



RESOLUTION NO. 2026-03

**RESOLUTION OF THE GOVERNING BOARD
OF THE WESTERN HILLS WATER DISTRICT
ADOPTING PROPERTY OWNER RESPONSIBILITY
POLICY FOR SERVICE ACCOUNTS**

WHEREAS, the property owner is ultimately responsible for water and sewer service charges provided to a property;

WHEREAS, clear account ownership improves billing accuracy, notification compliance, collection efforts, and streamlines District operations and efficiency overall;

WHEREAS, the Board of Directors finds it necessary and in the best interest of the District and its customers to formally establish a policy requiring property owners to be the primary account holders; and

WHEREAS, the Board has reviewed the proposed **Property Owner Responsibility for Service Accounts Policy** and determines it to be reasonable and consistent with state law and District authority.

NOW, THEREFORE, The Governing Board of the Western Hills Water District does hereby resolve:

1. The **Property Owner Responsibility for Service Accounts Policy** (attached as Exhibit A), is hereby adopted as official District policy.
2. The Board President (or designee) is authorized and directed to implement the policy, update forms and procedures, notify customers as appropriate, and post the policy on the District website.
3. This resolution shall take effect immediately upon adoption.

Moved by Director M. Johnson, seconded by Director J. Frederick, that the foregoing resolution be adopted. Upon roll call the following vote was had:

Ayes: M. Davies, M. Kovich, M. Oliver

I, Lori Lawson, Secretary of the Board of Directors of the Western Hills Water District, do hereby certify that the foregoing is a full, true and correct copy of a resolution duly adopted at a duly noticed meeting of the said Board of Directors held on the 12th day of March, 2026.



Lori Lawson, Board Secretary

Exhibit A: Property Owner Responsibility for Service Accounts Policy 2026A (as above)



Policy No. 2026A

Property Owner Responsibility for Service Accounts

Effective Date: March 12th 2026

Purpose To ensure clear accountability, proper billing, timely notifications, and compliance with California law, the District requires that the property owner be the primary account holder for all water and sewer service accounts serving their property.

Policy Statement:

1. **Primary Account Holder Requirement.** All water and sewer service accounts shall be established and maintained in the name of the property owner of record. The property owner is the primary contact and remains ultimately responsible for all charges, fees, penalties, interest, and compliance with District rules.
2. **Legal Basis.** The property owner is legally responsible for payment and compliance, regardless of occupancy or tenancy.
3. **Tenant Billing Exception.** The District may, at its discretion, agree to send billing statements directly to a tenant for convenience only, but only if the property owner executes a written Owner/Tenant Billing Agreement. This does **not** transfer liability or responsibility—the property owner remains fully liable for all amounts owed.
4. **New and Existing Accounts**
 - o New service accounts shall only be opened in the name of the property owner.
 - o Existing accounts where a reconnection occurs from previous shut off shall be re-opened in the name of the property owner.
5. **Enforcement** Failure to comply may result in refusal to provide or continue service, placement of a lien on the property, disconnection of service (subject to state shutoff laws), or other remedies available to the District.