

# Section 1

## Introduction

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### 1.1 Goal

Public Utility District No. 1 of Snohomish County (the “District”) has developed this Policies and Procedures Manual to provide a helpful guide to water services for customers, the building trades, and the employees and representatives of the District. The goal of the District's Water Utility is to provide safe and reliable service to all District water customers at the most economical cost possible. In pursuing this goal, the District’s guiding principles include the following:

- (a) The District will endeavor to provide potable drinking water at flows and pressures meeting applicable regulations to all customers of the District.
- (b) The priorities of the District’s Water Utility are established as follows: first, emergencies; second, maintenance and operation; and third, new service installations.
- (c) The District will promote water conservation as an ethic to be incorporated in all practices where it is reasonably practicable and cost-effective. The District may require conservation practices be utilized when necessary to preserve available resources and the environment.
- (d) The District shall endeavor to provide all its customers with high-quality, courteous service in all its activities.

### 1.2 Related Policies

The District's function is not to plan land uses within its boundaries, but to respond to land uses planned for Snohomish County under the applicable land use plan. The District's facilities, their encumbrances and their impact on the community will not be used as tools for implementing changes in the character or timing of planned land uses.

The District has prepared and the Washington State Department of Health (“DOH”) has approved a Water System Plan (“Plan”) for the District's service area. This Plan projects service area needs over a 20-year time frame consistent with local county and city comprehensive land use plans and policies. The District's capital improvement program and incremental extensions and improvements to the District's system must be consistent with the Plan, as updated from time to time, whether such extensions and improvements are carried out by the District or a third party.

Decisions on system extension, pipeline capacity, looping, etc. are guided by the Plan. The Assistant General Manager (“AGM”) will, at their discretion, determine the extent to which capital improvements are for the purposes of transmission or other general system needs; which are for the purposes of distribution within an area of the District; and which are for the sole benefit of a single subdivision or development. When new developments are proposed, the District may require the Applicant to dedicate permanent utility easements for installation of water pipelines and other facilities in order to facilitate construction of the overall District system in accordance with the Plan. The District's share of the cost of new facilities will be determined by this Manual and by the AGM.

### **1.3 Scope of Manual**

This Manual outlines the policies and procedures to be applied by District staff in providing water service to individual properties served by the District, managing extension and improvement of the District’s water distribution facilities, and providing service to satellite water systems owned or operated by the District. Nothing in this Manual shall be interpreted to apply to District actions with regard to provision of electrical or other utility services besides water.

### **1.4 Application of Policies and Procedures**

In specific instances, the AGM may, at their discretion, waive or modify the application of the policies and procedures described herein, including the application of standard fees and charges, provided that such waiver or modification allows for more effective or efficient achievement of District strategic initiatives, goals, objectives, and overall policies.

In cases where such waiver or modification involves a significant cost, or where its relationship to existing policies is not clear, the AGM must report any waivers or modifications to the Board of Commissioners (“Board”) within the next two regularly scheduled meetings of the Board.

If authorized by the Board, specific fees and charges may be adjusted for inflation automatically on an annual basis. Other adjustments to the magnitude of standard fees and charges may be made only upon authorization by the Board.

### **1.5 Revision**

These Policies and Procedures cancel and supersede all previous Service Policies. They may be revised, supplemented or otherwise modified only by action of the Board; except in an emergency situation the AGM may make such reasonable modifications as he/she deems necessary; provided, however, such modifications are reported to and ratified by the Board within the next two regularly scheduled meetings of the Board.

## **1.6 Conflict**

In case of conflict between this Policy and Procedures Manual and the provisions of any resolution of the Board of Commissioners, rate schedule, or special contract, the provisions of the resolution, rate schedule, or special contract shall apply.

## **1.7 Saving Clause**

If any clause, sentence, paragraph, section, or portion of these Policies and Procedures, for any reason shall be adjudged invalid by a court of competent jurisdiction, such judgment shall not affect, impair, or invalidate the remainder.

## **1.8 Definitions**

The following terms wherever used in this Policies and Procedures Manual, the District's rate schedules, and in any application or agreement for water service, shall have the following meanings, unless otherwise clearly stated:

### **1.8.1 Applicant**

Any individual person, property owner, builder, or developer who is proposing a main extension and will be responsible for its financing.

### **1.8.2 Assistant General Manager (AGM)**

The District's Assistant General Manager, Water Utility, herein referred to as "AGM."

### **1.8.3 Customer**

Any individual person, firm, or organization who purchases water service, or is legally responsible for the purchase or payment for water service, at one or more locations from a Water Utility System under one or more rate classifications, contracts, or schedules.

### **1.8.4 Distribution System Charge (DSC)**

That charge levied by the District and payable by all new Customers connecting to a District-installed water main extension, or a water main extension constructed by a third-party with title thereto transferred to the District, when such new Customers have not contributed to the cost of the extension either through a Local Utility District ("LUD") assessment, other charge imposed by District policy, or through purchase of property to be served by the water main extension. The DSC also

applies to new Customers within satellite systems in cases where the conditions for District acquisition of the system include payment of the DSC.

### **1.8.5 District**

Public Utility District No. 1 of Snohomish County.

### **1.8.6 Equivalent Residential Unit ("ERU")**

The volume of water demand and use deemed by the District to be characteristic of a single-family residential unit, which shall equal an average water consumption of 800 cubic feet (one cubic foot is equal to 7.48 gallons) per month and 27.0 cubic feet per day. The "ERU" shall be used as the method of comparing anticipated water demand and usage characteristics of multi-family residential users and non-residential water users (such as schools, businesses, parks, manufacturing companies, etc.) to that of the single-family residential unit described in this subsection.

The ERU determinations for different customer classes and meter sizes are shown in Appendix B.

### **1.8.7 General Facilities Charge (GFC)**

That charge levied by the District per ERU, payable to the District, and representing a new Customer's proportionate share of costs the District incurs in construction or acquisition of water system general facilities, (i.e., source, storage, treatment, and transmission facilities); required to support the addition of the new Customers and other new Customers projected by the District to be added to its water systems under the District's current Water System Plan.

### **1.8.8 Interim Connection**

Connection to a District main, for the purposes of establishing interim water service.

### **1.8.9 Interim Water Service**

Water service provided on a long-term basis to a property that does not abut a District main (See Section 3.6).

### **1.8.10 New Customer**

Any Customer attaching to the District's water system where no attachment has previously existed, requesting additional attachments to such system, or adding to

the number of "equivalent residential units" served through an existing water service attachment to the District's water system.

#### **1.8.11 Point of Delivery**

That point, usually on the customer's premises and adjacent to the District's meter (or other agreed point), where the customer's water pipe is connected to the District's supply.

#### **1.8.12 Service Connection Charges (SCC)**

Those charges levied by the District and payable by a new Customer to reimburse the District's cost of installing all or a portion of that new Customer's water service, including the water meter, from the distribution main to that customer's private service line. (This charge may be included as a part of the applicable assessment for new Customers attaching to the District's water system as a part of an LUD formation and construction.)

#### **1.8.13 Standard Specifications**

Appendix A to this Policies and Procedures Manual, setting forth all of the District's standards and specifications for design and construction of water facilities.

#### **1.8.14 Temporary Water Service**

Metered water service provided on a short-term, temporary basis to a fixed site (e.g., a construction site). Includes water service supplied through a District main or a fire hydrant designated by the District and equipped with a separate construction fill station installed for this purpose.

#### **1.8.15 Water Consumption**

Water delivered at the point of delivery, measured in cubic feet.

#### **1.8.16 Water Main Extension**

Any District-owned water main or water main extension constructed by a third party with title thereto transferred or to be transferred to the District which, at the time of installation, is installed adjacent to, or to serve, properties which were not previously served by a District-owned water main.

#### **1.8.17 Water Service**

The availability of water at the point of delivery for use by the customer, irrespective of whether water is actually used.