



**GUIDE TO POTABLE WATER, RECYCLED WATER
AND WASTEWATER POLICY**

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Preface

This policy document is intended to organize and clarify existing policies and procedures for both the public and staff. Should any discrepancy exist between this policy and any duly adopted code, ordinance, resolution, or, the City Standards and Specifications, the duly adopted code, ordinance, resolution, or the City Standards and Specifications shall prevail. Exemptions from, or waivers from the policies and procedures in this policy document may be granted by the Director of Santa Rosa Water/City Engineer when unusual circumstances warrant; requests for such exemptions or waivers must be submitted in writing clearly identifying the unusual circumstances pertaining to the request.

I. DEMAND FEES

- A. All new consumptive uses connected to the potable water system or recycled water system and all new connections to the wastewater system are required to pay a demand fee.
- B. Demand fees may only be paid for a specific connection to the potable water system, recycled water system and/or wastewater system, the fees shall be valid only for specific connections that are described on an engineering drawing or other documentation approved by the Director of Santa Rosa Water/City Engineer. Neither connection approvals, demand fees nor credits are transferable by sale, assignment or hypothecation to any other property. Fees are accepted as follows:

	Inside City Limits	Outside City Limits- additional requirement
Existing residential dwellings with or without potable water, recycled water and/ or sewer available	Take demand fees at any time.	Approved Utility Certificate
Vacant infill residential lots with potable water, recycled water and/or sewer available	Take demand fees at any time.	n/a
Lots in approved subdivision with a recorded Final Map or Parcel Map	Take demand fees at any time.	n/a
Model Homes in an approved subdivision with or without a Final Map or Parcel Map	Take demand fees if Planning and Economic Development has designated lots as model home.	n/a
	If potable water or recycled water is available but the sewer system is not yet built or accepted, a letter from the developer agreeing not to discharge into the sewer system is required as is a locking device at the house turn off valve.	

Existing structure or lots in a City/County agreement area	n/a	See special agreement or assessment district files- some areas may require Utility Certificate.
Existing residential dwelling or commercial building in process of Annexation	n/a	Must have completed City portion of the annexation process and be scheduled for LAFCO meeting, OR must sign and record Annexation Demand Fee Payment Agreement.
Lot Split	Must have recorded Parcel Map.	n/a
Public health hazard with or without potable water, recycled water and/or sewer available	Take demand fees at any time.	Approved Utility Certificate
Commercial buildings or lots with or without potable water, recycled water and/or sewer available	Building Permit application.	Approved Utility Certificate, Building Permit application, and approved public Improvement Plans, if required.
Second Units	Building Permit application.	Approved Utility Certificate.

C. Industrial uses or uses not listed on the Table 15-1: Non-residential or Industrial Demand Factors Typical Parameters in Title 15 of the City Code may require an Industrial Waste Discharge Permit to determine constituents before demand fees can be determined.

D. Expiration of Payment

1. Demand fees may not be paid for more than two years in advance of the actual commencement of permanent potable water, recycled water and/or wastewater service. If the two-year period expires without permanent service having commenced, all payments received may be considered as a credit toward the fees necessary to acquire potable water, recycled water and/or wastewater service at the time of actual commencement of potable water, recycled water and/or wastewater service. Fees may be refunded after withdrawal of the project application upon the written request of the payee.
2. Notwithstanding the two-year period under this section, once a building permit is issued, within the two year expiration period, for a project for which, (1) the appropriate demand fees have been paid,

and (2) building construction above the foundation has commenced on the project, no additional demand fees will be due for the project irrespective of the date of completion of the project and the date that the permanent sewer, potable water and/or recycled water service is established.

3. For applications made for which payments were received prior to July 1, 1981, the two-year period shall not apply and fees paid will be good until connected, provided no changes in size or other recalculations are required. If changes in size or other recalculations are required, the demand fee shall be recalculated based upon the demand fees currently in effect and the fee due shall be the difference between the prepaid fee and the current demand fee in effect for the size connection required; this provision shall remain in effect until the council establishes a specific date terminating said grandfather provision. Should questions arise, the City's Director of Santa Rosa Water/City Engineer shall make the determination as to whether permanent potable water, recycled water and/ or wastewater service has commenced and its effective date.
- E. For non-residential uses, the minimum potable water, recycled water and wastewater demand fee shall be based on a minimum flow of 1000 gallons per month and shall be purchased in 1000 gallons per month increments.
- F. Demand fees for shell non-residential or industrial buildings are determined in phases. Irrigation demand fees for potable and/or recycled water shall be paid prior to requesting an irrigation meter. The wastewater and domestic potable water demand fees shall be paid prior to the issuance of the building permit for the shell building based on warehouse calculations. Additional fees may be necessary prior to occupancy if the proposed uses have potable water or wastewater demand greater than warehouse demand used for initial demand fee determination.
- G. In general, demand fees are determined by the Director of Santa Rosa Water/City Engineer and shall be paid before a building permit for any work may be issued by the city.
- H. Mixed use projects pay demand fees based upon each particular use. Live work units are required to pay potable water and wastewater upon the least intense allowable use by the zoning of the parcel prior to issuance of the building permit.
- I. New multi-unit residential with 4 or more units, commercial and industrial uses with landscaping must install a separate irrigation meter per City Water Standard X. Existing multi-unit residential with 4 or more units, commercial and industrial uses that do not have a separate irrigation meter

may be required to install a separate irrigation meter at time of application for any building permit or encroachment permit when irrigation water is being used on the parcel. Demand fees for potable and/or recycled water irrigation are based on an estimate of peak monthly use determined by the City of Santa Rosa Engineering Development Services division. Applicant must comply with W.E.L.O. (Water Efficient Landscape Ordinance) and submit plant types with square footage to Engineering Development Services to determine flow.

- J. When one unit on a lot is proposed to be connected to either City potable water or wastewater, all units on the lot must be connected. When one unit on a lot is proposed to be connected to City recycled water, all units on the lot may be required to connect.

- K. Potable and Recycled Water Demand Fees
 - 1. Demand fees will be paid at a rate established per current City Council Resolution.
 - 2. The demand fee for potable or recycled water capacity over the minimum monthly amount is sold in thousand gallon increments.
 - 3. Multi-family residential uses with common landscape areas are required to have a separate irrigation meter and pay a demand fee on the irrigation.
 - 4. For non-residential uses, the potable or recycled water demand purchased must be based upon the estimated maximum monthly usage as determined by the City Engineer. The estimated maximum monthly water usage will be equivalent to the flow determined for wastewater demand fee calculations utilizing table 15-1: Nonresidential or Industrial Demand Factors-Typical Parameters (City Code 15-16.030) based upon the type and size of the non-residential use. If the non-residential use will use potable or recycled water for product production that will not be discharged to the wastewater system, additional potable or recycled water demand must be purchased based upon the estimated maximum monthly water anticipated to be used for product production. The minimum potable or recycled water demand for non-residential uses is 1000 gallons per month.
 - 5. Potable or recycled water demand fees are required for irrigation service. Where a property has both irrigation and domestic demands, the demand fees are due for both uses.

6. Very Large Lot Single Family Dwelling (SFD) potable water demand fees are due from all lots over 1 acre (43,561 square feet and larger) with the following exceptions:
 - a. For lots utilizing a functional private well for all outdoor landscape irrigation. A letter from a certified/licensed well tester certifying that the well is capable of providing sufficient water for outdoor irrigation, considering the size and characteristics of the lot, must be submitted to the Director of Santa Rosa Water/City Engineer for review and decision. Available gallons per minute of the well/pump system and available water storage holding capacity must be included in the submission.
 - b. For lots which have CC&R or special zoning restrictions that limit the lot area that may be landscaped or irrigated to 1 acre or less. A copy of such CC&R's or special zoning restrictions must be submitted to the Director of Santa Rosa Water/City Engineer for review and decision.
 - c. If a property owner who is required to pay a Very Large Lot SFD potable water demand fee believes that special circumstances exist for their property that would significantly limit the potable water use on the property to the level of the Medium/Large Lot SFD, the owner may request permission to pay the potable water demand fee for a Medium/Large lot SFD. Such a request must contain detailed information about the special circumstances that would limit potable water use and must be submitted in writing to the Director of Santa Rosa Water/City Engineer for review and decision.
 - d. Lots utilizing recycled water for all outdoor landscape irrigation will pay irrigation demand fees according to the irrigation demand fee calculation method, and potable water demand fees based on indoor water use estimate determined by the Director of Santa Rosa Water.

L. Wastewater Demand Fees

1. Demand fees will be paid at a rate established per current City Ordinance.
2. The wastewater demand fee for non-residential and industrial uses shall be based on (a) a non-residential wastewater demand fee rate per current Ordinance and (b) the estimated monthly wastewater flow quantity for the type of use based upon the factors in Table 15-

1: Non-residential or Industrial Demand Factors-Typical Parameters (City Code 15-16.030), with the following requirements: the minimum flow quantity that must be purchased for non-residential uses is 1000 gallons per month, and purchases must be made in increments of 1000 gallons per month.

3. The non-residential customer has the option of submitting alternate sewer flow quantity estimates to the Director of Santa Rosa Water/City Engineer for consideration.
4. The purchase of additional wastewater capacity is in a minimum increment of 1000 gallons per month.

M. Best Available Technology

1. Best Available Technology (BAT) means the most efficient hardware, fixtures, and systems as determined by the Director of Santa Rosa Water/City Engineer for reduction of the amount of potable water and wastewater volume and other wastewater flow characteristics. Efficient hardware, fixtures and systems required by the Building Code are factored into the current demand fee.

II. CREDIT FOR EXISTING CONNECTIONS

- A. Credits for existing potable water, recycled water and wastewater connections shall be determined by the Director of Santa Rosa Water /City Engineer.
- B. When the use of a property changes, the total demand fee for the new use shall be calculated using the current system of determining demand fees.
- C. Once potable water, recycled water and wastewater capacity credits have been determined by the Director of Santa Rosa Water/City Engineer, credits are not altered by consumption or use until additional capacity is purchased.
- D. Credits and additional fees for a specific project will only be calculated if the existing use on site is expanding in square footage or the type of use has an increased flow pursuant to Table 15-1: Non- residential or Industrial Demand Factors-Typical Parameters than any prior use on site.
- E. Non-residential or industrial projects with an increased flow pursuant to Table 15-1 shall have credits determined as follows:
 1. If there is a valid capacity document (i.e. Fully executed Utility Service Agreement or Notice and Acknowledgement letter) for the

property, the credit will equal the amount identified in the agreement as “Maximum Gallons per Month Allowed”.

2. If there is no valid capacity document, and the previous demand fee was paid after 1995 according to estimated wastewater flow and/or strength methodology specified in City Code, the credit shall equal the amount purchased at the time, or subsequently purchased, for the property in terms of Equivalent Single Family Unit (*ESU's*). For each ESU purchased for the property, the property will be credited 5,500 gallons per month per ESU.
3. If there is no valid capacity document, and the previous demand fee was paid prior to 1996 according to water meter size or other methodology, the credit will be calculated on prior type of use and square footage based on the current Table 15-1: Non-residential or Industrial Demand Factors-Typical Parameters.

III REIMBURSEMENT PROGRAMS

A. Reimbursement for Offsite Improvements

1. Upon written request by a developer and after a public hearing, the Director of Santa Rosa Water/City Engineer may enter into a reimbursement agreement with a developer who constructs an improvement which the Director of Santa Rosa Water /City Engineer determines will also provide a benefit to other properties.
2. Before entering into a reimbursement agreement, the Director of Santa Rosa Water/City Engineer shall review submittals received from the developer and determine:
 - a. The actual cost of constructing the improvements:

In order to be eligible, the Developer must submit a detailed breakdown of all the engineering, construction, permitting and plan check costs incurred, to the City, no later than 60 days after new potable water and/or wastewater mains are tied into the City system; Lump sum invoices cannot be accepted. Invoices must be itemized.
 - b. The developer must identify each parcel which will contribute to the need for the improvement; and
 - c. The developer shall propose the formula for establishing the fee to be imposed on each parcel identified as having a reasonable relationship to the need for the public improvement.

3. A reimbursement agreement shall include the following provisions
 - a. The portion of the cost of the improvement subject to reimbursement;
 - b. The name and address of the developer to be reimbursed;
 - c. Identification of the parcels which will contribute to the need for the improvement;
 - d. A formula for establishing an equitable fee to be charged each parcel, including an appropriate amount, not to exceed ten percent, to reimburse the City for administering the agreement;
 - e. The City's obligation to pay to the developer all fees collected less the amount to reimburse the City for administering the agreement as described above;
 - f. A release of the City's liability for failing to collect fees upon subsequent development of identified parcels or upon beneficial use of the improvement by identified parcels; and
 - g. A term of ten (10) years or, upon request, up to two additional terms of ten years each, approved by the Director of Santa Rosa Water/City Engineer.
4. Hearing
 - a. Before executing a Reimbursement Agreement, the Director of Santa Rosa Water/City Engineer shall conduct a public hearing regarding the proposed agreement. The Director of Santa Rosa Water/City Engineer shall give fifteen (15) days written notice of the hearing to the record owner (as shown on the County Assessor's real property assessment rolls) of each parcel which has a reasonable relationship between the need for the public improvement and each parcel.
5. Each owner of a parcel identified in the Reimbursement Agreement as required per City Code shall pay the required fee prior to issuance of a building permit allowing development of the property or prior to other beneficial of the improvement.
6. The reimbursement provisions of existing Wastewater Main and/or Potable Water Main Extension Agreements shall remain in effect. Extension Agreements shall expire ten years after the wastewater

main, or potable water main is accepted by the City. Upon request, the term may be extended to two additional terms of ten years each by the Board of Public Utilities/City Engineer.

7. The reimbursement fee for Extension Agreements shall be \$15.00 per front footage for potable water and \$18.00 per front for wastewater. Reimbursable quantities are determined by the Director of Santa Rosa Water/City Engineer per City Code Section 21-10.080.
8. For a new subdivision connecting to existing mains across the property frontage, non-participation and/or reimbursement fees must be paid by the developer prior to connecting to the existing facilities, whether the proposed connections are service laterals or main extensions.
9. Reimbursement:
 - a. Fees collected from the applicant by the City under this policy will be refunded to the Reimbursement Agreement holder after final connection.
 - b. If the Reimbursement Agreement holder cannot be located, the fees collected under this reimbursement policy shall be returned to the applicant.

B. Reimbursement/Participation for Temporary Service Connection

1. Properties that are allowed a non-standard connection (connections other than on the property frontage) will be required to sign a covenant agreeing to participate in the cost of construction or reimburse the developer of the potable water, recycled water and/or sewer mains when they are installed on the frontage of the property. Connections will be transferred to the property frontage as soon as the main(s) are accepted by the City. The property owner will be responsible for the on-site plumbing to reconnect the property to the new services.

C. Reimbursement for Oversize Facilities

1. The City may require that a developer install improvements of greater size, capacity, number, or length for general public benefit or property other than that of the developer, as determined by the City's General Plan, Water Master Plan, Sewer Master Plan, and Southeast Area Plan, Southwest Area Plan or any other determination of public benefit. If such oversized facilities

required by the City are not reimbursable under City Code Chapter 21-10 (also Article III in this Policy, “Reimbursement for Offsite Improvements”), then the City may elect to contribute to the cost of the additional improvements.

2. In the event that the City elects to contribute to the cost of additional improvements, the City shall determine the portion of the costs associated with installing such potable water, or sewer mains larger than the minimum necessary to serve the applicant’s development. Upon acceptance of the main(s) in to the City’s system, the City will pay the developer the reasonable costs associate with installing such potable water or sewer mains larger than the minimum necessary to serve the applicant’s development.
3. To determine the amount of City contribution for oversizing facilities:
 - a. Determine the main size that would have been required by the development without the oversize requirement.
 - b. Determine the oversize quantities:
 1. For potable water mains; determine the length of pipe, number of tees, valves, reducers and other related appurtenances. If the main was required to be installed at a greater depth, per City standards, due to the increased size, determine the increased excavation and backfill amounts and any increased trench paving required.
 2. For sewer mains, determine the length of pipe and number of any manholes required to be installed at a greater size than if the facility were not oversized.
 - c. Price the above listed parts and pieces for both the main that would have been installed without oversizing and the oversized portion of the main through a local supplier. Determine the difference between the two. Add any costs that are reasonably associated with installing the greater size, capacity, number, or length of pipe.
4. When the main(s) have been accepted in to the City’s potable water and/or wastewater system(s), adjust any price estimates based on actual construction quantities as revised on the Public Works Record Plan.

- D. Reimbursement for Increased Fire Protection Storage
1. When a developer is required to install improvements that provide increased fire protection storage (i.e. water reservoir or tank) that will provide benefit to existing developed properties within the City limits as well as developer's project, the developer may apply to the City Council, upon recommendation by the Director of Santa Rosa Water/City Engineer, for City Contribution. The City's extent of contribution will depend upon;
 - a. The extent which the increased fire protection storage will benefit existing developed properties within the City limits, but outside of the developer's project.
 - b. The developer's ability to obtain reimbursement per Guide Section C. above as a result of potential future development.
 - c. The formation of an assessment district created to fund all or part of the fire protection storage costs.
- E. Reimbursements - Special Agreement Areas
1. Reimbursements in special agreement areas may be authorized upon request to, and approval by, the Board of Public Utilities.
- F. Reimbursement for Installing the Public Portion of the Recycled Water System
1. The City may require that a developer install recycled water pipelines, or other facilities that constitute the public portion of the recycled water system, for the benefit of a specific project or for the general public benefit. It is the intent of the City to pay for the public portion of the recycled water system, as determined by the City Engineer.
 2. In the event that the City elects to pay for the cost of the installation of recycled water facilities, the City shall determine the portion of the project costs associated with installing the recycled water facilities after reviewing the developer's breakdown of the engineering, construction, and permitting costs directly attributable to the public recycled water facilities.
 3. The Director of Santa Rosa Water/City Engineer may enter into a reimbursement agreement with a developer who constructs the public portion of the recycled water system. The agreement will include, but not be limited to, the developer's name and address, a

description of the recycled water facilities being constructed, the actual cost of constructing the facilities, and the schedule and terms for reimbursement.

4. Upon acceptance of the facilities into the City's recycled water system, the City will pay the developer the reasonable costs associated with installing the public portion of the recycled water system, including any adjusted price estimates based on actual construction quantities as revised on the Public Improvement Record Plan.

IV WATER LATERALS AND METERS

- A. Refer to current City of Santa Rosa Design and Construction Standards.
- B. Specialty Meters for Properties that do not receive all domestic potable water from Santa Rosa Water, the user shall install, at their own expense one of the following types of specialty meters:
 1. Cooling Tower Intake Meter - Measures potable or recycled water filling cooling towers. Flow amount is subtracted from sewer usage charges.
 2. Cooling Tower Bleed Meter - Measures discharges to the sewer system from the cooling tower. Flow amount is billed to customer.
 3. Domestic Meter on Surcharged Accounts -Tracks potable or recycled water not related to the surcharged use.
 4. Effluent Meter - Measures sewage being discharged from a commercial use. Sewer charges are billed by total flow amount passing through meter.
 5. Groundwater Treatment Meter - Measures treated effluent being discharged to the sewer system. Flow amount is billed to customer.
 6. Ice Meter – Measures potable water supplied to ice makers. Flow amount is subtracted from the sewer usage charges.
 7. Production Meter - Measures potable or recycled water being used in the process of production. Flow is subtracted from sewer usage charges.
 8. Surcharge Meter - Measures potable or recycled water entering a commercial facility. Sewer use is charged by flow amount. These meters are billed 1,000 gallons of sewer for every 1,000 gallons of

water entering the facility just like a regular City commercial meter.

9. Well Meters
 - a. Commercial - Measures flow from a private well. The meter is read yearly and divided by 12 for monthly sewer usage billing.
 - b. Residential - Measures water being used from the private property well to determine a sewer cap for a sewer only account. Sewer cap is determined in the same manner as a City residential water and sewer account.

V. PAYMENT PLANS

A. 5 Year Payment Plans - Available as Follows:

1. Residential Payment Plans
 - a. Payment Plans are available to all residential customers with existing dwellings (owner occupied or rental, single family or multi-family). The residential payment plan is not available for new construction, non-residential or industrial customers.
2. Potable Water, Recycled Water and Wastewater Demand Fee Payment Plans for Council-specified Non-Residential and Multi-family Residential Projects and Uses.
 - a. Payment plans are available to non-residential and multi-family residential projects and uses in areas, or of types, specified by the City Council to be eligible for such payment plans.
3. Potable Water, Recycled Water and Wastewater Demand Fee Payment Plans for following Council-specified Non-Residential and Multi-family Residential Projects and Uses are currently authorized (effective July 2004, unless revised by the City Council):
 - a. Non-residential Projects and uses downtown, whose combined potable and/or recycled water and wastewater demand fees exceed \$25,000, with “downtown” as defined in the General Plan.

B. Specific to all 5 Year Payment Plans

1. The following fees may be financed:

- a. Potable Water, Recycled Water and Wastewater demand fees
 - b. Processing fees
 - c. Meter fees
 - d. Non-participation or reimbursement fees
 - e. Administration fee to cover the cost of staff time to prepare, annually bill/collect upon and to record documents for the payment plan
2. Payment plans are to be repaid in five annual payments (excepting as stated above). The first payment is applied to principal only. The remaining payments include interest based on the 5-year Treasury Note rate.
- a. Interest is based on the Treasury Note rate as published on the Bloomberg on-line internet site www.bloomberg.com) for the 5-Year Treasury Note rate, plus 0.2%, as published on the day the agreement is drawn up.
 - b. Payments are allocated and deposited proportionally to all accounts owed as funds are collected.
 - c. Non-participation fees or reimbursement fees due are to be paid to the developer of record after the first payment has been received.
3. The customer is responsible for providing a notarized signature on the Note and Deed of Trust and for providing a legible copy of the Grant Deed for the property in question.
- a. When the fully executed and notarized Note and Deed of Trust and the grant deed are received, and after the Deed of Trust has been recorded at the Sonoma County Recorders office, payment may be accepted and connection can be made to the potable water, recycled water and/or wastewater system. Payment may not be accepted nor may connection be made prior to receiving signed Note and Deed of Trust.
 - b. The City will record the Deed of Trust as a lien against the property.
4. Early payoff or additional payments toward principal are

permitted.

5. When the loan is paid off the lien will be released with the County Recorder.
6. If an annual payment due for the payment plan becomes delinquent, Santa Rosa Water will begin procedures to terminate service to the property and all remaining payments due for the payment plan shall at that time become due and the payment plan terminated. Once the total amount due has been received, the service will be restored and the lien held against the property shall be released.

C. 1 Year Payment Plan for other non-residential uses

1. Payment plans are not generally available to other non-residential uses.

VI. CIP COSTS

- A. If the City has previously installed a potable water, recycled water and/or wastewater service lateral, the City may charge the applicant for the actual cost of the existing lateral in lieu of requiring the applicant to install a service lateral.

VII. PROCESSING FEES

- A. A processing fee as established by the Board of Public Utilities will be charged for each new sewer lateral that is connected to public wastewater system.
- B. A processing fee as established by the Board of Public Utilities will be charged for each new water meter -that is connected to public potable or recycled water system.

VIII. BACKFLOW REQUIREMENTS

- A. See current City Backflow Requirement Table provided by the City of Santa Rosa Water Quality Division.

IX. RECYCLED WATER RETROFIT COSTS

- A. The City may pay the cost of retrofitting an existing potable water customer's on-site facilities for the purpose of preparing the site to connect to the City's recycled water system for eligible uses.

- B. Retrofit costs may include necessary plans, permits and tests (including cross-connection test); materials and labor to establish required separation of recycled water from potable water at the point of connection, install appropriate backflow prevention and pressure regulating devices, install quick-coupler valves, remove hose bibs, install signs, tags and labels; and other costs that the City may deem necessary to meet the regulatory requirements for recycled water use.

- C. The Director of Santa Rosa Water/City Engineer will determine the amount the City will pay toward site retrofit. If the cost to retrofit exceeds the reasonable amount as determined by the Director of Santa Rosa Water/City Engineer, the customer may opt to pay for any additional retrofit costs to prepare the site to connect to the City's recycled water system.