covered under capacity charges from other properties. In such cases DWP may enter into an agreement with a property owner that equitably assesses costs between DWP rate payers and the property owner.
11. For new services, the customer must provide construction plans that show all proposed plumbing fixtures and the proposed location of the new service. The plans must be submitted to DWP for review prior to approval unless otherwise stated by DWP engineering staff.
12. DWP will furnish and install and thereafter maintain all meters, pipes, equipment, and materials for the water service and title to all such meters, pipe, equipment, and materials remains with DWP. DWP's title and responsibility end at the outlet side of the meter box, except for private fire services or other connections not contained in a meter box where DWP's title and responsibility end at the property line. For large meters where the customer is required to install a meter, the meter will be approved and inspected by DWP.
13. Only authorized representatives of DWP are allowed to connect a water service or to disconnect the same from DWP's water mains.
14. Water meter boxes will not be installed in driveways or sidewalks except at the option of DWP for its operating convenience.
15. Nothing may be stored inside a connected meter box, which is owned exclusively by DWP. Any equipment or apparatus found inside the meter box will be removed and disposed of at DWP's discretion.
16. For connections with high water pressure, DWP staff may recommend or require the property owner to install an approved pressure regulator at the property owner's expense.
17. Where service may be provided from more than one water main fronting a property, the meter location will be at DWP's discretion.
18. DWP reserves the right to require mainline replacement if a development or redevelopment would demand more mainline capacity for consumption or fire suppression than existing facilities could adequately supply, or if the existing mainline does not meet current water system standards. DWP has the sole authority for making the determination of existing mainline capacity and the demand for capacity imputed to the development or redevelopment. The cost of any mainline replacement required to serve the development, or redevelopment is the responsibility of the property owner.

Meter Installations

19. Residential meters will be installed, as scheduling allows after the property owner has established a service account.
20. All installed meters will remain locked until the customer's service line or yard hydrant is connected to the meter according to DWP's Standard Specifications and Drawings (SS&D's). Customers must contact DWP to schedule inspection and activation.
21. The property owner must install a suitable stop and drain valve with no tap or branch between this valve and the meter. The stop and drain valve is required to turn off water to the property for necessary repairs to on-site plumbing and to drain the lines to prevent freezing pipes (winterizing).
22. Meter shut-off valves installed by DWP on the inlet side of the water meter are for the exclusive use of DWP and should only be operated by DWP or those authorized by DWP. Unauthorized use of this valve may result in fees and/or discontinued service.

Development Required System Improvements

23. In some instances, a property may not have direct mainline access to DWP's system. In these instances, system improvements are required. In some instances, system improvements are already accounted for in DWP's future plans and paid for by capacity charges. When system improvements are already covered by the capacity charge nexus study, additional charges do not accrue to the developer. When the necessary improvements are not so covered, costs are the responsibility of the developer.
24. System facilities may be designed by either the developer or DWP. When facilities are designed by the developer, the facilities must be designed in accordance with DWP's SS&Ds and all plans must be submitted to DWP for review and approval prior to beginning construction. All water system improvement plans need to be stamped and signed by a Registered Civil Engineer, in accordance with State Law.
25. The developer may be required to pay for a water feasibility study as determined by DWP engineering staff. The water feasibility study will identify the required on-site and off-site facilities needed to provide service to the development.
26. All construction must conform to DWP's SS&Ds.
27. A performance bond or equivalent performance deposit may be required up to the estimated cost of such facilities to ensure that the construction is completed according to DWP's requirements.
28. All mainline extensions must use pipeline equal to or greater than the diameter size necessary to meet fire flow requirements at the time of the extension, as set forth by the overseeing fire authority, and the diameter necessary to maintain consistency with existing or planned system mainlines. The main line extension will extend the full frontage of the parcel for which water service has been requested.
29. A deposit may be required based on estimated amount of the cost of extending a main line to provide service to a property, including inspections, administration and overhead.
30. Dead-end lines are not permitted except were deemed necessary by DWP engineering staff. An approved flush out may be required if a dead-end line is deemed necessary. In cases where

circulation lines are necessary, the circulation lines shall be designed and installed in accordance with DWP's SS&Ds and requirements.

31. Service presets may be required for mainline extensions as part of onsite facilities at the discretion of DWP engineering staff and at the expense of the developer. Service presets will be installed in accordance with DWP's SS&D's
32. DWP inspection is required for all system improvements. These costs are billed to the developer based on hourly rates developed by DWP to recover actual costs.
33. All water system facilities installed under this section are owned and under the responsibility of the developer until such time as the facilities are completed and approved by DWP. Upon completion of the facilities and acceptance by DWP, the facilities will become the sole property of DWP and all parties making payment under this section for the design, construction or inspection of water system facilities have no right, title or interest in such facilities.

Easement, Rights of Way & Facility Access

34. DWP owns and operates water distribution facilities. These DWP facilities may be in the public right-of-way or on private property. To maintain these facilities, DWP requires easements and rights-of-ways to build and maintain water system facilities.
35. No structure or improvement, whether permanent or temporary, can be located within a water line easement or right-of-way, or placed in such a position as to interfere with ready and easy access to any DWP facility. Any such obstruction must be immediately removed by the owner upon notification from DWP. Any removal or replacement costs shall be at the expense of the owner.
36. When requesting service, the property owner must provide DWP with any necessary recorded easements required for DWP facilities, at no cost to DWP. This easement must be in a form acceptable to DWP prior to establishing water service.
37. Any part of the water service connection that is located wholly or partially upon a Customer's premises is the property of DWP. No rent or other charge will be paid by DWP for these facilities. By accepting service, the Customer grants permission to DWP and its authorized agents to enter the premises at all times to access or modify DWP facilities.

Provision of Service

38. DWP is not obligated to provide water service to any applicant until all fees, charges and past due assessments owed to DWP have been paid in full, and all documents associated with the development for which the water service is being sought have been signed and recorded. DWP reserves the right to terminate service if fees agreed to for future payment are not paid and place applicable liens or levies on the property to secure such fees.
39. A Water Service Connection cannot be used to supply water service to any property other than where the water service connection is assigned unless authorized in writing by DWP. Unauthorized delivery from one parcel to another will result in termination of service, in addition to such other remedies as are available by law.
40. DWP reserves the right to refuse service to any premises and at any time to discontinue service if DWP determines that it is necessary or appropriate to prevent abuse or fraud.

41. Any unauthorized person found taking water from or through any of DWP's facilities will be liable for charges and/or prosecuted to the full extent of the law.
42. If DWP has knowledge that a customer failed to comply with any of the Rules and Regulations, DWP will notify the Customer of such failure. If the Customer does not remedy the same within the time required by DWP, DWP may discontinue service to the Customer. In the event of discovery of a dangerous condition on a customer's premises or in the case of a Customer utilizing the service in such a manner as to make it dangerous for occupants of the premises or other Customers, no notice is required.
43. DWP retains the discretion to deny Water Service to any premises where it determines that such service will be detrimental to DWP's facilities or to the service rendered by DWP to other Customers.
44. A Customer making any material change in the size, character or extent of the equipment, operations, or use of the Customer's premises should immediately provide DWP with written notice of the nature and extent of the change. Any such change may result in additional charges.
45. DWP is not responsible for pressure conditions or changes in pressure within the Water System, or for interruptions in service regardless of the cause. Pressure regulators should be properly utilized on the customer side of the meter to protect against pressure fluctuation.
46. During times of threatened or actual water shortages, or in response to a water shortage condition, DWP may apportion its available supplies among its customers. DWP will not be liable for claims of damage or injury arising from such apportionments of supply.
47. Unmetered water use is not allowed except in specific exigent circumstances such as fire prevention efforts.
48. DWP will require payment for services rendered, intended or not, based on received benefit of service.

Establishment of Service

49. The property owner must provide required information sufficient to meet DWP needs to maintain a billing account.
50. Property owners are jointly and severally liable for charges against the property.
51. To authorize a property manager or other user on an account, the property owner must authorize the additional user to access account information, make decisions about water services and provide sufficient information and documentation for authorization.
52. Property owners may request that DWP provide a bill to their tenant. The owner remains responsible for all charges on the account. A notice of delinquent account will be sent to the owner if the account balance is past due.
53. The owner is responsible for informing DWP when the tenant vacates the property.
54. DWP reserves the right to place a lien on the owner's property in the event of default by the tenant and/or failure to pay by the property owner.

Billing and Collection

55. DWP will render bills to customers using available methods at established billing intervals.

56. Bills are due and payable within fifteen days of issuance.
57. If a bill is not received by a Customer at the anticipated interval, it is incumbent upon the Customer to inquire as to the whereabouts of the bill or access a copy of the bill. Not receiving a bill does not alleviate a customer's responsibility for prompt payment.
58. DWP may deny or discontinue water service, in accordance with applicable law, for non-payment of a delinquent bill. DWP may deny or discontinue water service if a customer has any unpaid balance with DWP including from prior addresses, fines or on other properties owned within the service area.
59. Upon receipt of a returned payment taken as remittance of water billing or other charges, DWP will consider the account not paid.
60. Customers may request a leak adjustment to an unusually high bill resulting from water loss at the property. Corrective action must be taken to repair the leak or ensure that the unexpected flow of water will be prevented in the future. Adjustment requests must be supported by a cumulative analysis of activities at the property, the result of which must indicate that continued leaks are not the result of actions taken or not taken by the customer representing careless use and upkeep of plumbing facilities on the customer's property.
61. Customers may request an adjustment to their service charge after a catastrophic event which renders the property uninhabitable. The event must be verifiable. The adjusted rate may last for a period of up to one year, or until the property is habitable, whichever occurs first. The meter will remain locked for the duration of the adjusted rate period. The adjustment is applicable to any portion of the service charge that represents water usage and not the fixed portion representing fixed system costs.
62. In the event any bill for service or fees is not paid in accordance with the provisions of these Rules and Regulations, the amount of any unpaid bill(s) may become a lien upon the property in the manner provided by law.
63. If payment for a billing period is not made on or before the due date, the account is subject to collection activity.
64. In the event a customer's account becomes delinquent, DWP reserves the right to transfer all the charges to any other open account of the same Customer. The account to which charges were transferred is subject to all collection actions including liens.
65. Customers may request a payment arrangement if they are unable to render timely payment. Payment arrangements will be structured by DWP staff based on the circumstances to facilitate the customer's ability to pay.

Service Shutoff/ Turn on

66. A customer's water service may be terminated by DWP and notice of such termination will be made in accordance with all statutory requirements. For dedicated fire services, both the fire department and the customer will be notified of the termination of service.
67. A customer's water service may be terminated by DWP for various reasons, examples of which follow. Such involuntary disconnections are performed by turning off and locking out the meter.
    - Non-payment of amount owed.

- Non-compliance with DWP rules and regulations.
- DWP may terminate a service without notice if unsafe, nuisance or hazardous conditions are found to exist on the customer's premises. DWP will immediately notify the customer of the reasons and the necessary corrections required before reconnection.
- Service connection is obtained through fraudulent means.

68. If a person, or legal entity, takes possession of premises in the service area, they must notify DWP within 24 hours to have the service transferred into their name.
69. Customers vacating a property serviced by DWP must give notice of their intent to vacate or expected change in ownership, specifying the date service is to be discontinued; otherwise, the Customer will be held responsible for water service furnished to such premises until DWP receives valid notice that the property has been vacated or legal ownership has transferred.
70. In accordance with applicable bankruptcy laws, DWP will not alter, refuse or discontinue service to, or discriminate against, a customer or a trustee of a customer, solely on the basis that a debt that is subject to the jurisdiction of the bankruptcy court was not paid when due. It is the responsibility of the customer to supply DWP with a copy of any applicable order for relief.
71. Customers can request courtesy turn on/offs. When requests are considered reasonable and in the best interest of DWP's rate payers collectively, the turn on/off can be considered a courtesy and turn on/off fees will not apply.
72. Property owners are billed the fixed readiness-to-serve-charge, whether the meter is on or off.
73. A customer or their designated representative may be required to meet DWP at the property for the meter unlock and turn on.
74. The use of water on any premises which may cause water or other matter to enter or be forced into DWP's water distribution system or if apparatus is connected to the service which may in any way be detrimental to the service rendered by DWP, to its other Customers or to the general public is prohibited and DWP reserves the right to disconnect Water Service until the problem is corrected.

Discontinuation of Service for Non-Payment

75. Residential Discontinuation
    - Service discontinuation will occur when a bill has become at least sixty (60) days delinquent.
    - Twenty-one (21) days after the payment due date, DWP will provide notice of delinquency.
    - At least eleven (11) days before discontinuation of water service, DWP will visit the residence and make a reasonable, good faith effort to contact an adult person living at the service address. DWP will leave with the adult or in a conspicuous place, final notice of imminent discontinuation of residential service for nonpayment, including DWP's policy for discontinuation of residential water service for nonpayment as required by law. DWP will also attempt to provide a final notice of imminent discontinuation of residential service for nonpayment to the customer of record by standard notification methods.
76. Master Metered Residential Discontinuation
    - Service discontinuation will occur when a bill has become at least sixty (60) days delinquent.
    - Five (5) days after the payment due date, DWP will provide notice of delinquency.
    - At least fifteen (15) days before discontinuation of water service, DWP will visit the master metered residential structure or mobile home park and make a reasonable, good faith effort to contact property management personnel. DWP will post copies of the final notice of

imminent discontinuation of master metered residential service for nonpayment in a visible space or spaces so that residents of the master metered facility are made aware, including DWP's policy for discontinuation of master metered residential water service for nonpayment as required by law.

- If a public health or building officer certifies that termination would result in a significant threat to the health or safety of the master metered residential occupants or the public, DWP will not discontinue service.

77. Commercial Discontinuation
    - Service discontinuation will occur when a bill has become at least nineteen days delinquent.
    - Five (5) days after the payment due date, DWP will provide notice of delinquency.
    - At least seven (7) days before discontinuation of water service, DWP will visit the property and make a reasonable, good faith effort to inform the occupants. DWP will leave with the occupant or in a conspicuous place, final notice of imminent discontinuation of commercial water service for nonpayment.
78. If the customer seeks review or appeal of their bill, the customer should contact DWP before the payment due date. DWP customer service staff will investigate. If the investigation does not result in a resolution acceptable to the customer, the customer may seek review by the CFO.
79. DWP will not discontinue water service for nonpayment on a Saturday, Sunday, legal holiday, or at any time during which DWP office is not open to the public.

Property Damage

80. DWP is not responsible for any loss or damage caused by any negligence or wrongful act of a customer or of a customer's authorized representatives in installing, maintaining, operating or using any or all appliances, facilities or equipment. DWP is not responsible for any damage occurring on the premises served, or elsewhere, because of open faucets, faulty fixtures, or broken pipes on such premises when service is turned on, nor for any damage resulting from the turning off water service.
81. The customer will be held responsible for damage to DWP meters and other property or facilities resulting from the unauthorized use or operation of appliances and facilities on customer's premises. The customer should exercise reasonable care to prevent DWP equipment on the customer's premises from being tampered or interfered with, damaged, or destroyed.
82. If a customer, developer, or other person is responsible for any damage done to DWP property because of intentional or negligent act, or failure to act, the cost of such damage shall be paid to DWP. If responsibility is not known, charges may be made to the current property owner and either billed separately or added to the regular billing for collection.
83. If a customer's property is damaged by DWP personnel, the General Manager and DWP admin staff are authorized to take immediate actions to limit safety, health and/or economic losses and to restore damaged property.
84. The customer must, at their own risk and expense, furnish, install, and keep in good and safe condition all apparatus and appliances which may be required for receiving, controlling, applying and utilizing water furnished by DWP, including devices for controlling or adjusting water pressure. DWP is not responsible for any loss or damage caused by the improper installation of such apparatus and appliances, negligence, want of proper care, or wrongful act of the customer or their agents, employees or licensees.

85. Any damage occurring to meters or other appliances or pipes owned by DWP caused by carelessness or neglect of the Customer, will be paid for by the Customer on presentation of a bill/demand from DWP.

86. When any Customer or other person is determined to be the responsible party that has caused damage to a fire hydrant, fire service, blow off, or other aboveground or underground appurtenance, DWP will charge that party the cost of repair plus the cost of water loss computed on the basis of duration of flow and the estimated flow rate in the pressure zone.

Temporary Connections

87. Temporary connections may be made through a DWP fire hydrant or installed meter not yet connected to the customer service line.

88. DWP reserves the right to revoke the customer's use of a hydrant if the use is causing a disturbance to the water system.

89. Temporary connections are subject to maintenance and usage fees.

90. A deposit may be required by DWP staff to cover or offset the costs associated with a temporary connection and associated water used.

91. An approved backflow prevention or air gap is required for all temporary connections unless otherwise authorized by DWP engineering staff.

92. Proof of insurance or proper collateralization may be required.

Public Hydrants

93. Hydrants are provided for the primary purpose of extinguishing fires and are authorized for use only by the Fire Department, DWP or authorized representatives, or others granted a permit by DWP.

94. In all cases where DWP grants a permit to take water from a fire hydrant, the permitted Customer must use the eddy valve on the hydrant meter assembly to regulate the delivery of water. The fire hydrant valve is a main supply valve and must be fully opened or fully closed. A special hydrant wrench must be used to operate the hydrant valve. Use of the fire hydrant valve for functions of an eddy valve will be sufficient cause to prohibit further use of the hydrants and the refusal to grant subsequent permits for the use of fire hydrants.

95. A metered backflow assembly (type RPP) is required for authorized fire hydrant usage.

RESOLUTION NO. DWP 2026-08

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE DEPARTMENT OF WATER & POWER OF THE CITY OF BIG BEAR LAKE, COUNTY OF SAN BERNARDINO, STATE OF CALIFORNIA REVISING THE DWP RULES AND REGULATIONS POLICY

WHEREAS, the Board of Commissioners maintains various operating policies; and

WHEREAS, from time-to-time DWP operating policies need to be revised and updated to facilitate operating efficiencies and implement restrictions to protect DWPs interest; and

WHEREAS, the Board of Commissioners have implemented a Rules and Regulations policy; and

WHEREAS, changes in DWP operations and practices necessitate significant policy updates to ensure DWP is providing safe equitable system access to customers; and

WHEREAS, the Board of Commissioners wishes to update DWP's Rules and Regulations Policy;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the City of Big Bear Lake, Department of Water and Power that DWP's Rules and Regulations Policy is amended as shown in Exhibit A attached here to and that this updated policy incorporates and supersedes DWP's Connection Policy (2006-02);

PASSED, APPROVED, AND ADOPTED this 28th day of July 2026.

AYES: Tarras, Willey, Hjorth, Cylwik, Scriven
NOES:
ABSTAIN:
ABSENT:

Robert Tarras, Chair
DWP Board of Commissioners

ATTEST:

Sam Armstrong, Secretary
DWP Board of Commissioners