

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. KPUD's share of the cost of new facilities will be determined by this Policy.

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 $\frac{3}{4}$ " service line and a $\frac{5}{8}$ " X $\frac{3}{4}$ " 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. Rate Schedules

Rate schedules are a composite of effective rates and charges as established and published by KPUD. Schedules are 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 and this policy, the provisions of the rate schedule or special contract will apply.

E. Fees

1. Service Connection Fee / Hook-up Fee
 - a) A service connection fee is a fee set to cover the costs of installing meters and services, as applicable. The charge

includes cost of pipe, valves, meters, and other facilities used by KPUD to provide service to a customer.

- b) A Service Connection Fee (SCF) will be charged to all New Customers connecting to KPUD facilities, and to all existing customers requesting additional service work or increase in capacity.
- c) Additional costs for services in effect at the time service is requested, may be required if the service will be connected to a main previously constructed, under KPUD's line extension policy, such as an LUD.
- d) Restoration of existing connection points are subject to a separate connection fee.
- e) Connection fees are not transferable to other properties and are not refundable.

2. 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.

3. General Facility Charge (GFC) (also see Res.#1529)

The GFC is a fee imposed for new or upsized service connections, as well as a contribution to the general capital of the water system required as a condition of connecting to the system. The charge provides two functions to KPUD, revenue and equity.

- a) GFC is the pro rata of existing system equity.
- b) GFC Revenue - The GFC from new customers provides a source of capital that can be used to support repair and replacement of the existing system and system expansion.
- c) GFC Equity - The GFC also provides a mechanism for balancing the capital cost between existing and new customers.
- d) General facility charges are not transferable to other properties and are not refundable.

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 MEs based on the maximum flow available through the larger meter.
- G. All rate schedules and connection fees will be based on the meter equivalent chart listed below. (Rate schedules can be viewed at <http://kfiles/web>, or at <http://klickitatpud.com>)

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 based upon the meter equivalent. For example a duplex housing unit with a standard meter has:
 - a) One meter connection fee
 - b) One monthly fee
 - c) Two general facility charges
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 one-inch meter connection fee
 - b) A one-inch meter equivalent monthly fee
 - c) Six general facility charges
4. 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.
5. 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.

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 monthly base 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 the 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.
- 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. 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.
- D. The water meter will be owned and installed by the PUD. It will normally be located in a suitable place near the property line. The PUD 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. The PUD will own, operate and maintain these facilities upon acceptance by the PUD.

- B. Extension of Mains or Collectors: The applicant will comply with all PUD and State Standards. The applicant will pay all costs, including Engineering Design and fees for Regulatory approval. The PUD will own, operate and maintain these facilities upon acceptance by the PUD. If the extension is a part of the long range system plan, some of the cost may be assumed by the PUD 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"x3/4". 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 the PUD prior to installation. All extensions are to be inspected by PUD inspectors prior to closing the trench. The "as built" drawings will be provided to and approved by the PUD after construction and prior to connections being granted.
- E. New Systems: Any new or existing system wishing to apply to the PUD for service will follow Policy Bulletin Number 15 covering Local Utility Districts (LUD).

VIII. LATECOMERS AGREEMENT

- A. For all water service line extensions paid solely by the customer and installed after January 2009, the PUD 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. 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 the PUD 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, latecomers 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 the PUD's property on his premises. This will include meters, pipe, and connections owned by the PUD, and any other PUD property. In the event the property of the PUD is damaged due to customer negligence or wrongful act, the PUD 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: The PUD 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 the PUD. The PUD 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 the PUD. **See Policy Bulletin No. 33 for details of the program.**
- D. Right of Access
1. The PUD, through its authorized employees, will have access to PUD equipment at all reasonable times for the purpose of reading meters, testing, repairing or replacing any equipment which is the property of the PUD. If such equipment is located so that locks are required to be operated to reach it, the PUD will be supplied with keys to the locks or a dual locking system.
 2. The PUD 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 the PUD, 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 the PUD.

F. Curtailment of water use:

Whenever the PUD 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 the PUD.

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. PUD water systems are available for use by the local fire districts in providing fire protection; however, the PUD does not guarantee or assume any responsibility for fire flow.

H. Moratoriums:

The PUD reserves the right to refuse service when system capacity will not permit.

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