Klickitat County PUD

POLICY BULLETIN NO. 18

Customer Service Policy for Water Services

I. INTRODUCTION

A. Goals

Public Utility District No. 1 of Klickitat County (KPUD) has developed this policy to provide a helpful guide to water service customers, building trades, and employees and representatives of KPUD. The goal of KPUD is to provide safe and reliable service to all KPUD water customers at the most economical cost possible. In pursuing this goal, KPUD's guiding principles include the following:

1. KPUD will exercise reasonable care to provide potable drinking water at flows and pressures to meet applicable regulations, to deliver a continuous and sufficient supply of water, and to avoid any shortage or interruption of delivery

2. KPUD assumes no responsibility for loss or damage due to reduction in supply of water or over-taxing of system facilities by users.

3. The priorities are established as follows: first - emergencies; second - operations; third - maintenance; and fourth - new service installations.

4. KPUD will promote water conservation as an ethic to be incorporated in all practices where it is reasonable and cost-effective. KPUD may require conservation practices be utilized when necessary to preserve available resources.

B. Related Policies

KPUD has prepared and the Washington Department of Health has approved a Comprehensive Water Plan (Plan) for KPUD's service area. This Plan projects service area needs over a 20-year time frame. KPUD's capital improvement program and incremental extensions and improvements to KPUD's system must be consistent with the Plan, as updated from time to time, whether they are carried out by KPUD or a third party.
The plan will be used to guide decisions on system extensions, pipeline capacity, looping, and other improvements. KPUD will determine the extent to which capital improvements are for the purpose of supply that are for transmission/distribution, that are for the purpose of distribution within an area of KPUD, and which are for the sole benefit of a single subdivision or development. When new developments are proposed, KPUD may require the Developer to dedicate permanent utility easements for installation of

water pipelines and other facilities in order to facilitate construction of the overall KPUD system in accordance with the Plan. If there are system benefits that would accrue to the system by work completed, any costs the system would contribute will be identified in the System Impact Study.

C. Scope of Policy

This policy outlines the procedures to be applied by KPUD staff in providing water service to individual properties served by KPUD, management of extension and improvement of KPUD's water transmission/distribution facilities, and providing service to satellite water systems owned or operated by KPUD.

Nothing in this policy will be interpreted to apply to KPUD actions with regard to provision of electrical or other utility services besides water.

II. DEFINITION OF TERMS

A. Applicant – The person(s) applying for water service.

B. KPUD – Public Utility District No. 1 of Klickitat County.

C. Customer – The person(s) responsible for paying for and/or receiving water service from the water system.

D. Residential Service – Provision of water service for household purposes including water for sprinkling lawns, gardens and other similar and customary uses.

E. Residential Unit – One or more persons occupying a building or separate living quarters constitutes a residential unit, and is normally served by a 3/4" service line and a 5/8" X 3/4" meter.

F. RV Sites – Shall be considered non-permanent in nature.

G. Cross Connection – As specified under WAC 248-540820, "a cross connection is defined as any physical arrangement whereby a public water system is connected directly or indirectly with other non-potable water system, sewer, drain, conduit, pool, storage reservoir, plumbing fixture, or other device which contains, or may contain contaminated water, sewage or other waste where liquid of unknown or unsafe quality, which may be capable of imparting contamination to the public water system as a result of backflow. Bypass arrangements, jumper connections, removable sections, swivel or changeover devices and other temporary devices through which, or because of which, backflow could occur are considered to be cross connections."

H. Word Construction – The word "person" or "customer" wherever used in this policy means and includes persons of either sex, associations, co-

partnerships, or corporation, whether acting by themselves or by an agent or employee; the singular number will be held and construed to include the plural and the masculine pronoun to include the feminine.

1. Use of the word "Will" implies a mandatory statement.

2. Use of the word "May" implies a permissive statement.

III. RATE SCHEDULES – CONNECTION FEES – SERVICE CHARGES – BILLING

A. Individual System Accounting

1. The Water Systems are financially separate systems and accounted for separately from any of the other systems of Klickitat PUD.

B. Multiple Delivery Points

1. Unless otherwise specified in a contract, KPUD will not totalize metering of separate points of supply or services.

C. Billing

1. Account Service Charge

   a) Each service application will include an account service charge as stated in Policy Bulletin Number 7.

2. Combined Billing

   a) Customers receiving water, sewer, and/or electric service will be billed as a combined billing, showing each service separately, where appropriate.

   b) Failure to pay any part thereof could result in the termination of all utility services.

3. Unauthorized Connection / Loss / Damage – KPUD may collect from the customer the charge for estimated un-metered water, facility repairs and replacement, administrative costs, attorneys' fees and other costs authorized or awarded pursuant to RCW 80.28.240 (or other applicable laws) as well as reasonable administrative costs for the time and expense of KPUD personnel to resolve the situation.

D. Summary of Rates, Fees, and Charges

The Summary of Rates, Fees, and Charges (Summary) is a composite of effective rates and charges as established and published by KPUD. The Summary is available at the Goldendale and White Salmon offices, or they can be viewed by employees at http://kfiles/web, or by customers at *http://klickitatpud.com*

In case of conflict between the provisions of any rate schedule or special contract, Summary, and this policy, the provisions of the rate schedule or special contract will apply.

E. Fees

1. Connection Fee

a) A Connection Fee is a fee set to cover the costs of providing water service to a new Customer. Depending upon the current water service status on the property, the Customer will be charged either a Service Connection Fee or a Meter Connection Fee.

b) If the Customer requires a standard 3/4" residential meter, and the property has an existing empty meter box and associated service line already connected to the water main, the Customer will be charged the Standard Meter Connection Fee.

c) If the Customer requires a single 3/4" residential meter connected to a water main 10 feet or less from the water meter, the Customer will be charged the Standard Service Connection Fee.

d) Actual Standard Meter Connection costs will be reviewed and updated annually in April and are reflected in the table below:

STANDARD CONNECTION FEES	
WATER CONNECTION FEES	
Meter	Service
$ 848	$ 1,752

e) For meters larger than ¾", the Meter Equivalent multiplier as described in Section IV, will be applied to the Standard Connection Fee.

f) For all other costs, such as road crossings, rock excavation, and any other extra work, the Customer will be charged a **Service Connection Fee** and will be advised to contact a contractor to perform the extra work. at the Customer's expense.

g) A Connection Fee will be charged to all New Customers connecting to KPUD facilities, and to all existing customers requesting additional service work or increase in capacity.

Additional costs for services in effect at the time service is requested may be required if the service connection requires an extension of an existing water main, under KPUD's line extension policy, such as an LUD.

Additional fees may apply Refer to Policy 7-Credit, Sales, Collections Service Charges.

2. Customers will be required to physically connect to the water system within 1 year of the connection fees having been received by KPUD. If property owner chooses not to connect within this time frame customers may opt to either begin paying the basic monthly fees in order to reserve the service connection or obtain a refund of the connection fee. The connection fees are not transferable to other people or properties. The original amount paid is only refundable to the original payee within 1 year of receipt of payment by KPUD of the connection fees if physical connection has not taken place.

3. Non-Standard Service Charges

   a) KPUD may charge private parties and public entities for services rendered by KPUD on behalf of such private parties or public entities.

   b) For services not covered by standard fees or charges, the rate charged for services (the “service rate”) rendered by KPUD personnel will be the hourly rate for the position, including benefits, plus overhead, as well as material costs and equipment hourly rates.

4. General Facility Charge (GFC) or System Impact Costs (SIC)

   The GFC is a fee imposed for new or upsized service connections. It is a contribution to the general capital of the water system. System Impact Costs are those costs that reflect the increase in capacity of the system that may be caused by larger developments. Payment of either of these costs is required as a condition of connecting to the system.

   a) The GFC is the pro rata share of existing net system equity. This is usually applied to small individual connections.

   b) General facility charges are not transferable to other people or properties. The original amount paid is only refundable to the original payee within 1 year of receipt of payment by KPUD of the GFC if physical connection has not taken place. If customer chooses to reserve the connection and not do the physical connection then the GFC will not be refunded and billing of the basic monthly fee will begin.

   c) For connections other than the standard 5/8” x 3/4" water meter, the GFC shall be multiplied by the Meter Equivalent as identified in Section IV.

   d) The SIC is the cost to upgrade infrastructure in order to mitigate the effects of high demand on the system capacity to provide normal load growth. If an application will utilize more than 10% of the

existing demand or 30% of the remaining permitted system capacity, or other limiting factors, then KPUD will conduct a System Impact Study at the applicant's expense. The SIC consists of all costs identified in the System Impact Study to mitigate system capacity less any costs that KPUD staff determine benefit the system.

e) The applicant will be responsible to pay the SIC prior to connecting the KPUD water system.

IV. METER EQUIVALENTS

A. A meter equivalent (ME) is a means of relating the potential demand requirements of large-use customers to a base customer, such as a 5/8"x 3/4" meter customer, typically a single-family unit.

B. Meter equivalent units will be used to represent the demand a given service will place on KPUD's water system and consequently that service's respective share of the costs of KPUD's water system general facilities.

C. KPUD will determine the appropriate number of ME's to be assigned to any and all New Customer connections.

D. When KPUD determines excessive flows, due to meter capacity, KPUD reserves the right to require an increase in service size, and the right to charge the customer the appropriate net increase.

E. When flows are found to be marginally low, KPUD may reduce the meter size at no charge to the customer. However a charge will be assessed for customer requests to alter meter sizes.

F. A 5/8" x 3/4" meter represents 1.00 ME. Following American Water Works Association standards for maximum continuous flow by meter size – meters larger than 5/8" x 3/4" are assigned multiple ME's based on the maximum flow available through the larger meter.

G. Rate Schedules, Connection Fees, and GFC's will be based on the Meter Equivalent Chart listed below

Meter Equivalent Chart

Meter Size	Maximum Flow (gpm)	Meter Equivalent
5/8" x 3/4"	10	1.00
1"	25	2.50
1 1/2"	50	5.00
2"	80	8.00
3"	160	16.00
4"	250	25.00
6"	500	50.00

8"	800	80.00
10"	1150	115.00
12"	2250	225.00

H. Meter Equivalent Multiple

1. The meter equivalent multiple will be based on the size of the water meter as indicated herein.

2. The multiple for multi-family residential services will be the based upon the meter equivalent. For example a duplex housing unit with a standard meter has:

   a) One Connection Fee
   b) One Monthly Fee
   c) Two GFC's

3. Each separate mobile home site within a mobile home court, or other mobile home complex, will constitute one family (residential) unit. For example a six-unit mobile home court with a one inch meter is charged:

   a) A Connection Fee for a one-inch meter.
   b) A 1" meter equivalent monthly fee.
   c) Six GFC's

The rate structure is designed for a single family on one meter. In the case of multiple residential units, the basic fee is based on meter equivalent. Master water meter installations are to be billed to the landlord.

4. Commercial Units

   a) A combination commercial business and residence under the same roof or a detached building serviced through one water meter will be considered one meter equivalent.

   b) Office complexes, which have separate rest rooms, will be considered one meter equivalent.

   c) All bills for commercial units or other facilities excluding residential rentals under a single ownership will be sent to landlords – not tenants.

5. Schools

   a) The meter equivalent multiple for a school will be based on the size of the water meter; unless the water meter is oversized to support fire suppression. In such case, the meter shall not exceed the multiplier for a 2" meter or 8 meter equivalents. Efforts will be made to ensure the flow for capped schools does not exceed the

2” meter requirements. If flow exceeds 2” meter requirements, the billing meter equivalent multiple will be adjusted to reflect the correct meter requirement.

V. Idle Service

A. Definition – Idle Service is a service that has a period of no activity due to no one residing in the home and/or the service has been disconnected.

B. Customers will continue to incur the regular monthly fee during idle service. Each customer, or potential customer, has the option to pay the basic monthly fee during idle service period in order to keep his or her rights to a water service connection on a designated water system.

If a customer does not pay the fees, that location may lose all rights to connect to the water system. At some future time if the location needs to re-connect to the system, the customer must apply for a new service at which time they will be charged a general facility charge, or a fee equal to the sum of the unpaid monthly rates, whichever is the lesser. The unpaid monthly fee is to be calculated at the rate which is current and in effect at the time of payment.

C. Reactivation of Idle Service.

1. The re-connected or new customer will pay connection fees and fees accrued during idle service. The lesser of the unpaid monthly fees or the general facility charges are considered the idle service fees. The unpaid monthly fees will be calculated at the rate which is current and in effect at the time of payment. These fees are to cover the applicant’s part of the existing system, as well as provide for new facilities that may be necessary to serve the new customer.

D. Water idle service fees remain with the location receiving benefit from the system, and ultimately are the responsibility of the property owner. KPUD has landlord agreements available to ensure the service is transferred to landlord upon disconnect.

VI. WATER SERVICE APPLICATION REQUIREMENTS

A. In order for KPUD to make a water connection, the applicant must first provide necessary personal information for billing purposes, satisfy security deposit requirements, pay the applicable connection fee and general facility charge, and secure all permits required by other agencies. One application is required per parcel. Developers must submit their written requests in detail to KPUD Water Dept. and Section III. E. 3d. System Impact Costs (SIC) would apply.

B. The application will contain a description of the premises where water service is desired and will specify the size of service pipe required and other contractual information required for rendering the service.

C. When a water system has been deemed to have a finite water source or Moratorium is declared by the Board, items VI. A- B will apply; however, applications will not be processed. Instead they will be placed in a queue based on receipt date of the application by KPUD Water Dept. Applications will not be processed until water connections become available. When a connection becomes available the first application in the queue will be offered the option to connect to the water system. An invoice for the water connection and GFCs will be processed and sent to the property owner. Payment is due to be received by KPUD net 45 days from date of the invoice. If payment is not received within this time, the invoice will be void and application will be removed from the queue and property owner will be required to reapply to start the process again. The water connection will then be offered to the next application within the queue. The same process will apply until the available water connections are placed. The queue process will remain until the water system is no longer a finite source and has water connections readily available.

D. The applicant will furnish, install and maintain all water facilities from his points of usage to the water meter in accordance with applicable codes and laws. The water meter will be owned and installed by KPUD. It will normally be located in a suitable place near the property line. KPUD will maintain the meter.

E. Landlord agreements are strongly recommended for landlords. Water idle service fees remain with the location receiving benefit from the system, and ultimately are the responsibility of the property owner. KPUD may place notifications on property title served by water/ waste water systems to ensure knowledge of system fees attached to property.

VII. SYSTEM ADDITIONS

A. Service Extensions from Mains or Collectors to the Property Line: The applicant will pay all costs for the facilities required, including excavation, backfill, paving and applicable county/city fees and any restoration costs. KPUD will own, operate and maintain these facilities upon acceptance by the KPUD.

B. Extension of Mains or Collectors: The applicant will comply with all KPUD and State Standards. The applicant will pay all costs, including Engineering Design and fees for Regulatory approval. KPUD will own, operate and maintain these facilities upon acceptance by KPUD. If the extension is a part of the long range system plan, some of the cost may be assumed by KPUD and classed as system improvement.

C. Connection Fee: See Section III E. The applicant will pay the additional cost for any metering larger than the standard 5/8" x 3/4". All meters larger than 1.5" will be compound, with the capability to accurately monitor low flows.

D. Extension Design: All extensions will be designed by a licensed Engineer and will be approved by KPUD prior to installation. All extensions are to be inspected by KPUD inspectors prior to closing the trench. The "as built" drawings will be provided to and approved by KPUD after construction and prior to connections being granted.

E. New Systems: Any new or existing system wishing to apply to KPUD for service will follow Policy Bulletin Number 15 covering Local Utility Districts (LUD).

VIII. LATE-COMERS AGREEMENT

A. For all water service line extensions paid solely by the customer and installed after January 2009, KPUD will issue rebates for ten years after construction for any portion of the original additional pipe installation cost not including Connect Fees or General Facility Charges (GFC).

B. Rebates will only be paid to the original applicant, and only if the applicant still receives permanent residential service at the original account on the line extension. The Customer must provide proof of installation cost by submitting invoice or receipt copies at time of installation approval and inspection.

C. Exclusions from this agreement are:

1. Relocation of existing facilities.

2. Any pipe not routed as determined by the Engineer to be in the best interest of efficient water system expansion.

3. Any pipe routed in which KPUD is prevented by the customer from extending to service future customers.

4. Primary backbone system installed for subdivisions or developments.

D. For use of pipe eligible for rebate, late-comers will pay ***$5.00 per foot***. Said rebate shall be divided equally among those original customers eligible. In no case shall a customer receive more than the amount paid for the original line extension.

E. Eligible customers will be tracked for reimbursement on the mapping system for ten years. Rebates will be issued until December 31st of the tenth year after completion of construction.

IX. WATER LOSSES

A. Water loss is defined as water that has been metered, but which has not been applied for beneficial use.

B. Water losses NOT ELIGIBLE for billing adjustments may include, but are not limited to the following:

1. Part-time residential customers – It is recommended that part-time customers install a shut-off valve on their side of the meter, and that it is turned off while not residing at the location.

2. Irrigation pipe leaks.

3. Overflowing/leaking water stock troughs.

4. Leaking toilets (water loss of which the customer should have been aware.)

5. Faulty equipment and water left running for freeze protection.

C. Customer Responsibility: The customer may be eligible for an adjusted bill for water losses only when all of the following conditions apply:

1. The customer's water usage is a minimum of fifty-percent (50%) higher than the usage for the same billing period in the previous year.

2. The customer could not reasonably have known about the water loss during the time the loss occurred.

3. The customer, upon becoming aware or being made aware of the situation, takes immediate steps to correct the faulty plumbing and/or equipment causing the loss.

4. The customer notifies KPUD upon becoming aware of the situation, so that KPUD can check meter readings and other records.

5. A KPUD representative has confirmed the existence and source of the leak and subsequent repair thereof.

D. Billing Adjustment: When the customer has met all of the requirements above their water bill will be adjusted as follows:

1. That portion of the bill equal to 1.5 times the usage for the same period in the previous year will be billed at the usual rate.

2. Usage over 1.5 times the usage for the same period in the previous year may be billed at the appropriate block rate at fifty percent (50%) of the usage rate.

3. No more than 1 month of high water use will be adjusted.

E. Billing Adjustment Eligibility:

1. Single Family Residences are eligible for billing adjustments.

X. MISCELLANEOUS

A. Customer's Responsibility: It will be the responsibility of the customer to take all reasonable and proper precautions to prevent damage to KPUD's property on his premises. This will include meters, pipe, and connections owned by KPUD, and any other KPUD property. In the event the property of KPUD is damaged due to customer negligence or wrongful act, KPUD may collect from the customer for the cost of repairs or replacement for damages resulting from the negligence or other wrongful act.

B. Installation of Check Valves & Temperature Relief Valves: KPUD will have the right to order the installation of check valves and temperature relief valves on services where it is found necessary to protect the meter from hot water. The number, location and type of valves to be used will be fixed and approved by KPUD. KPUD will have the right to discontinue water service if the installation of check valves and temperature relief valves has not been made within ten (10) days after written notice was given to the owner or tenant of the premises.

C. Cross Connection Control

1. The basic purpose of cross connection control and backflow prevention is to maintain the quality of the potable municipal water supply in the various systems and to prevent the entrance of hazardous chemicals or wastes into the service lines of the water users. It will be the responsibility of the customer to prevent any cross connections.

2. The works entitled "Backflow Prevention and Cross Connection Control" (AWWA Manual No. M14) published by the American Water Works Association and WAC 248-54 will be considered the authority and guiding informational source for cross connection control in the water systems operated by KPUD. See Policy Bulletin No. 33 for details of the program.

D. Right of Access

1. KPUD, through its authorized employees, will have access to KPUD equipment at all reasonable times for the purpose of reading meters, testing, repairing or replacing any equipment which is the property of KPUD. If such equipment is located so that locks are required to be operated to reach it, KPUD will be supplied with keys to the locks or a dual locking system.

2. KPUD will be given an easement when any of its service equipment is located on the customer's land.

E. Change of Occupancy: When a change of occupancy or of legal responsibility takes place on any premises being served by KPUD, notice of such change will be given within a reasonable time prior to such change. The

out-going customer will be held responsible for all service supplied, until such notices have been received by KPUD.

F. Curtailment of water use: Whenever KPUD cannot supply the entire water needs of the service area, it will have the right to implement water use restrictions as determined by the Board of Commissioners of KPUD.

G Fire Hydrants: Fire hydrants may be installed on a limited basis when and where the system is adequate. The cost of the hydrants will become a part of the system cost. The care and checking of the hydrants will be the responsibility of the local fire department. KPUD water systems are available for use by the local fire districts in providing fire protection; however, KPUD does not guarantee or assume any responsibility for fire flow.

H. Moratoriums: KPUD reserves the right to refuse service when system capacity will not permit.

Adopted by the Board of Commissioners: June 24, 1997

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