

Lake Wenatchee Water District

Administrative and Operating Directives

Applicability: The following directives are applicable to all customers receiving water from the Lake Wenatchee Water District and have been developed to meet applicable regulations, provide standardization of service, inform the customers of their rights and limitations, identify fees, rates and charges, identify prohibited activities, and to ensure a safe and reliable source of water. The District shall have the power at any time, without notice, to amend, change or modify any rule, rate or charge, and make rates or contracts. All water service is subject to such power.

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Definitions:

District: The municipality of the Lake Wenatchee water system as represented by the Lake Wenatchee Commissioners.

Auxiliary Water Supply: Any water supplied to the premises other than the approved public potable water supply.

Backflow Prevention Assembly-Approved: An assembly that has been listed by the Washington State Department of Health, Drinking Water Program and so shown on their current listing of approved assemblies.

Commissioners: Members of the Lake Wenatchee Water District Commissioners, or designated representatives or assignees.

Connection Charge: Payment by the customer to offset a portion of the total facilities costs necessary to provide water service.

Equivalent Residential Unit (ERU): Equivalent Residential Unit (ERU) shall mean a unit of measure of daily water consumption used to equate non-residential or multi-family residential water usage to a specific number of single family residences. The term “unit”, “use” and “user” in this definition are synonymous. Water service and connection charges are based on the number of ERUs each water service is assigned. An ERU will be defined as the estimated quantity of water used by a single family residence within a medium density (1/2 to 1/6-acre per lot) development or 250 gallons per day. Determination of the number of ERUs for each connection shall be assigned by the following minimum requirements.

- A. Water services with multiple residences shall be assigned 1 ERU per residence, except for those residences with occupancy of 6 months or less.
- B. Services providing water to multiple businesses will be assigned 1 ERU per business or higher as appropriate for the anticipated water use.
- C. Assignment of the number of ERUs may be adjusted based on actual water use records compared to District averages for single family residential water use.
- D. Multiple ERU water services shall be rounded to the nearest whole number.

Premises: A parcel of land and any structures, buildings or improvements.

Service Charge: The base service charge, often referred to as a “Base Rate”, is incurred by each customer per billing period regardless of the amount of water used.

Water Service Area: That defined area within which the Lake Wenatchee water system will supply water service. Those areas within the boundaries, but having no service currently, are future water service areas.

Water System: Those facilities that are necessary to provide for water supply, transmission and storage to the local distribution systems serving the District’s customers. Water system facilities include, but are not limited to, water storage reservoirs and standpipes, water supply sources, water supply pumping stations, water booster stations, water transmission mains, telemetry and control equipment, water system pressure regulation, operation and administrative buildings, and equipment and emergency operation facilities.

Water Service Line: That portion of a water line in a street and/or right-of-way easement running from a water main or corresponding stub line to the property line of the customer. It shall include saddle, corporation stop, water service line, meter setter, meter, meter box/vault or any combination thereof that may be required to furnish the requested water service.

Water Meter located in the public right-of-way or easement: Shall mean the device that measures the volume of water provided to a District customer.

Owner Water Service Line (which runs from the water meter vault to the point of use): Shall mean that portion of a water line lying on privately owned property.

Operating Directives:

Section 1 Purpose: These operating directives sets uniform requirements and guidelines which apply to the Lake Wenatchee water system, including all supply, storage or distribution facilities and all piping, equipment, appurtenances and back-flow assemblies.

Section 2 Administration:

- A. **Election of President and Secretary**: Annually, at the first meeting in January, the Board shall elect from its members, a President and Secretary who shall serve until the next annual election unless they resign or are otherwise removed by a majority of the Board.
- B. **Regular meeting times**: Regular meetings of the Board of Commissioners will be held at a time to be determined by the Commissioners on the second **Thursday** of each month at the **Station 91 Fire Station** at 21696 Lake Wenatchee Hwy or as deemed necessary by the Commissioners. A notice of any change will be posted at the Station 91 Fire Station and on the **Lake Wenatchee Water District website**.
- C. **Compensation**: Each member of the Board of Commissioners shall be compensated for each day or major part thereof devoted to the business of the District, at the daily or other rate, and subject to the maximum annual or other limitation, presently provided in [RCW 57.12.010](#) and/or any future amendments thereto or other statutes governing the subject of compensation of Commissioners. The intention of the foregoing is to establish compensation at the maximum amount presently or in the future allowed by state and that if, in the future, the present statutory limit established by [RCW 57.12.010](#) is increased, then all Commissioners then in office shall be entitled to, and are hereby granted, compensation at any such increased rate. The term "...spent in attendance, actual or electronically as approved by commissioners at official meetings of the district commission, or in performance of other official services or duties on behalf of the district" as used in [RCW 57.12.010](#) interpreted, for purposes of compensating Commissioners of this District, to include attendance at District meetings, both special and regular; and, on approval in advance by the Board, the following:
 1. Meetings, conventions, seminars, programs and similar activities related to the Board-authorized representation matrix.
 2. Other conferences or meetings with representatives of other governmental bodies in

respect to District business, such as USFS, etc.

3. Attendance at state, county or other public hearings.
4. Attendance in court as a witness, or as an observer on a District case.
5. Attendance at meetings of water and similar association either on District business or as a director or officers of such association, including construction consortiums.
6. Attendance, when requested by the manager, at meetings with District contractors, suppliers or purveyors; and other matters where the Board of Commissioners determines that the matter is District business.

D. **Mileage reimbursement - Personal automobiles:** The District will reimburse Commissioners and the Clerk for use of their personal automobile while conducting business for the District at the rate per mile established by the Internal Revenue Service (IRS).

E. **Financial Policies:** The District shall maintain District Financial Policies, which will be accepted by motion of the Board of Commissioners. The District's Financial Policies may be amended from time to time and each amendment will become official upon the Board of Commissioner's acceptance by motion. (See appendix C)

Section 3 Standard Operating Programs and Procedures:

- A. The District shall maintain an Emergency Management Program which will be accepted by motion of the Board of Commissioners.
- B. The District shall maintain a Comprehensive Water System Plan. Consistent with the process established in [WAC 246-290-100](#), the Water System Plan will be updated at least every six years from the most recent Washington State Department of Health (DOH) approval.
- C. The District shall maintain Standard Operating Procedures for the duties of employees, contractors and/or board officers, which will be accepted by motion of the Board of Commissioners.

Section 4 Small Works Roster:

- A. The District shall maintain a small works roster of contractors. The roster shall consist of all qualified responsible contractors who have requested that they be on the roster, and who meet the pre-qualification requirements in this code or as may be amended in the future. Contractors may be added to the roster throughout the year upon completion of the District's small works roster application. ([RCW 57.08.050](#), [RCW 39.04.155](#))

- B. For the small works contractor roster, at least once per year the District shall publish in a newspaper of general circulation within the jurisdiction a notice of the existence of the small works roster and invite contractors to apply for such roster.
- C. The contractor roster and vendor list shall be continually updated to reflect qualified, responsible contractors/vendors who have requested that they be on the small works roster or vendor list, and contractors/vendors who have asked to be deleted from the contractor roster/vendor list. ([RCW 39.04.155](#) and [RCW 39.04.190](#)).
- D. Prior to awarding any contract, the contractor must present proof to the District of adequate liability and property damage insurance. The District reserves the right to refuse contract award if the contractor has insufficient insurance. Any contract that will be paid for with Federal funds will only be awarded if contractor is not on the suspension or debarment list at the www.SAM.gov website.
- E. The District shall follow the guidelines listed in [RCW 39.04](#) for small works roster contracting procedures.
- F. The District shall keep and post the proposals from all bidders, which shall be open to public inspection and available by telephone inquiry.

Section 5 Conditions of Water Service

- A. The District will provide the meter, vault and District's water service line to the vault location that serves the customer as part of the Connection fee. A base monthly service charge will commence, whether water is used or not upon completion of the installation or 120 days from the date the new service request was approved by the Commissioners, whichever occurs first.
- B. To control of the quantity and quality of aquifer output feeding the source wells within the district service area, new permit-exempt wells are not allowed in the water district service area unless the district is unable to provide potable water to the requesting individual/parcel.
- C. If excessive water pressure exists at the customer's service connection, the customer shall furnish and install at his own expense, a water pressure reducing valve. Property owners assume all responsibility for damage to property and/or persons resulting from excessive water pressure. The District will notify all customers in which static pressures at the meter exceed 80 psi.
- D. Prior to installation of meters by the District, an inspection of the customer's plumbing is required to ensure cross connections to the irrigation system do not exist.
- E. The water service line from the meter to the customer's point of use will be installed and maintained by and at the customer's expense.

- F. The customer shall indemnify and hold the District harmless from any and all claims, actions or causes of action of every kind and nature that may be asserted against the District as a result of the customer's ownership, installation, maintenance, use or service of the water service line commencing at the District's water meter and extending to the customer's point of use. The customer shall pay all costs and or attorney's fees incurred by the District in defending such action or actions.
- G. District main line extensions resulting solely from a customer's request for new service will be designed, contracted and maintained by the district. Costs associated with that main line extension will be the responsibility of that customer and included in the new connection charge.
- H. When more than one property owner requires a water line extension, they may petition the District Board of Commissioners requesting a LID (Local Improvement District) or ULID be formed. Additional customers who connect to this extension shall be required to share the cost of the original construction using a formula to be determined for each extension on a case-by-case basis.

Section 6 Duty to Serve - Connections Allowed:

The District will provide water service to all of the area within the approved water service area boundary where facilities are available and to others areas within the water service area boundary that may be in the best interest of the District. Water services are limited to existing customers and an established number of additional connections. Water usage and water rights will be monitored annually to determine adequacy of water rights, ERU's and system performance. Water rights and/or ERU's may limit water usage and number of connections. Written requests for water service to additional dwellings beyond the default single connection per meter are subject to review and approval of the LWWD commissioners.

- A. Connections are premised on a one dwelling per parcel/metered connection. Should parcels be sub-divided, or additional structures requiring water be added, the property owner may make written application for additional connections; however, additional connections may be approved only if excess capacity to serve exists. "Excess capacity to serve" means the total number of connections allowed to the Lake Wenatchee Water District system is greater than the number of parcels which have connections. The Commissioners will consider water rights, future plans, and the impact of the applicant's project to the community, and the costs of the project before approving additional connections.
- B. Appeals to Commissioners decisions may be made in accordance with section 13 below.

Section 7 Application for Water Connection—Procedures:

- A. Applications for new water service shall be made on printed forms to be furnished by the District. The applicant shall fully and truly state all purposes for which the water may be required and agree to conform to the rules and regulations as a condition for the use of the

water. In the case where the premises of the applicant are connected for water service as a result of his application being accepted, the application shall be considered as a contract. The applicant, by his signature thereon, shall agree to abide by such rates; rules and regulations in effect at the time of signing the application or that may be adopted by the District and shall pay all bills promptly.

- B. In the case of new construction, initial application for a building permit is made through Chelan County. Upon verification of a properly executed building permit for new construction and confirmation that all fees, assessments and charges for construction and water service connection have been paid by the applicant as agreed to in the signed application, the Commissioners will authorize the connection to the water system.
- C. An "Availability of Water Service" Certificate required for a building permit may be requested from the Commissioners from existing customers or current owners of parcels, which shall indicate that water service would be available if certain conditions are met. This is an interim procedure, typically shown to financial institutions, that in and by itself, **does not authorize a water service connection.**
- D. Customers experiencing financial hardship may ask the Commissioners to negotiate a water connection payment schedule, satisfactory to the Commissioners, for repayment of monies due.

Section 8 Service Connections - General Requirements & Responsibilities:

A pre-construction meeting on-site with the constructor and appropriate agent of the Commissioners is required for new connection construction. Placement of lines, construction schedules, inspection criteria and construction standards shall be satisfactorily addressed with the project applicant.

- A. Except as provided otherwise, no premises shall be connected to the Lake Wenatchee water supply unless there is an adjacent water main.
- B. An individual connection/meter will serve only one single family dwelling unit. The property owner shall apply for and obtain permission from the District prior to connecting multiple dwelling units. The District shall evaluate each application on a case by case basis.
- C. Conveyance of water to another premises or parcel(s) is prohibited. Violation of this provision will result in penalties and possible litigation against the violator.
- D. The costs for construction of service connections including pipe, labor and fittings, shall be paid by the applicant.
- E. As a condition of service, all service lines from the main to the building(s) shall be inspected by a representative of the Commissioners to ensure compliance with existing construction specifications and materials. No part of the water piping, valves, or watermeter shall be covered or concealed until it has been tested, inspected and accepted. Any non-compliance in this area may result in fines, penalties or delays in water service approval and connection resulting from necessary uncovering for approval.

- F. Unless otherwise approved by the Commissioners, service lines shall run at right angles from the water main with location of the water meter immediately adjacent to the propertyline either on private property or within the road right of way. Appropriate utility easements for access shall be granted to the Commissioners for those appurtenances under the responsibility of the Commissioners for operations and maintenance.
- G. The ownership and responsibility of all service connections in rights-of-way and utility easements, up to and including water meters, shut-off valves and water meter boxes and vaults and vault connections, shall be vested solely with the District and the person responsible for the construction of such connections shall relinquish, as a condition of service, all interest in such ownership. All water meters shall be maintained by authorized personnel only. Meters may be removed and replaced as necessary to test or repair. Water meters shall be set properly as per District guidelines, and of a type established under construction standards, and normally located within the street right-of way at the propertyline. If located on private property, an easement shall be granted to the Lake Wenatchee water system.
- H. The ownership of the water system beyond the meter vault, including backflow assembly, or pressure reduction valves, if installed, shall be vested in the consumer and the operation, maintenance, repair, expansion, and renewal of the system shall be the consumer's responsibility. Owners shall maintain individual service lines in such a manner as to prevent water loss or contamination hazards. Should the consumer fail to properly maintain their service lines, or not respond to leak notifications, the District may access and repair the line and present a bill for such services.
- I. Violation of the procedures required by these operating directives shall be cause for immediate discontinuance of water service by the Lake Wenatchee water system as determined by the discretion of the Commissioners.

Section 9 Service Line Construction:

- A. Minimum cover (depth) for water lines shall be 48 inches generally, between the water main and the building. The water service pipe shall be installed at a location mutually agreeable to the District and the customer. The District will install the meter, meter box and a short piece of pipe beyond the meter box, to which the customer will connect his waterservice. All connections shall be made to the meter stub-out assigned at the time the permit is issued.
- B. All service lines shall be minimum of (3/4) three-quarters of an inch inside diameter of pipe and of materials specified below.
- C. The service line contractor or other person doing the work shall prevent any damage to the meter or public water system and shall so conduct his trenching operations to prevent the possibility of damage from occurring. **Digging under the public water system is prohibited.**
- D. The bottom of the trench for service lines must be smooth and free of large rocks which may damage the pipe. Where unsuitable bedding is found, as determined by the Commissioners, or LWWD designated representative, the water service line trench shall be over-excavated and

suitable bedding installed as follows:

1. Soft Foundation: Over-excavate as directed by the Commissioners or LWWD designated representative and install two and one-half inch maximum rock, sand or gravel.
 2. Hard Foundation: Over-excavate a minimum of two inches and install a bedding of three-quarter inch maximum size rock, sand or gravel.
- E. The person doing the work shall carefully remove the plug from the meter stub and shall prevent the entrance of any foreign material into the public water system. The type of joint to be used to connect to the stub will be described by the Commissioners or LWWD designated representative. Appropriate bedding, as described above, will be hand tamped in a damp condition, around the stub and connection so as to prevent any pressure on the stub. Joints shall be installed in strict compliance with the manufacture's recommendation.
- F. Backfill of the trench shall be done in a manner to prevent damage to the stub, fittings and pipe.
- G. Parallel water service line must be at least 10 feet apart from sewer and/or irrigation lines.**
- H. Whenever sewer and water lines must cross, they will be laid at as close to 90 degrees as possible and the sewer line shall be located 18 inches below the water line.**
- I. The following pipe materials may be used between the meter and house connection: Polyethylene (PE) plastic pipe complying with AWWA C901, ASTM specification D-2239 or equivalent, minimum 160 psi working pressure, iron pipe size and shall be NSF certified for use with potable water systems. All compression fittings shall have a stainless steel insert, be of commonly accepted manufacturer and NSF certified. No "barbed" connections are allowed.
- J. All service lines shall be tested for leakage in the presence of a representative of the Commissioners before backfill.** Services shall be tested by first flushing the line, then, by capping the end or ensuring all water taps are closed, checking fittings for leaks using system pressure while ensuring the meter is not turning. NO leakage at any rate is allowed.

Section 10 Service Connections - Wholesale Consumers - Requirements:

The Commissioners may authorize wholesale water service, to a community or number of individual users, to be furnished through a common meter, upon finding that service through individual meters is not practical.

- A. Where such service is provided through a common meter, the costs of installation, including the meter, shall be at the expense of the applicant(s).
- B. Where water service is supplied through a common meter, a District, or other entity or person, who is acceptable to the Commissioners, shall be responsible for the rates and charges set forth by the Commissioners

Section 11 Rates, Charges and Fees - Charges and fees to connect to the water system and monthly service and use rates are as follows:

- A. Connection Fees - The water connection fee for new services will be set by the commissioners and approved by the state. The fee will include the following:
 - 1. First component reimburses the District a pro rata share of the construction costs for water source, transmission and storage. This fee is fixed at \$13,000 per connection.
 - 2. The second component consists of the actual costs for services rendered by the District both during the installation, inspection and testing of the connection and then on-going as a minimum base rate for continued services. This may include connecting to the main, negotiated main line extension, service line to the meter, and installation of the meter and vault, inspections, water testing and other services. Unusual conditions will be negotiated with the Commissioners.
- B. Backflow Assembly Administration Fee - Those premises with backflow assemblies shall be assessed an annual fee to recover administrative costs associated with notification of required testing and maintenance of records.
- C. Disconnect and Reconnect Charges - A charge of \$50.00 shall be made to disconnect water service due to non-payment and or misuse, and \$50.00 to reconnect water service.
- D. Base and Rate Charges - The base charge and the commodity rates may be adjusted as determined by the Commissioners.
- E. There shall be two categories of customers, as described below:
 - 1. **Standard** - Connections serving vacant land or homes with the standard 5/8" by 3/4" residential water service meter.
 - 2. **Non-Standard** - described as any customer who requests a larger or non-standard district approved meter size to meet their water capacity requirements. Requests will be evaluated on a case-by-case basis. If non-standard meter requires modifications or upgrades to the existing water system physical infrastructure, customer will be financially responsible for all pre-engineering reviews and all costs associated with any necessary improvements to meet their request for expanded services as well as be subject to commissioner approval (**see sections 5, 6 and 7 above**).

Section 12 Payment for Water Services – Responsibility, Leaks, Due Date:

Nonpayment Penalties - Administrative penalties-Liens – RCW 57.08.081

- A. Per the Revised Code of Washington, water charges are associated with the property rather than the tenant who incurs the charges. The account for water services provided in the District

is listed in the name of the owner of the property and the District's billing statement will be sent to the owner at the owner's address.

- B. The owner may request in writing that the District sends a courtesy COPY of the bill to the address of the property, if different than the owner's address. In such event, the District will send a courtesy COPY of the bill and any and all notices to the address of the property, but also will send of the original bill and any and all notices to the owner at the owner's address. While the owner of the property may make arrangements with a tenant on the property to pay the District's bill for such property, the owner ultimately is responsible for payment of all charges on the account, including any unpaid account balance, late fees, or reconnection fee. Tenants will only be listed on the account for water services as a courtesy for notification purposes.
- C. The District shall presume that the owner's address for all purposes related to this property is the physical address of the property unless the owner notifies the District otherwise in writing providing the District with the correct mailing address, including street address, and e-mail address, and phone number. The owner is responsible for notifying the District immediately in writing of any change in the Owner's mailing address, street address, e-mail address, phone number.
- D. Customers will be billed bi-monthly. If an initial service connection is made during the second half of a billing period, that billing period charge shall be one half the normal base charge plus the entire billing period's water commodity rate. If a property is sold the escrow company will be notified the rates. At the time of closing they will calculate the rate to charge the seller and the buyer and adjust each party at closing and send a check to the District. If the seller is delinquent on their bill, that amount as well as any days that have not yet been billed in which the seller occupied the property will be collected from the seller and sent to the District at closing. The balance for the not billed period will be billed to the buyer. Any past due amounts not paid after closing become the responsibility of the buyer, per the Revised Code of Washington and any past due balances will be billed to the new owner.
- E. Bills not received in full will become delinquent after the due date. A delinquent bill will be charged a late fee of 10% of the delinquent amount and will be added to the outstanding balance due. The late fee will continue to be added cumulatively to the newest outstanding total balance at each billing period until the account is paid in full. If the District is contacted regarding the reversal of a late fee within the first month late and payment is received promptly, the District may grant a one-time late fee forgiveness.
- F. If no payment(s) are made against a delinquent account by the second billing statement after the original due date, the District will notify the customer again of the delinquency in writing. If no payment is received by 3rd billing cycle then an additional penalty of \$25.00 shall be imposed for a delinquency letter being sent by registered mail and the customer will have ten (10) days to make payment(s) or their water service will be shut off. If no satisfactory payment arrangements have been made with the commissioners, water service will be shut off, which will add an additional \$50.00 turn-off fee.

If an account has been delinquent for 3 billing statements; the LWWD shall notify the property owner by certified mail that they are subject to a lien being placed on the property. If no

response and satisfaction of the outstanding account is received by the District within two weeks of the date of the certified letter, a lien will be filed. A \$50.00 processing charge plus other fees associated with filing a lien will be charged to the delinquent account. When a lien is placed, water service fees will continue to accrue.

- G. Delinquent accounts shall not be issued an "Availability of Water Service" Certificate.
- H. Should the owner or occupant of the premises where the water has been shut off due to delinquent payments turn on the water, or cause the water to be turned on by other parties, it shall be turned off again by authorized personnel and a penalty of \$ 250.00 per incident shall be assessed.
- I. A leak in the water service line from the meter to a point of use is the responsibility of the property owner. When a significant leak has occurred in the property owner's water service line or plumbing without the knowledge of or negligence of the property owner, an adjustment in the property owner's bill may be made for excess water registered by the customer's meter after the owner's prompt completion of a repair. Upon customer request, any adjustment shall be based on the circumstances involved and at the discretion of the commissioners. The District may turn off the water to a property if the leak is not fixed in a timely manner or if there is a significant leak that will negatively impact the rest of the system. Costs directly associated with an emergency water turn off at the meter by the district operator will be the responsibility of the customer initiating the request if the leak is determined to be on the servicing side of the meter. These costs could include operator expenses, contractor time and equipment to expose meter top from accumulated snow and ice.
- J. Willful destruction or vandalism of any property of the LWWD, such as damaging service connections or meters, cutting off locks, or graffiti and other such acts, shall incur a penalty of \$250.00 in addition to costs to correct damage or replace equipment damaged as a result of such action and will be assigned in addition to all other penalties, charges and fees assigned or outstanding. Theft of water and destruction of property are criminal offenses under County and State laws.
- K. If customers commit administrative violations such as watering at prohibited times or other non-criminal or health-hazard related prohibited acts, LWWD will make every effort to attempt to notify verbally or by phone or email with a reminder of District policy and request to comply in a designated time for the first violation or face penalties. If that customer fails to comply, they will receive a written notice of non-compliance and will accrue a \$250.00 penalty for each subsequent violation. Failure to stop the administrative violation(s) and pay the penalty(s) when billed will prompt a shut-off of the property owner's water service.
- L. Customers showing an excessive usage level of consumption, to be determined by the commissioners, will receive a notification letter to check their personal water system for leaks or curb consumption. Customers that make no effort to decrease consumption or repair leaks within 60 days, may be subject to the District water shut off policy and or repair costs as stated in section 8H.
- M. Customers interfering with the lawful duties of the LWWD staff, including harassment,

conveying threats, preventing meter readings, parking cars over meter boxes, removing or damaging survey markers, filling meter boxes with debris of any kind and other such acts will be notified to correct the act. If the customer does not remedy the act within 10 days, an administrative penalty of \$250.00 per incident will be assessed. Additional to the penalty, LWWD may elect to repair any damage and bill the customer. Threats and intimidation will be forwarded to the appropriate policing agency for prosecution. Administrative penalties will be in addition to any court legal findings or decisions and may prompt a shut-off of the property owner's water service.

- N. Customers experiencing financial hardship may ask the Commissioners to negotiate a payment schedule, satisfactory to the Commissioners, for repayment of past due charges, penalties and fees.
- O. Checks returned due to insufficient funds will incur a \$35.00 processing charge.
- P. The LWWD may retain and utilize a collection agency for the purpose of collecting debts owed by any person or cause a lien against the property for which service was provided, for unpaid charges, fees and/or penalties.
- Q. Subordination of the Local Improvement District (LID) assessment is not allowed.
- R. All complaints will be initially received by the LWWD commissioners, operator or clerk and will be addressed by commissioners at their next scheduled meeting. If additional investigation is required, the work will be performed by the commissioners, LWWD operator or consultant, as directed by the commission. Final resolution of the complaint will be addressed by the LWWD commission and a written response of the proposed resolution will be provided.

Section 13 Notice of Violation - Hearings - Right to Appeal - Emergency Action:

- A. Notice of Violation: Whenever the Commissioners determine there are reasonable grounds to believe that a violation of any of these operating directives has occurred, the Commissioners shall give notice of such alleged violation to the person in question. Such notice shall (1) be in writing, (2) include a statement of the reason for its issuance, (3) allow a reasonable time for the performance of any act it requires, (4) be served upon the owner, lessee, or his agent as the case requires, provided that such order is deemed to have been properly served upon such individual when mailed to his last known address, and (5) contains an outline of remedial action which, if taken, will effect compliance with the provisions of these operating directives.
- B. Hearings and Right to Appeal: A person to whom a penalty or other administrative action has been issued or directed may request a review hearing to the Commissioners by submitting a written notice of such request within ten calendar days of the date of penalty or administrative action. The Commissioners shall establish a hearing date and give written notice of the hearing to the appellant at least ten calendar days before such hearing. Such notice shall include the date, time and location.
- C. Emergency Requiring Immediate Action: Whenever the Commissioners finds that an emergency exists which requires immediate action to protect the public health and welfare, the Commissioners may, without notice or hearing, issue an order reciting the existence of such

emergency and requiring that action be taken as necessary to meet the emergency and protect the public health, including the termination of water service.

Section 14 Damage to Water System - Unlawful Acts:

Violations of provisions in this Section shall be cause for charges as described in section 11 and 12, immediate discontinuance of water service and may lead to action in a civil or criminal court.

- A. It is prohibited by any person to willfully or recklessly disturb, break, deface or damage any hydrant (flushing station), water meter, valve, water pipe or any appurtenances, together with the buildings, grounds and improvements thereon or in any manner interfere with the proper operation of the water system.
- B. It is prohibited for any person who has a water connection to add any water connections or let water off the premises for which connection has been made or supply water for any purpose whatsoever to any other premises.
- C. It is prohibited for any person to prevent, by any means, the direct and unannounced access for the purposes of repair, reading, and inspection of any water meter, hydrant (flushing station) or any part of the Lake Wenatchee water system.

Section 15 Access to Premises for Inspection – Procedures:

As a condition of service, owners of premises serviced by the Lake Wenatchee water system, agree to allow entry by the Commissioners or designee, upon request and at a reasonable time, to discuss possible hazards to public health, and inspect or perform any duty to ensure compliance with provisions of these operating directives.

- A. If the premises are occupied, the Commissioners shall first contact the current resident or owner if the current resident is unavailable, and request entry.
- B. If the premises are unoccupied, the Commissioners shall first make a reasonable effort to locate the owner or other persons having control of the premises and request entry.
- C. If entry is refused, the Commissioners shall have every remedy provided by law to secure entry and, in the interim, may terminate water service.

Section 16: Interruption of Service - Notification Procedures:

Reasonable attempts to notify all premises affected by interruptions of water service shall be made and such interruptions shall be kept to a minimum.

- A. Water service may be interrupted without notification to make emergency repairs, to protect the public health, or for safety considerations.
- B. Interruptions for routine maintenance or repairs, line extensions or service connections shall be scheduled to provide a minimum of one working days' notice to all affected premises and at such time to minimize inconvenience to customers.

- C. If a water billing is delinquent, notice of interruption of water service shall be mailed to the owner and posted at the premises. **Seven days after notification by registered mail, service shall be discontinued.**

Section 17 Cross Connection and Backflow Prevention:

A. Definitions:

1. Air Gap (AG): A physical separation sufficient to prevent backflow between the free-flowing discharge end of the potable water system and any other surface. Physically defined as a distance from the overflow rim of a receiving vessel to the discharge pipe of at least twice the diameter of the discharge pipe, but never less than one inch.
2. Approved: Accepted by the District as meeting all applicable specifications cited by program references, and current industry standards and practices.
3. Atmosphere Vacuum Breaker (AVB): A device that only prevents back-siphonage by creating an atmospheric vent when there is negative pressure in the water distribution system.
4. Backflow: The flow of water, mixtures, substances, or gases into the distribution system of the potable water supply from any source other than the original water source.
5. Back Pressure: Any increase in pressure above supply pressure, at a given point in the water distribution system (caused by pump, elevation of piping, heat expansion, and/or air pressure) which would cause or tend to cause backflow.
6. Backflow Prevention Assembly-Approved: An assembly that has been listed by the Washington State Department of Health, Drinking Water Program, and so shown on their current listing of approved assemblies.
7. Back Siphoning: The flow of water, mixtures, substances, or gases into the potable water distribution system resulting from a partial vacuum (reduced pressure) within the system itself.
8. Contaminant: A substance that will impair the quality of water to a degree that it will create a health hazard to the public leading to poisoning, the spread of disease or violation of water quality standards.
9. Cross-Connection: An actual or potential physical arrangement connecting a public water system, directly or indirectly, with anything other than another potable water system, and capable of contaminating the public water system.
10. Double Check Valve Assembly (DCVA): An assembly with two independently acting approved check valves, including tightly closing shut-off valves at each end of the assembly and fitted with properly located test cocks. This assembly may only be used to

protect against non-health hazards and must be purchased as a complete assembly.

11. The District: Shall mean the managerial, clerical or operational personnel concerned with the day-to-day direction or operation of the Lake Wenatchee Water system.
 12. Owner: Any person who has legal title to, or license to operate a property which is served by the water system.
 13. Premises: A parcel of land and any structures, buildings or improvements thereon.
 14. Premises Isolation: The practice of protecting the potable water supply by installing appropriate approved backflow assemblies at or near the point water enters the premises. This type of protection does not provide protection to personnel on the premises.
 15. Pressure Vacuum Breaker Assembly (PVB): An approved assembly consisting of a spring-loaded check valve loaded to the closed position with an independently operating air inlet valve loaded to the open position, and installed as a unit between two shut off valves with suitable test cocks. Unit must be used for non-health hazards and only protects against back siphoning.
 16. Reduced Pressure Backflow Assembly (RPBA): An approved assembly consisting of two independently operating check-valves with an automatically operating pressure differential relief valve installed between the two. Unit shall be purchased as a complete assembly with two shut off valves and suitable test cocks. This assembly may be used to protect a potable water source against health hazards.
 17. Water System: All parts of a system that supplies water to customers including wells, pumps, components and equipment, storage facilities, piping and all appurtenances, structures, treatment facilities, necessary vehicles and equipment and anything required to meet current regulations and standards of operation.
- B. Purpose and References: This program is adopted by Resolution of Lake Wenatchee Water District and provides requirements to prevent actual or potential cross-connections and defines the degree of protection necessary when such cross-connections cannot be eliminated. The following references are the basis for this program:
1. [Washington Administrative Code 246-290-490](#): Establishes requirement for cross-connection control program and allows disconnection of service.
 2. [Revised Code of Washington Chapter 70.54](#): Establishes failure to furnish pure water as a criminal misdemeanor.
 3. [International Plumbing Code](#): Describes water distribution systems and cross-connection control provisions.
- C. General Directive: No cross-connections or potential cross-connections shall be created, used or maintained within the Lake Wenatchee Water District unless protected by an approved backflow assembly commensurate with the hazard.

1. The Lake Wenatchee Water District is the water purveyor and has legal rights to protect the public health. Water service shall be terminated immediately, if the District determines at any time a threat exists to the public health.
 - a. As a condition of water service, and after reasonable notice, owners shall allow all properties to be inspected for potential cross-connections and shall follow the requirements of this program if a cross-connection or potential cross-connection is found.
 - b. Approved backflow assemblies, if required, shall be installed, at the expense of the owner, at the service connection (premises isolation) or, in limited cases, within the premises as determined by the District.
 - c. A Reduced Pressure Zone Backflow Assembly (RPBA) shall be installed at the service connection to the premises, at the expense of the owner, in an approved installation, if the owner wishes to preclude inspections.
2. The most common sources of cross-connections in residential settings are on-site wells, water troughs, swimming pools, ponds, fountains, solar heating systems, and lawn irrigation systems.
 - a. Leaving a hose pressurized or using a hose bib to provide water to trailers/campers or to fill any kind of tank, also allows for potential contamination. These types of activities must be isolated from the potable water system, either by air-gap (ensuring the end of the hose is not submerged in any tank or vessel), or approved backflow assembly.
 - b. All irrigation and lawn sprinkler systems shall have, as a minimum, Air Vacuum Breaker (AVB) protection. Increased protection may be required for unusual or complex systems.
 - c. On-Site Wells: Costs to properly abandon wells will be borne by the property owner.
 - d. On-site wells constructed under permit stating they must be abandoned when water service is available, shall be abandoned as specified in the permit.
 - e. Wells that are identified by the County or the District as being a health hazard due to previous sampling history, improper setback from septic drain fields or other obvious health risks will be abandoned.
 - f. On-site wells that meet current standards, are deemed useable, and the owner does not wish to abandon, will be allowed. If the owner wishes to maintain a connection to the Lake Wenatchee water system, the premises will be isolated by an approved backflow assembly (RPBA), enclosed in an approved vault or housing to allow discharge to daylight and preventing freezing, at the owners expense. Additional expenses to maintain records of the assembly will be charged as stated in the rate schedule in Section 11.

3. The District shall ensure that plans for all new construction are reviewed, and cross-connection hazard inspections are performed prior to water system connection, and will inform the owner of required or recommended corrections for the prevention of cross-connections. The homeowner or business owner shall pay inspection costs, which are included in the connection fee.
4. The District will develop an information flyer, which will provide information on cross connections. This will be given to new customers and will be included in the annual Consumer Confidence Report mailing.
5. The District will utilize a Cross Connection Control Specialist (CCS) to implement this program and provide technical assistance, as necessary. The CCS will coordinate with building or fire code officials, as necessary; to ensure water system policy and directive compliments the International Plumbing Code, and other local requirements.
6. Backflow assemblies will be inspected and tested annually in accordance with current practice by a certified Backflow Assembly Tester (BAT). Records indicating the location, type, serial number, and hazard protected, and all required Backflow Assembly Tester (BAT) inspection data will be maintained by the clerk.
7. Should a backflow incident occur, the District will take immediate action to prevent further hazard to public health, and will notify the community, local authorities, as appropriate, and the CCS, immediately.
8. The District will re-evaluate potential cross-connection hazards and conduct a system assessment from time to time, but not less than every two years, and when change of use of water occurs.

Section 18 Water Conservation Plan: The Lake Wenatchee Water District has the responsibility to develop and implement a water conservation plan under several Washington State directives but principally under [RCW 70.119A.180](#) (Water Use Efficiency Requirements) and [WAC 246-290-Part 8](#) (Water Use Efficiency).

A. Water Use Efficiency Goals.

1. Reduce the average demand per equivalent residential unit (ERU) to 370 gallons per day per ERU by 2019
2. Reduce the average demand per ERU to 359 gallons per day per ERU by 2029.
3. Reduce the distribution system leakage to 10 percent or less by 2029.

B. The District has chosen to implement one WUE measure in addition to those that are mandatory or required to be evaluated

1. Outdoor Residential Conservation Measures - Irrigation water is provided through the domestic potable water system operated by the District. Customers are encouraged to reference landscape management and xeriscaping programs at

<http://www.chelanpud.org/xeriscape.html> which is a website (with Quick Links) provided by Chelan County PUD with information on plants and landscaping native to Chelan County.

- C. The District will evaluate overall demand per ERU water use and the amount of DSL on an annual basis. The District will evaluate the performance of its WUE program and implemented measures by analyzing demand data and determining the long-term trend towards reducing water usage per ERU and meeting WUE goals. If the program monitoring shows that progress towards meeting the WUE goals is not being accomplished, more rigorous program implementation or additional program items will be considered, along with a cost-effective evaluation of measures.
- D. The District will provide annual WUE performance reports to its customers in its CCR, which will also detail the results of water use monitoring and progress towards achieving the system's WUE goals.