

Public Utility District No. 1 of Klickitat County

POLICY BULLETIN No. 19

Customer Service Policy for Wastewater Services

I. DEFINITION OF TERMS:

- A. Applicant - The person(s) applying for wastewater service.
- B. Customer - The person(s) responsible for paying for and/or receiving waste water service from the wastewater system.
- C. KPUD - Public Utility District No. 1 of Klickitat County.
- D. Residential Service - Provision of wastewater service for household purposes.
- E. General Service - Provision of wastewater service to premises where the customer is engaged in a non-residential enterprise.
- F. Service Connection - The pipe and other facilities that provide a wastewater connection from the customer's facility to the wastewater main.
- G. Rate Schedule - The composite schedule of effective rates and charges as established and published by the PUD. A schedule can be obtained from the PUD offices, or on the KPUD web site at www.klickitatpud.com.
- H. Residential Unit - One or more persons occupying a building or separate living quarters constitutes a residential unit.
- I. RV Sites - Shall be considered non-permanent in nature.
- J. Building Drain - That part of the lowest horizontal piping of a drainage system that receives the discharge from soil, waste, and other drainage pipes, inside the walls of the building and conveys it to the building wastewater. The "Building Drain" ends five feet outside the inner face of the building wall.
- K. Building Wastewater - The extension from the building drain to the public wastewater or other place of disposal.
- L. Garbage - The solid waste from the preparation, cooking and dispensing of food, and from the handling, storage and sale of produce.

- M. Industrial Wastes - The liquid wastes from any non-governmental user of publicly owned treatment works identified in the Standard Industrial Classification Manual, 1972, Office of Management and Budget, as amended and supplemented under the following divisions: (A user in the Divisions listed may be excluded if it is determined that it will introduce primarily segregated domestic wastes or wastes from sanitary conveniences.)
1. Division A - Agriculture, Forestry and Fishing
 2. Division B - Mining
 3. Division D - Manufacturing
 4. Division E - Transportation, Communications, Electric, Gas, and Sanitary Service
 5. Division I - Services
 - a. Public Wastewater - The wastewater in which all owners of abutting properties have equal rights, and is controlled by public authority.
 - b. Sanitary Wastewater - A wastewater that carries sewage of which storms, surface and ground waters are not intentionally admitted.
- N. Sewage - A combination of the water-carried wastes from residences, business buildings, institutions, and industrial establishments.
- O. Sludge - Any discharge of water, sewage, or industrial waste that, in concentration of any given constituent or in quantity of flow, exceeds any period or duration longer than fifteen (15) minutes more than five (5) times the average twenty-four (24) hour concentration or flows during normal operation.

II. WORD CONSTRUCTION

The word “person” or “customer” wherever used in this policy means and includes persons of either sex, associations, co-partnerships, and corporations, whether acting by themselves or by an agent or employee; the singular number shall be held and construed to include the plural and the masculine pronoun to include the feminine.

Use of the word “will” implies a mandatory statement.

Use of the word “may” implies a permissive statement.

III. IMPLEMENTATION OF RATE SCHEDULES AND CONNECTION FEES

A. Individual System Accounting

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

B. 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, waste water, 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.

C. 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.

D. Fees

1. Connection Fee

- a) The Connection Fee is a fee set to cover the cost of providing service to a new Customer. Actual cost for sewer services are reviewed annually in April and are updated and effective after May 31 of the same year as the review. Depending upon the current sewer service status on the property the Customer will be charged as follows:

- b) If the Customer has a sewer service stubbed onto the property, the Customer will be charged a **Sewer Inspection Fee**. This fee shall cover the cost of final inspection of the sewer service. Refer to Section VI.E for Customer construction requirements.
 - c) If the Customer requires the service to be connected to the sewer main, the Customer will be charged a **Sewer Service Connection Fee**. This fee shall cover the cost of the initial site visit, locating the sewer main, and final inspection of the sewer service. Refer to Section VI.E for Customer construction requirements.
 - d) The 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.
 - e) Additional costs:
 - (1) Additional fees for services in effect at the time service is requested may be required if the service will be connected to previously-constructed wastewater facilities that have associated fees, such as an LUD (see Section VII.D) or Latecomers Agreement (see Section VIII).
 - f) Restoration of existing connection points are subject to a separate SCF.
 - g) Customers will be required to physically connect to the sewer system within 1 year of the connection fees having been received by KPUD. If the 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 of the connection fees by KPUD if physical connection has not taken place.
 - h) Standard Sewer Connection Fees are reviewed annually in April. Findings are discussed in Staff and fees are then updated and in effect after May 31 of the same year.
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 as well as equipment and material costs, including overhead.

3. 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 sewer 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) The GFC is 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 of the GFC fees by KPUD if physical connection has not taken place. If Customer opts to reserve their connection by beginning the basic monthly fee, then GFCs are nonrefundable.
- c) For connections other than the standard Residential Unit, the GFC shall be multiplied by the Residential Unit Multiple as identified in Section IV.
- d) The SIC is the cost to upgrade infrastructure in order to mitigate the effects of high discharge on the system capacity to provide normal load growth. If an application will utilize more than 10% of the existing load 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.

The applicant will be responsible to pay the SIC prior to connecting to the KPUD wastewater system.

IV. RESIDENTIAL UNIT MULTIPLES

Rate Schedules and GFC’s will be based on a multiple of the Residential Unit as follows:

1. For a multi-family residential service, the multiple will be the number of residential units.
2. Each separate mobile home site within a mobile home court, or other

mobile home complex, will constitute one residential unit.

3. Seasonal RV Sites will be billed on a tiered wastewater rate structure, based on sites available, not occupied.
 - a) 1-5 RV Sites will equate to 1 Residential Billing Unit.
 - b) 6-10 RV Sites will equate to 2 Residential Billing Units.
 - c) 11-15 RV Sites will equate to 3 Residential Billing Units.
 - d) 16-20 RV Sites will equate to 4 Residential Billing Units.
 - e) Facilities with 21 or more RV Sites will be calculated out on
 - f) additional tiers up to 5 units per each additional tier (see d. above).
4. A combination commercial business and residence under the same roof or a detached building serviced through one water meter will be considered two residential units.
5. The residential unit multiple for a school will be based on the size of the water meter, and shall not exceed the multiplier for a 2" meter. Reference Policy Bulletin No. 18 "Meter Equivalent Chart", for example a 2" meter has a meter equivalent of 8. The residential unit multiple would then be 8.
6. Office complexes that have separate restrooms will be considered one residential unit for each office with a restroom.
7. Special Case: If requested by the customer, and deemed appropriate by the PUD, for commercial units or other facilities under a single ownership and with a single water meter, with bills sent to a single person, the residential unit multiple may be based on the size of the water meter. The wastewater rate charge shall be from the rate schedule, based on the consumptive use of water at the meter, along with the rate schedule multiplier for the size of the water service. This charge shall be from the lowest 4 months of water use in the last 12 months.

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.
- B. Customers will continue to incur the regular monthly minimum rate during idle service. Each customer, or potential customer, has the option to pay the monthly base fee during the idle service period in order to keep his or

her rights to a wastewater service connection on a designated wastewater system.

- C. If a customer does not pay the fees, that location will lose all rights to connect to the wastewater system. 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 standby rates, whichever is the lesser. The unpaid standby fee is to be calculated at the rate which is current and in affect at the time of payment.
- D. Wastewater 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 change of service.

VI. WASTEWATER SERVICE CONNECTION APPLICATIONS

- A. Service Requirements: To apply for a wastewater connection the applicant must first complete the application form provided by the PUD, satisfy security deposit requirements, provide necessary personal information for billing purposes, pay the connection fee and the general facility charge, and secure all applicable permits as required by other agencies.
- B. Landlord agreements: KPUD strongly recommends landlord agreements be established for rental property. Wastewater 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/ wastewater systems to ensure knowledge of system fees attached to property.
- C. Application for Service: The application must contain a description of the premises where wastewater service is desired, specifications on the nature of service required, and any other contractual information required for rendering service.
- D. Multiple Units: The rate structure is designed for a single family as one wastewater service. In the case of multiple residential units, the basic fee on the rate schedule will be multiplied by the number of units.
- E. Applicant's Building Wastewater:
 - 1. The applicant shall furnish, install, and maintain all wastewater facilities from the "building drain" (see definition I on page 1) to the wastewater main in accordance with PUD specifications and applicable codes and laws.

2. The size and slope of the “building wastewater” (see definition J on page 1) shall be subject to the approval of the PUD. The depth shall be sufficient to afford protection from frost and shall be laid at uniform grade. Changes in direction are to be made only with properly curved pipe and fittings in order to accommodate cleaning.
3. All excavation required for the installation of a building wastewater shall be open trench work unless otherwise approved by the PUD. No backfill shall be placed until the PUD has approved the work.
4. All joints and connections shall be made gas-tight and watertight.
5. Water will not be furnished where there is any defective building wastewater line and shall not be provided until the defect has been repaired.
6. Building drains that are too low to permit gravity flow to the public wastewater, sanitary sewage shall be lifted by artificial means. The lift station shall be installed according to manufacturing specifications, meet all applicable codes, and be approved by the PUD.
7. Connection to Public Wastewater: The connection of the building wastewater to the public wastewater shall be made at the “Y” branch if available. Where no “Y” branch is available, a neat hole may be put into the public wastewater to receive the building wastewater, with entry in the downstream direction at an angle of about forty-five (45) degrees. A 45-degree “L” may be used for such connection; however special fittings may be used when approved by the PUD. The applicant shall notify the PUD when the building wastewater is ready for inspection and connection to the public wastewater. The connection shall be made under the supervision of the PUD.
8. Cost Responsibility: All costs and expenses incident to the installation of the “building wastewater” shall be borne by the applicant. Any loss or damage that may directly or indirectly be occasioned by the installation of the building wastewater is the responsibility of the customer.
9. For new connections, the applicant to provide and install a cleanout for the service connection at or near as possible to the property line nearest the wastewater main that serves the property
10. For existing connections, the maintenance of the wastewater service from the house to the main is the Responsibility of the property owner. Should the owner of the service install a cleanout at the property line nearest the connection point to the wastewater main, the utility will (upon acceptance) be responsible for the service line from the newly installed cleanout to the main.

11. For communities with interceptor tank installations, if the owner of the property has signed an easement regarding the installation of the tank and associated piping, the utility will maintain the tanks and the service pipe from the cleanout installed adjacent to the house to the tank, along with the service pipe from the tank to the wastewater main.

VII. WASTEWATER SYSTEM ADDITIONS

- A. Service Extensions from Mains or Collectors: The applicant shall pay all costs for the facilities required, including applicable county/city fees and any restoration costs. The customer shall own, operate and maintain these facilities, with the exception of interceptor tank facilities agreed upon by the utility to be maintained after installation.
- B. Extension of Mains or Collectors: The applicant shall pay all costs of the extension, including engineering design, and pay for and obtain all Regulatory Agency approvals. The PUD shall own, operate and maintain these facilities upon acceptance by the PUD.
- C. Extension Design: All extension designs shall be prepared by a licensed Engineer, and shall be approved by the PUD prior to installation. All extensions are to be inspected by the PUD inspectors prior to closing the trench. The “as built” drawings shall be provided to the PUD after construction, and prior to service being provided.
- D. New Systems: Any new or existing system wishing to apply to the PUD for service shall follow Policy Bulletin Number 15 covering Local Utility Districts (LUD).

VIII. LATECOMERS AGREEMENT

- A. For all wastewater 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 wastewater 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. USE OF PUBLIC WASTEWATER

- A. Discharge of Certain Substances: No person shall discharge or cause to be discharged materials, waters, or wastes if it appears likely in the opinion of the PUD that such wastes can harm either the wastewater, sewage treatment process, equipment, have an adverse effect on the receiving stream, or can otherwise endanger life, limb, public property, or constitute a nuisance. In forming an opinion as to the acceptability of these wastes, the PUD will give consideration to such factors as to quantities of subject wastes in relation to flows and velocities in the wastewaters, materials of construction of the wastewaters, nature of the sewage treatment process, capacity of the sewage treatment plant, degree of treatability of wastes in the sewage treatment plant, and other pertinent factors.
- B. Pretreatment: If any waters or wastes have a deleterious effect upon the sewage treatment process, equipment, or receiving waters, the PUD may reject the wastes or require pretreatment to an acceptable condition for discharge to public wastewaters. The PUD may require payment to cover the added cost of handling and treating the wastes not covered by existing rates or wastewater charges.
- C. Traps: Grease, oil, and sand traps will be required when necessary for the proper handling of liquid wastes containing grease in excessive amounts, flammable wastes, or other harmful ingredients. All traps shall be of a type and capacity approved by the PUD and the regulatory agencies.
- D. Control Manhole: The PUD may require a customer with industrial wastes to install a suitable control manhole in the building wastewater to facilitate

observation, sampling and measurement of wastes. The manhole shall be maintained by the customer to be safe and accessible at all times.

- E. Protective Devices: The expense of tapping mains, making connections, testing completed work, and other protective devices (i.e. backwater valves) that the PUD may deem necessary for use of the wastewater, shall in all cases, be borne by the owner of the property benefited.
- F. Excess Water and Storm Drainage: The Wastewater systems are not designed to handle drainage from basements, yards, roofs, etc. Customers shall not be allowed to drain any excess water into the sanitary wastewater system, or allow leakage of water from the potable water system into the wastewaters. If the PUD discovers any situation where this is occurring, a notice will be given and the customer must immediately remedy the problem to the satisfaction of the PUD. If the customer is unwilling to comply, the PUD may discontinue all service to the property. The customer may also be assessed a special charge related to the flow at the highest block rate normally assessed for water supply in the system. This charge is to account for the additional wastewater treatment required.
- G. For interceptor tanks being maintained by the utility, the limiting of undesired material from causing excess maintenance is extremely important. Costs for tank cleanouts exceeding twice the normal prescribed work, will be charged to all customers served by that tank. Excessive cleaning of the screens beyond the normal prescribed work will be charged to the customers served by that tank.
- H. All wastewater service piping for the property must connect **prior to the interceptor tank**. No bypassing of the interceptor tank will be allowed.

X. MISCELLANEOUS

- A. Customer's Responsibility: It shall 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 shall 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. (Section IX. G.)
- B. Additional Service: No person or family with service provided by the PUD will be permitted to use such services for any purpose other than that stated in the application, and shall not in any way supply service to other person(s) or families.
- C. Backflow Prevention: The customer must install a backflow prevention

device when it is necessary to prevent sewage from backing into the customer's premises. This device must be accessible for maintenance and is owned and maintained by the customer. The customer is responsible for taking measures to protect his property and the PUD shall not be held liable for damages resulting from sewage backing up.

- D. Right of Access: The PUD, through its authorized employees, shall 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 locked or within a locked area, the customer will be required to supply the PUD with keys to the locks, or provide a dual locking system.
- E. Easements for Equipment: The PUD shall be given an easement when any of its service equipment is located on the customer's property.
- F. 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 shall be given within a reasonable time prior to such change. The out-going customer who originally opened the account will be held responsible for all services supplied by the PUD, until the PUD has received such notice of change.
- G. Moratoriums: The PUD reserves the right to refuse service when system capacity will not permit additional connections.
- H. Financial Accounting: The Water and Wastewater Systems are financially separate and are accounted for separately from any of the other systems of Klickitat PUD.

Adopted by the Board of Commissioners: June 24, 1997

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