



Cross Valley Water District

Cross Connection Customer Notification Procedures

1. PURPOSE:

The Cross Valley Water District (District) has adopted Resolution 2019-8-3 updating the District's Cross Connection Control Program. The District established the Cross Connection Consumer Notification Procedures to address both compliance and non-compliance as outlined in the Cross Connection Program under Enforcement.

2. TESTING

The District established May 31st as the due date for compliance. Annual tests for compliance shall begin January 1st and end May 31st each calendar year.

3. NOTIFICATIONS

The District shall mail out notices by the United States Postal Services to the service address and billing address on file.

NOTICE 1 - In the month of March, the District shall notify the service address and billing address on file by mail with a courtesy reminder notice that a current annual test has not been received by the District.

Non-Compliance begins June 1st.

Non-Compliance shall result in-

NOTICE 2 – In the month of June, the District shall notify the service address and billing address on file that the current test has not been received and a \$15.00 or the current fee in the Rate Resolution Rate Table II for the Cross Connection Notice 2 fee will be added to the account.

Non-Compliance shall result in-

NOTICE 3 – In the month of July, the District shall notify the billing address on file by mail and the service address by mail and door hanger that due to non-compliance Service Termination has been scheduled. The Cross Connection Notice 3 fee of \$45.00 or the current fee in the Rate Resolution Rate Table II for the Cross Connection Notice 3 fee will be added to the account. The District will designate a reasonable date to terminate the service and this date will be included on the notice and door hanger. The Cross Connection Termination fee is \$50.00 or the current fee in the Rate Resolution Rate Table II will be added to the account on the date of termination on the notice. The Cross Connection Reactivation fee is \$35.00 or the current fee in the Rate Resolution Rate Table II will be added to the account when compliance is met.