

Western Hills Water District
Policy No. [####]
Property Owner Responsibility for Service Accounts

Effective Date: [DATE]

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**
 - New service accounts shall only be opened in the name of the property owner.
 - Existing accounts not in the property owner's name must be transferred to the property owner within **90 days** of adoption of this policy or upon change of ownership/tenancy, whichever occurs first.
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.