



24hr Dispatch: 661-834-4653

Basic Water Order Policy Summary

- **Delivery/Shutoff Orders:** All orders for delivery or shutoff must be placed no later than 10:30AM, and 24hrs prior to the requested delivery or shutoff.
- **Off Without Notice:** Shutoff orders not placed within the minimum 24hr period will be charged for full 24hr day for “Off Without Notice.”
- **Minimum Order:** Customers must order a minimum of ½ cubic foot per second for at least 24hrs. Overruns over 4hrs will be charged ½ day of water; over 6hrs will be charged for 1 day of water.
- **Non-Acceptance:** Customers who fail to accept delivery of ordered water, which the District is prepared to deliver, shall be charged for the water ordered, unless proper shutoff procedure/time requirements are complied with.
- **Emergency:** In emergency situations where it becomes necessary for the customer to turn back delivered water into District facilities, the District must be notified before the water is turned back and the District must consent to such a return. Customers may still be charged for the ordered water.



District Water Tolls

<u>Service Area</u>	<u>Utility</u>		<u>State</u>
	<u>2021</u>	<u>2022</u>	<u>Toll/AF</u> <small>(3/1/22)</small>
Kern Island	\$24.00	\$24.00	\$90.00
Eastside	\$24.00	\$24.00	\$116.00
Farmers	\$24.00	\$24.00	\$87.00
Stine	\$24.00	\$24.00	\$87.00
Buena Vista	\$24.00	\$24.00	\$84.00
Central / Rim	\$24.00	\$24.00	\$88.00