

WATER

GENERAL PROVISIONS

A. APPLICABILITY OF WATER RULES AND RATE SCHEDULES

These Rules apply to the water service area of the Water Utility of the Public Utilities Department both inside the City and outside the City, except as may be otherwise provided by specific schedules herein or prescribed by the Board of Public Utilities of the City of Riverside. The Public Utilities Director or his designee shall interpret the Water Rules and Rate Schedules. In the event of any dispute or disagreement regarding the interpretation, the appeal process outlined in Section B of these General Provisions shall be followed.

B. APPEAL PROCESS

Any person desiring to appeal water fees, charges, and/or requirements, other than charges for monthly service and usage, shall submit a letter of appeal to the Public Utilities Director. The appeal will be reviewed and considered by the Director and staff. Decisions of the Director may be appealed to the Water Committee upon request of the Applicant. Decisions of the Water Committee may be appealed to the Board of Public Utilities.

Any person disputing a monthly service bill must follow Water Rule 17, Disputed Bill Appeal Process.

C. SPECIAL CONDITIONS OF SERVICE

The Public Utilities Director or his designee may establish and enforce charges for furnishing water to any installation of a character not adequately provided for by these Water Rules and Rate Schedules, provided that such charges shall be consistent with established rates and charges.