


required "Water/Sewer Users Agreement" and all fees, deposits and charges at least five working days before the service is desired. All requests for service shall clearly define the point of delivery of such service. Request for service other than for a single-family residence shall state the level and quantity of water and sewer service desired (peak flow, minimum flow, average flow, wastewater constituents and strength, etc.) and any special conditions required such as minimum or maximum pressures and related data. Applications for service and/or membership shall be accompanied by an executed copy of a "Water/Sewer Users Agreement" and payment for all required fees and deposits.

Waterworks Point of Delivery - The point of delivery is the point, as designated by the Association, on member's premises where water is to be delivered to building or other structures on premises. All installations beyond this point of delivery shall be maintained by the member. Each building or structure receiving water on premises, including mobile homes (unless designated as trailer park) shall be metered separately. This shall exclude any extra meters installed before these regulations were adopted.


CAUTION: Association will be installing check valves on the outlet side of the meter for cross-connection control. This will create a closed system, which will require the member to make sure there is a proper relief valve on hot water tanks.

- New water meter services shall be installed just off the public, or access road, right-of-way where there is an adequate water main.
- The Association recommends that the member install a cut-off valve on the member's side of the meter box.
- The Association shall designate the location of the meter installation and will require the meter to be located as close to the dwelling as possible to coordinate meter to dwelling.

 In instances, where a dwelling is located an excessive distance from the location of the distribution main on a public road and the applicant owns both sides of his drive, the meter may be set at a public road.

- A second application for meter service on the above stated drive will constitute this being a public access road and will require a distribution extension in accordance with the Association's Service Extension Policy before service may be rendered.
- If the applicant does not own the property on both sides of the above stated drive, the drive will be considered a public access road and will require a service extension the same as stated in the preceding item.

- Meters may only be set on property owned by the member.

-  In no case shall the member tie an extra user to his meter service. An extra user is any building, mobile home, house or business, which is required to have a separate electric power meter.

Resale of Water Prohibited - All purchased water service (other than emergencies or standby service) used on the premises of a member shall be supplied exclusively by the Association, and the member shall not directly or indirectly sell, sublet, assign, or otherwise dispose of the water service, or any part thereof.

Cross Connections Prohibited - No member or water user of the association shall make a physical connection between any waterworks facilities connected to the association's public water supply and any other water supply. A member's private well, cistern, or other private water supply shall be physically disconnected from any plumbing facilities to be connected to the association's water supply before public waterworks

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services are connected.

Wastewater Service Point of Delivery - The point of delivery (or receipt) of wastewater service from a customer shall be the wye branch, tee or sewer service line stub out from the public sewer. The point of delivery shall not extend beyond the right-of-way of a public street or the line of a private easement. All sewer service lines, grease traps, interceptors, cleanouts, and other facilities upstream from the point of delivery shall be the property of the customer and shall be operated and maintained by the customer. All facilities downstream from the point of delivery shall be the property of the association and shall be operated and maintained by the association.

The point of delivery (receipt) on pressurized sewer shall be the pumping station. The pumping station shall be the property of and be operated and maintained by GLENDALE UTILITY DISTRICT.

In the event of a dispute regarding the point of delivery of wastewater services, the general rule shall be that facilities installed by the association shall be public facilities maintained by the association, and facilities upstream of that point shall be private facilities constructed, operated and maintained by the customer.

Sewer Customers to be Water Customers - Unless otherwise authorized by the GLENDALE UTILITY DISTRICT Board of Directors, all sewer customers shall also be water customers of the association.

Separation of Waterworks and Sanitary Sewer Facilities - No member shall install a water service line within ten feet of any sewer service line on his premises. Water service lines on a member's premises shall be at least 25 feet away from any septic tank drain field, pit privy, garbage disposal pit, wastewater lagoon or other major source of contamination.

Complaints Regarding Service - Members or customers shall notify the association's business office immediately if waterworks or wastewater services are unsatisfactory. All complaints shall clearly define the point of delivery of service and the problems being experienced by the member. ~~Verbal notification of unsatisfactory service should be confirmed, as soon as possible in writing.~~

The association shall make a full and prompt investigation of all complaints and shall keep records of such complaints, which shall show the name, and address of the complainant, the date and character of the complaint, the adjustment or disposal made thereof, and the date of such adjustment or disposal. Complaints not resolved by the association's representatives to the satisfaction of the member shall be reported in writing by the member to the association's board of directors.

Right of Access - The association's employees shall have the right of access to member's premises at all reasonable times for the purpose of reading meters; testing, repairing or removing the association's equipment; testing for infiltration and inflow; and other lawful duties of the association. The association shall have the right, but not the obligation, to inspect any members installation before water or wastewater is introduced or at any later time in regard to extra users, infiltration or inflow into wastewater service lines, cross connections of the association's public water supply with a private water supply, or any other condition detrimental to the association's present or future members.

Member's Responsibilities for Association Property - All meters, service connections, water and sewer lines and other equipment furnished by the association shall be and remain the property of the association. Members shall provide a space for and exercise proper care to protect the property of the association on the member's premises if necessary for the provision of service. In the event of loss of or damage to the

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