

**WATER DEPARTMENT  
POLICY  
Desert Aire Owners Association**

**WATER SERVICES,  
INSTALLATION  
AND GENERAL  
PROCEDURES**

**Current Policy as of:  
7/1/2017**

**Adopted by the  
Desert Aire Owners Association  
Board of Directors  
July 1, 2017**



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**This policy shall be reviewed and updated periodically by the Water Committee and any substantial changes will be forwarded to the Desert Aire Owners Association Board of Directors for approval.**

## **DEFINITIONS:**

**Approved Usage Refers** to water that is to be used only for beneficial purposes primarily to supply essential household needs. Further Usage is to be limited to the area contained within the boundaries of owner's property.

**Authorized Personnel are** the employee's or persons who are given the Authority by the Association to access certain facilities and or devices, in order to effect maintenance, repairs and inspections.

**Auxiliary shut off valve is** a valve that customers install on their Water line between the meter box and the first diversion of their line. This allows the customers to shut off their water if they so choose.

**Combined lots are** any adjoining lots that a single property owner holds title to which have legally been combined as one.

**Commercial lots are** property within the service boundaries that are not specifically residential, and are developed to provide a service to the general public and or generate a profit.

**Condominium Lots are** commercial lots zoned for the development of condominiums. Each lot may contain as many as 6 living units.

**Cross Connection refers** to any point in the water system at which a source of potable drinking water has the potential to be connected to a non-potable source, creating an actual or potential health threat under certain conditions.

**Customer** refers to the person that is listed as the legal owner of said property, or that is receiving or has requested water service for that property.

**CUCF** is an acronym for Combined Utilities Capital Fund. An Assessment charged to each and every lot in Desert Aire which is used for improvements to the domestic water system and for the development of any future sewer system. This assessment may be paid as one lump sum, or may be spread out in payments over a predetermined number of years.

**Distribution System** is the system of pumps, tanks and piping that allow The delivery of water to the customers property. This system includes the meter assembly. All parts of this system are the property of the Owners Association and shall only be accessed by authorized personnel.

**Emergency curtailment of use**, shall be asked of customers when situations arise that may jeopardize the ability of the system to deliver safe water to its customers. Anytime, a situation arises which will leave the system with no safe margin of ability to supply the normal needs of Desert Aire. This may be the result of such events as a Natural Disaster to a major long-term power outage, and may also occur with a major pump, mainline or storage tank failure occurs. Curtailment shall remain in effect until customers are properly notified by Water Department Personnel or their designated Agents.

**Emergency termination of service** may occur in instances where a customer did not immediately comply with emergency curtailment orders, or could not be notified that their irrigation usage need be momentarily curtailed. (see sections 2.3.8.3; 2.3.8.3.1; and 2.3.8.2 ).

**High Water Bill** refers to an unusually high bill that is not attributable to high usage, and most likely the direct result of a leak.

**Illegal User** is any property or property owner that delivers water to another property that is not authorized to receive such delivery by the Owner's Association.

**Leak** refers to the loss of water through a break or hole in piping which may or may not surface.

**Load Density**, refers to the normally accepted number of occupants in any one residence, or the designed capability of the septic system for the same residence. Normally accepted density shall be the State DOH recommended maximum.

**Meter Assembly** is the connection assembly that allows customers property to be serviced by the distribution system. It includes the meter box, the water meter and any other components necessary to deliver water to the customer. This assembly is the property of the Owner's Association and shall only be accessed by Authorized personnel. It is usually located on the right of way.

**Minimum billing** is the base rate at which all water service installations whether used or not are billed. Shutting off or locking out the meter does not relieve the customer of the responsibility to pay this charge. The minimum is not a charge for actual water used but is in part an availability charge which insures that the department generates sufficient revenue to supply the service with water. However, with the minimum billing the customer is entitled to up to 1000 cubic feet of water each month at no extra charge.

**Misc. Users** refers to properties within the service boundaries that are not considered to be part of the Desert Aire Owner's Association. These users may obtain water service only through written agreements with the Desert Aire Owners Association Board of Directors.

**Misc. User Fee** is a special annual assessment charged to these properties, which is to be determined at the end of the fiscal year. Total amount is determined by dividing the amount of net operating loss (if any) by the total number of property owners. This amount is then billed to each of the Misc. Users for each lot served.

**Multiplex/Duplex**, refers to residential lots within the service boundaries that are platted to allow the placement of more than one living unit.

**Potable Water** is any supply of water that is suited for human consumption by standards that are approved by the State of Washington Department of Health and under rules established by the Federal EPA.

**Repair billings** are charges sent to a customer or individual that causes damage to any part of the distribution system. This billing shall reflect the cost of materials, labor and equipment needed to repair the problem. This includes damage to meter assembly, by illegal, unauthorized operation of the contents, and or damages incurred by reason of negligence, vandalism or other causes that could have been avoided.

**Responsible** refers to the individual (s) that own or have the authority to occupy or work on the property located at the service address. This is usually the person responsible for payment of rent and bills that are charged to this address.

**Right of Way** is the area adjacent to your property that connects it to the access road. or an established access route.

**Source Protection Program.** Commonly referred to as Well Head Protection is a mandatory program, which requires water department personnel and the governing body to take specific steps through ordinance, policy and or education to ensure that the ground water they draw from is protected from contamination.

**Utility right of way, Easement** refers to an area on or adjacent to your property that is reserved for the placement of power, phone, cable and water lines. This area must be left open for access to the utility companies for normal and emergency repairs and inspections. The law requires that you notify all utilities prior to any work being done in these right of ways that may result in contact or exposure of any of the utilities property or hindering access to it.

**Water Department Manager,** Refers to the employee of Desert Aire Owners Association who is required to be certified by the State of Washington to operate and administer the water department. This individual's level of certification shall be in accordance with standards established by the State of Washington Department of Health. In his absence, the Assistant Water Department Manager or the Superintendant shall have the responsibility and the duties of the manager.

**Water Service Boundaries** establishes the area to which the water system of Desert Aire Owners Association has been engineered to supply service.

### **2.3.3 Procedures for obtaining service.**

It is the policy of Desert Aire Owners Association to deliver water only to properties with in the Water Service Boundary Area. (*See Section 2.3.12* )

In order to obtain a service for potable water to any property within the service boundary, the following steps must be taken.

#### **2.3.3.1 Submittal of Application**

An application must be submitted to the business office on the currently approved form for both new services and transfers of ownership or tenancy.

#### **2.3.3.2 Installation Fee**

The application for a new service must be accompanied by payment of the installation fee.

#### **2.3.3.3 Back Dues and Assessments**

The application for a new service or change in ownership or tenancy must be accompanied by payment of any past dues, assessments, fines or other charges against the lot. This last condition may be waived if written authorization has been received from the Owners Association state that satisfactory arrangements have been made for the payment of such.

#### **2.3.3.4 Architectural Committee Approval**

The application must be accompanied by architectural committee approval of lot plans and usage. The water service can then be initiated.

#### **2.3.3.5 Business office approval**

If the above conditions are met, the application shall be approved by the business office and forwarded to the water department.

### **2.3.3.6 Water Department Approval**

Upon receipt of the application, Water Department personnel shall visit the site and inspect the area. The customer's plans for development will be examined in a timely manner, to ensure that the development of the lot will not endanger or cause problems with the service or the distribution system. If a problem is determined the application will be returned to the architectural committee with recommendations for changes.

The water department will not approve any application if the lot developer is unwilling to ensure that the proposed development will not endanger the water system through removal of material from right of ways where mainlines lay or by locating borders, fences, or hedges, In areas that will hinder access to valves, hydrants, or meter boxes. When any problems have been resolved to the satisfaction of the Water Department, the application shall be approved and a copy delivered to the customer. The service shall then be installed in as timely a manner as possible, provided that the water system is capable of supplying adequate flow to the lot as determined by the current permitted number of connections allowed by the State of Washington Department of Health.

### **2.3.3.7 Denial of Application**

Any service application that is denied shall be immediately returned along with any deposits and fees paid. The customer may resubmit the application at any time, provided they have corrected conditions causing the denial or in the event of non-availability of services, if and when they become available again.

### **2.3.3.9 Newly installed and Locked Services**

All newly installed services shall be locked out by the Water Department until an approved shut off valve is in place.

**2.3.3.9.1** Any water service that is locked out shall only be turned on by authorized personnel in the presents of the customer or the responsible. If the customer chooses not to be present the water department shall inform the customer that the department shall not be liable for any damages that may result from activation of the service.

### **2.3.3.10 Activation of Account**

Once the service has been installed, the account shall be considered activated and the customer shall be charged at least the minimum monthly water availability charge, even though water is not being used. The charge shall be prorated as to the date of activation.

### 2.3.4 Water Service Rates

As of 7/1/17

Water Rates will be reviewed annually by the Water Committee.

The Board has the authority to annually adjust Water Rates as deemed necessary.

Meter Size	Quarter Min.	Amount	Overages
3/4 inch	\$60.00	3000 cu ft	\$.68/ 100 cu ft Over 15000 \$.78/100 cu ft
1 inch	\$70.00	3750 cu ft	\$.68/ 100 cu ft commercial only Over 18750 \$.78/100 cu ft
1 1/2 inch	\$155.00	9600 cu ft	\$.68/ 100 cu ft commercial only Over 48000 \$.78/100 cu ft
2 inch	\$200.00	12750 cu ft	\$.68/ 100 cu ft Commercial only Over 63750 \$.78/100 cu ft
Larger than 2			shall be reviewed and acted on by the water committee.

### 2.3.5 Meter Sizes and Quantity.

In order to simplify billing and accounting, each user will be metered as follows:

#### 2.3.5.1 All single family lots.

Single family lots shall have one 3/4 inch meter

#### 2.3.5.2 All Duplex lots and Multiplex lots.

Duplex and multiplex lots shall have one 3/4 inch meter for each residential living unit.

#### 2.3.5.3 Condominium lots.

Condominiums shall have one 3/4 inch meter for each living unit and it's corresponding yard.

#### 2.3.5.4 Commercial.

Commercial sites will be dealt with on a case by case basis, due to the various needs of different types of business.

#### 2.3.5.5 Combined lots.

All Single Family lots legally combined after the adoption of this policy shall be served by only one 3/4 inch meter. ( *adopted 11-13-98* )

**2.3.5.5.1** All single family lots legally combined before the adoption of this policy shall be served by only one 3/4 inch meter, unless each lot was metered prior to combination, in which case both meters may remain provided they are both being used and beneficially so. ( *adopted 11-13-98* )

**2.3.5.5.1.1** The owners of single family lots which were combined prior to the adoption of this policy and on which each was metered, may request to have one meter removed from service. The meter will be removed at no charge to the customer, however, the customer shall not be reimbursed for any materials and relinquishes the right to obtain a meter for that particular lot in the future.( *adopted 11-13-98* )

### **2.3.6 Source Protection**

The ability of the Association to deliver quality water to its customer is contingent on the ability of the Association to have some control over contaminants reaching the water source. The onsite sewage systems in the development are a potential source of contamination and an effort to reduce septic system failure and the resultant contamination with Department of Health involvement is essential.

### **2.3.7 Customer Responsibilities.**

The customer accepts certain responsibilities as a privilege of obtaining water from the Association. Some of these are:

#### **2.3.7.1 Auxiliary shut off valve**

The customer shall ensure that an auxiliary shut off valve is installed and maintained on the customer's side of the service. This valve is for their use and eliminates any need for entering the Association service vault. The valve shall be located no closer than 2 feet and further than 4 feet from the service prior to any diversion in the piping. The valve shall be of a type approved by the water department.

**2.3.7.1.2** Any customer requesting to have their service turned off shall be charged a five dollar turn off fee, and a lock will be placed on the service during normal business hours. The five-dollar fee will be waived if the request is made in order to install an auxiliary shut off valve.

#### **2.3.7.3 Access**

The customer must keep the meter assembly free and clear of any obstruction, including but not limited to bushes, vehicles, etc. or pets, which limit safe access to its contents by authorized personnel.

##### **2.3.7.3.1 Unauthorized access**

Any one accessing the meter box will be fined the following amounts.

First infraction the owner will be notified by mail not to access the meter box in any way.

Second infraction the owner will be **fined \$50.**

Third infraction the owner will be **fined \$100 and law enforcement** will be notified for tampering with a utility.

Any unpaid fines will be treated the same as an unpaid water bill.

#### **2.3.7.4 Up keep of system and leaks**

The customer must insure that all piping is installed according to code and that all leaks are repaired as soon as reported or discovered.

#### **2.3.7.5 High Water Use Policy, Relief Procedure For High Water Bills Caused by Leaks (one time only per customer)**

The customer must contact the office within 45 days after the bill has been mailed to request relief from a high bill caused by a leak. High bill relief request form must be filled out.

The customer may request the service be shut-off until repairs can be made. The \$5.00 shut-off fee will be waived.

The customer must agree to get the leak fixed immediately or they will be liable for the entire bill.

A reduced bill will be negotiated if it can be shown by the customer that the high water bill was the result of a leak. The reduced bill will be computed by using the highest billing for the past four readings or half of the current billing at this address, whichever is greater.

A payment agreement schedule will be established with the office staff.

The customer must fix the leak before the next billing period in order to not be liable and charged the original full billed amount..

### **2.3.7.6 Cross Connections**

The customer must comply with the Cross-Connection Control Program as directed by the water department. See section 2.3.13.

**2.3.7.6.1** All underground irrigation systems shall receive written approval from the water department prior to installation.

**2.3.7.6.2** The customer shall not use garden hose attached spray applicators without the use of a properly installed backflow prevention assembly.

### **2.3.7.7 Conservation**

The customer shall comply with the water conservation policy as directed by the department. See section 2.3.14.

### **2.3.7.8 Off property usage**

The customer must notify the water Department and obtain written approval from the Architectural Committee for lot modifications that change water usage requirements and of any landscaping requiring the use of water that will be conducted outside the lot perimeter or on the right-of-ways.

### **2.3.7.9 Payment of bills**

The customer is responsible for payment of all water billings whether water is used or not, and for fines, interest, late fees, repair billings and assessments which occur as the result of having potable water service.

**2.3.7.9.1** Water usage shall be billed at not less than the minimum rate and shall commence the day the meter assembly is installed. Billing shall continue until such time as the Water Service is removed from service by request of the customer.

**2.3.7.9.2** In the case of renters, the billing will be transferred to the owner during times the premises are not occupied by a tenant with an active service or the renters account is delinquent for 60 days.

**2.3.7.9.3** The lot property owner is ultimately responsible for all bills, interest and fees charged against a lot.

### **2.3.8 Termination of Service.**

Water service may be terminated only by authorized personnel and for the following reasons:

#### **2.3.8.1 At the written request of the owner**

The meter shall be removed by authorized personnel upon receipt of written request from the Business Office. No refund or credit of any installation fees or other payments shall be made to the customer for such removal. Customers will be advised that in order to regain service for this lot in the future, they will need to submit application and fees as specified for a new service.

**2.3.8.2 For violation of Cross Connection Control Policy**

When an existing cross connection poses a potential health or system hazard, the water department shall shut off water service to the premises until the cross connection hazard has been eliminated. The customer will be notified of termination as provided in section 2.3.9.5 except in cases of a real health hazard, in which case service shall be suspended immediately and notification sent to the property owner by registered mail.

**2.3.8.3 For emergency or water shortage**

During emergencies and water shortages, the water department may place an 'Emergency Curtailment of Use' moratorium on all non life sustain uses, such as irrigation, washing of cars, laundry, filling of swimming and wading pools and the like. An attempt will be made to notify all customers by phone of the moratorium. If contact cannot be made by phone an attempt will be made to notify the customer in person through the use of handbills. Notices shall also be placed in strategic location giving details and approximate time lines. The same process shall be used to notify that the emergency is over and that normal use may resume. Until such notice is given all measures stated herein shall be enforced.

**2.3.8.3.1** If an individual chooses to ignore the moratorium, the service shall be shut off until the emergency or water shortage no longer exists, and the customer must pay any established disconnect and reconnect charges.

**2.3.8.3.2** In cases where irrigation is being done and no notification could be made, the water department shall place notice on the main entry door of the residence or business indicating that the service has been temporarily disconnected but that there would be no charge for reconnection.

**2.3.8.4 For routine maintenance**

Water service may be temporarily suspended to allow for routine maintenance to be performed. Such termination shall not be done until all affected customers have received at least 24 hours notice.

**2.3.8.5 For emergency repairs**

Notification requirements may be waived in the event of an emergency, unless it will require more than 6 hours to complete the necessary repairs and return the service to active status.

**2.3.8.5.1** The Association, its employees and its agents shall not be held liable for any property damage that results during any emergency termination of service.

#### **2.3.8.6 For nonpayment**

Service may be terminated for nonpayment of water bills, fines, interest, and late fees 15 days after they become delinquent. Delinquency occurs 30 days after issue.

#### **2.3.8.7 For unauthorized uses**

Service may be terminated for the use of water for purposes or properties not specified on the application.

#### **2.3.8.8 For willful waste**

Service may be terminated for willful waste of water through improper or imperfect piping, equipment, or otherwise.

#### **2.3.8.9 For improper equipment**

Service may be terminated for equipment and piping which does not satisfy any relevant codes and regulation or which adversely affects the ability of the utility to provide service to others.

#### **2.3.8.10 For tampering**

Service may be terminated for tampering with the Utility's property. The customer must not enter the meter box. Tampering and / or modifying any portion of the service assembly may result in the loss of water service, and / or a violation being issued and fines being assessed.

#### **2.3.8.11 For denying access**

Service may be terminated for denying access to properly identified authorized personnel during proper working hours for the purpose of reading meters, or inspecting conditions of pipes and fixtures and the manner in which the water is being used.

#### **2.3.8.12 For violations of Association Rules**

Service may be terminated at the direction of the Board of Director's for violations, of any of its governing documents, rules, and regulations. i.e. Desert Aire CCR 5.04 a

#### **2.3.8.13 For Fraudulent obtaining or use of service**

Whenever a fraudulent obtaining or use of the service is detected, the water department may terminate the service without notice.

#### **2.3.8.14 Exceptions**

Except in case of danger to life or property, fraudulent use, impairment of service, or violation of a law, the association shall not discontinue service unless the following conditions are met.

Disconnection shall not be made on Saturday, Sunday, legal holidays, or on any other day on which the department cannot reestablish service on the same day.

When an authorized person is dispatched to disconnect a service, that person shall be required to accept payment of a delinquent account at the service if tendered in cash or check. A receipt showing the date and amount of payment will be initialed by both parties and a copy left with the Customer. Any excess payment shall be credited to the customer's account. No change will be given.

### **2.3.9 Notification**

Notification involving actions related to water department regulations shall be given as follows.

#### **2.3.9.1 Notification in case of emergency shut off of services**

In the event that an emergency shutdown of service is necessary, an effort will be made to inform customers at the earliest time that crews are able, either in person or by phone. No record of notification shall be required.

In the event that the outage is predicted to last more than six hours, notification will be attempted by phone or in person, and a log kept of such action.

#### **2.3.9.2 Notification of Contamination**

Notification of contamination in the water system will be done in accordance with Washington State Department of Health rules and regulations.

#### **2.3.9.3 Notification of Warning**

The issuance of a warning notice for improper actions involving water system related issues shall be delivered in person and in writing, with a copy going to the Board of Directors supplying at least the following information.

The nature of the problem

The date and time the problem occurred

The response, if any, of the individual involved

Any follow up recommendations

Names, Addresses, and phone numbers of the responsible individual(s)

#### **2.3.9.4 Notification for Violations**

Notification that a customer is in violation of a water system rule or regulation shall be sent by certified mail within twenty-four hours of discovery. An attempt will be made to notify the customer by phone or in person of the violation and a record of such attempts. Any customer that has received such notice shall have 14 days from the date of mailing to respond and/or start corrective measures.

If the violation concerns issues that are not a threat to health, the notice shall explain the nature of the problem, any fines or action that will be taken, and a time frame for corrective action.

If the violation involves an immediate threat to health, the notice shall explain the reasons for termination of service, the nature of the problem, any fines or actions that will be taken and the fact that service cannot be re-established until the problem is corrected.

#### **2.3.9.5 Notification for Discontinuation of Service**

Before disconnection of service, the association shall make a good faith effort to reach the customer in person or by telephone to advise the customer of the pending disconnection and reasons therefore. Where telephone contact is elected at least two attempts to reach the customer by telephone at home or his business shall be made during the associations' regular business hours. A record of attempts shall be maintained. Telephone or personal contact shall not be a substitute for written notice of disconnection as specified below.

The association shall provide written notice of disconnection to the customer either by mail or at its option by personal delivery of the notice to the customer's address. If mailed notice is elected, service shall not be disconnected prior to the eighth business day following mailing of the notice. If personal delivery is elected, disconnection shall not be permitted prior to 9 AM of the first business day following delivery. Delivered notice shall be deemed effective if handed to a person of apparent competence in the residence or if a business account, a person employed at the place of business of the service customer. If no person is available to receive notice, notice shall be deemed served if attached to the primary door of the residence unit or business office at which service is provided.

All notices of pending disconnection shall state the date, reason, amount due, posting date and means by which the customer can make contact with the association to resolve.

**2.3.10 Fines and Service Charges**

**Service Charge and Fine Chart Current as of 1/1/2011**

**Water Department**

All General Service Charges may be annually adjusted to the next highest dollar amount based on each year's CPI index.

<b>Nature</b>	<b>Amount</b>	<b>Notations</b>
<b>General Services</b>		
Meter Installation	\$650.00	3/4 inch residential
	\$812.50	1 inch Commercial only
	\$2080.00	1 1/2 inch Commercial only
	\$2762.50	2 inch commercial only
Meter Turn on	\$5.00	During normal business hours
Meter Turn on	\$25.00	After hours and weekends
Meter Turn off	\$5.00	During normal business hours
Meter Turn off	\$25.00	After hours and weekends
Hanging notice/nuisance fee	\$25.00	Hanging notice for delinquent bill
Reconnect fee for delinquent bill	\$25.00	Water turn on for delinquent bill
Meter Replacement	NC	Replace defective meter
Meter Replacement	Cost + Labor	Replace non defective meter
Special Requested Samples	Cost + Labor	Customer requested samples
Interest	1.5%	Accrues every 30 days on unpaid invoices
Late Fee	\$5.00	Invoices not paid within 60 days and recurring every 30 days until paid
<b>Fines</b>		
Tampering	\$500.00	Also includes bypassing Meter to get water
Unauthorized supplying of water	\$150.00 each + Termination	Supplying water to non authorized lots
Destruction of property	\$100.00 + Cost & Labor	damage to meter box contents
Unauthorized receipt of water	\$250.00 + Termination	Unauthorized obtainment of water

Removal of meter locks	\$150.00 + cost and labor	Removal of locks for non violation
Removal of meter locks	\$750.00 + cost and labor	If results from a violation order
Unauthorized access	WARNING LETTER 1 <sup>ST</sup> TIME \$50.00 FINE 2 <sup>ND</sup> TIME \$100 FINE 3 <sup>RD</sup> TIME AND LAW ENFORCMENT CALLED	Includes any of the components
Violation of Cross Connect order	\$500.00 + Termination	Failure to comply with dept. order
Violation of Conservation order	\$200.00	

### **2.3.12 Water Service Boundaries**

See attached legal description in Appendix A.

### **2.3.13 Cross Connection Control Policy**

#### **Cross Connection Control**

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#### **2.3.13.3 Purpose**

The purpose of this policy is to protect the health of water consumers and the potability of the public water system by assuring: ( 1 ) The inspection and regulation of plumbing in existing and proposed piping networks: and ( 2 ) the proper installation and surveillance of backflow prevention assemblies when actual or potential cross-connections exist and cannot be eliminated. This policy complies with State of Washington Rules and Regulations contained in WAC's 246-290-490.

Any and all cross connections that can be eliminated shall be eliminated.

#### **2.3.13.4 Application**

This document applies throughout all customers that receive water service from the water system of Desert Aire Owner's Association. This is to include all premises, owners and occupants supplied, and applies to all systems installed prior to enactment of this document as well as any future additions.

#### **2.3.13.5 Definitions**

A. The definitions set forth in Washington Administrative code section 246-290-490 as the same exists or as may hereafter be amended, are hereby adopted by this reference.

1. Contamination / contaminant, 246-290-010
2. Cross Connection, 246-290-010
3. Department, 246-290-010
4. Public Water System. 246-290-020
5. Purveyor, 246-290-010
6. Service, 246-290-010

**AWWA** Refers to the American Water Works Association.

**BOARD** The elected body that governs Desert Aire Owners Association makes policy and conducts the affairs of the overall operation of the Association.

**COMMERCIAL** Any property that is developed with the sole intent of providing a service to others. This includes any existing property that is converted from its original intended purpose which now can or does provide said service.

**COMMITTEE** A group of individuals organized by the Board to oversee the operations of different departments and areas of concern. They may make recommendations to the Board based on findings and reports by the Department heads.

**CONSERVATION** The practice of using only what is necessary with no waste. As it applies to water consumption, in order to keep the need down of having to develop new sources of water, programs and policies will be enforced to ensure that our water resource is not being wasted.

**CROSS CONNECTION** The point at which the delivery of water through the pipes exits the meter assembly and joins the customers system. Also a cross connection is considered to exist, anywhere that a potential or real source of contamination is created, on a piece of property not owned by the Association, due to a condition known as back flow allows that contamination to enter the distribution system.

**CUSTOMER** Refers to the person(s) or group that is requesting or receiving water service.

**DEPARTMENT** Refers to the Water Department of Desert Aire.

**DOE** Refers to the Washington State Department of Ecology.

**DOH** Refers to the Washington State Department of Health.

**EPA** Refers to the United States Environmental Protection Agency.

**EXEMPT** A title given to something, property, in which the rules do not apply against or for.

**FEE** Moneys that must be paid out to secure services that you need and or require. These moneys are paid to the owner of the service or his appointee's. Included are both rent and lease.

**LEASE** An agreement between the owner of a piece of property and one whom wishes to use said property for a period of time, or through such an agreement, intends on gaining legal ownership of said property, through an option to buy.

**OWNER** The person or persons, that hold the legal title to the property in question.

**PREMISES** The lot and or property that an individual, or group, or company owns or occupies.

**RENTER** Any person or group in which make payments to another individual in order to secure the use of property, and or goods. The other individual being the legal owner or his appointee.

**RESPONSIBLE** The person whom owns the property, or his appointee, whom is in charge of collecting fee's, administers the property, takes care of complaints and is generally held accountable for any problems concerning said property.

**SERVICE** Property, goods and specially trained persons that must be brought in for a fee or a fee is charged in order for the person requesting the use of to secure them to fill his need.

**SERVICE CONNECTION** your connection to the water meter assembly. Each lot shall be serviced by one connection and that connection shall only service that lot.

**SPECIFICATIONS** design criteria and materials to which services are built. This includes the customer's connection to the meter assembly.

**SYSTEM** The distribution system, of pipes, valves and controls necessary to supply and deliver water to a customer.

**VARIANCE** A change in a requirement or regulation that affects you that may be granted by the Board for reasons including but not limited to, hardship, selling of property, change in ownership etc. The variance may be granted by the Board if sufficient reasons can be given to warrant said variance. Variance may only be granted for a specified period of time, and must be reviewed again by the Board in order to have it renewed.

**WATER AVAILABILITY FEE** A charge placed on a lot that is payable in full at the time of request for water or may be paid over an agreed period of time as set by the Board plus interest, that ensures that funds are generated to cover the expenses of increasing the water delivery system's capacity and size to meet the needs created by the additional growth.

**WATER CONSUMPTION** The measures water, in cubic feet, that flows through the water service meter onto a specific piece of property. This is the amount of water that was required to fill the needs and is what the water billing is based on.

**WATER SERVICE** The availability of water delivered to a customer at appoint at which a water meter assembly is installed to service a specific piece of property. This includes all metered services whether water is used or not.

#### **2.3.13.6 Cross Connection Prohibited.**

- A. The installation or maintenance of any actual or potential cross connection, which could endanger or pose a health hazard to the purveyor's public water system is prohibited. Any such cross connection now existing or hereafter installed is hereby declared unlawful and shall be removed immediately. Service to the premises shall be terminated until the cross connection has properly been removed or a proper protection assembly has been installed and tested, as specified by the Cross Connection Control Director.
- B. Water service to any customer shall be contingent upon the customer providing cross connection control in a manner approved by the purveyor.
- C. The use of any garden hose connected spray applicator device is strictly prohibited unless an approved vacuum breaker assembly is properly installed to the connection. This includes car wash and wax sprayers, pesticide, and fertilizer sprayers, and any other type of unit that utilizes water from such a connection to mix and dispense any chemical that poses any potential or real health hazard. Further the leaving of garden hoses or any other hose submerged in a basin of water such as a sink, or Swimming pools poses the same type of potential health threat.

#### **2.3.13.7 Cross Connection Control. Regulations adopted by reference**

- A. The control and/or elimination of cross connections shall be in accordance with Washington Administrative Code, section 246-290-490 which is hereby adopted by reference, as it now exists or as it may hereafter be amended.
- B. The most recent published edition of the manual titled, " Accepted Procedures and Practices in Cross-Connection Control " Pacific Northwest Section of the American Waterworks Association, shall be used by the director to establish policies, procedures and criteria for determining appropriate levels of cross-connection control protection.

#### **2.3.13.8 Enforcement Authority**

The purveyor shall be responsible for enforcement of the rules and regulations promulgated to this policy.

#### **2.3.13.9 Backflow Assemblies and Installation Per WAC 246-290-490 (2)**

- A. Backflow assemblies required to be installed shall be models approved by the department according to the current listing published by the DOH and shall be tested once per year, upon installation and after any move or repair.
- B. Backflow prevention assemblies shall be installed at the service connection or within any premises where in the judgment of a certified cross connection specialist the nature and extent of activity on the premises, or the materials used in connection with the activities, or materials stored on the premises would present an immediate and dangerous hazard to health should a cross connection occur, even though such cross connection does not exist at the time the backflow device prevention device is required to be installed. This provision shall apply to the following:

1. Premises with an auxiliary water supply.
2. Premises with internal cross connections that are not correctable, or intricate plumbing arrangements which make it impractical to ascertain whether or not a cross connection exists.
3. Premises where entry is restricted so that inspections for cross connections cannot be made with sufficient frequency or at short notice to assure that cross connections do not exist.
4. Premises with a history of cross connections being established or re-established.
5. Premises on which any substance is handled under pressure so as to permit entry into the public water system, or where a cross connection could reasonably be expected to occur. This includes the handling of process waters and cooling waters.
6. Premises where materials of toxic or hazardous nature are handled such that if back siphonage should occur, a serious health hazard may result.
7. The following types of facilities.
  - a. Hospitals, mortuaries, clinics
  - b. Laboratories
  - c. Piers and docks
  - d. Sewer Treatment plants
  - e. Food and or beverage processing plants
  - f. Chemical plants using a water process
  - g. Metal plating industries
  - h. Petroleum processing or storage plants.
  - i. Radioactive material processing plants or reactors
  - j. Car washes
  - k. Others specified by the certified cross connection specialist.
8. Additionally, underground irrigation systems shall be subject to the installation of a minimum of a Pressure Vacuum Breaker assembly or Air Vacuum Breaker, mounted in accordance with recommended procedures. This type of device shall conform with the uniform plumbing codes and the State of Washington Department of Health.

**2.3.13.10 Inspections of new construction.**

- A. Plans for new construction or enlargement of existing services shall be reviewed by the purveyor in order to eliminate actual and potential cross connections.
- B. The purveyor shall inspect the actual construction performed for compliance with the rules and regulations promulgated pursuant to this section.

- C. The purveyor may issue a certificate of compliance upon finding that the service complies with all such rules and regulations.

**2.3.13.11 Inspection of existing construction.**

- A. The purveyor shall inspect existing service connections at least once per year for compliance with the rules and regulations as promulgated pursuant to this section if cross connections have existed in the past.
- B. The purveyor may only issue a certificate of compliance upon finding that the service complies with all such rules and regulations.

**2.3.13.12 Inspections. and Access**

- A. The purveyor, with proper identification, will have free access at reasonable hours of the day to all parts of any premises to which water is supplied. Water service may be refused or terminated to any customer for failure to allow necessary inspections.

**2.3.13.13 Records.**

- A. The purveyor shall maintain records of inspections of new and existing construction, certificates of compliance and customers who are not in compliance, and any records necessary to document findings and information.

**2.3.13.14 Penalty**

- A. Service to any premises receiving water from the Desert Aire Water System shall be contingent upon compliance with all rules and regulations of the department and the purveyor. Service shall be discontinued to any premises for failure to comply with the rules and regulations of the department and the purveyor.
  - 1. Service shall only be restored by the following:
    - a. Complete compliance with the regulations
    - b. Full payment of any fines assessed by the Board of Directors.
- B. Every customer, owner or occupant of any premises covered by this section is responsible for compliance with the terms of this chapter and shall be strictly liable for all damages, including but not limited to Costs and expenses of the Owner's Association, incurred as a result of failure to comply with the express terms and provisions contained herein. Desert Aire Owners Association, nor its employees and or agents, shall not be held liable for any damages caused by termination of water service due to compliance requirements of this policy and the State Of Washington WAC's.
  - 1. Additional fines, penalties and legal action may be placed on the violation at the discretion of the Board of Director's

**2.3.14 Water Conservation Policy**

**2.3.14.1 Determination of how much we are losing Annually.**

- A. Perform water audits annually to determine losses.

- B. Have flow meters calibrated at regularly scheduled times
- C. Continue the current, active meter replacement program.
- D. Monitor fire and construction uses on the system, estimate and log use.
- E. Maintain and continue the aggressive leak detection and repair program.
- F. Install additional valves on the system to enable better isolation of breaks.
- G. Take weekly readings at wells and monitor daily logs on the computer to determine a sudden change in production

**2.3.14.2 Fix leaks as they are found, and make recommendations on needed major repairs.**

- A. Keep a supply of common repair parts on hand at all times.
- B. Monitor activities that many cause breaks in the system.
- C. Become pro-active in the decision process and review of the Architectural committee process.
- D. Active regular valve excising program.
- E. Daily scan of the utility right of ways to spot possible problems.
- F. Check out all calls for possible leaks as soon as possible.
- G. Test and or replace any defective or questionable meters

**2.3.14.3 Keep Records of Activities.**

- A. Utilize work orders to keep track of projects
- B. Log findings and estimates of leak rates on fixes.
- C. Look for patterns in leaks with records created.
  1. May indicate a bigger leak
  2. May indicate an ongoing activity that is causing the problem.
- D. Check out reports of low pressure in an area.
- E. Check out reports of dirt or colored water

**2.3.14.4 Public Education**

- A. As available, get fliers out to the public on the topic.
- B. Plan to give tours, talks and programs to the public
- C. Talk to people when they have a problem concerning their bills etc.
- D. Publish articles in the Associations News Letter.

**2.3.14.5 Conservation Rates Structuring.**

- A. Build in a price factor that makes people aware of excessive use.
- B. Work with the public to help them locate their leaks and give advice.
- C. Have a list of resources they can contact for specific problems and solutions.

- D. Develop a rate structure that meets expenses and is fair to all.
- E. Implementation of a step rate system of billing within the next few years, or as soon as development dictates that we need to soon start looking for ways to conserve or obtain additional water rights.

<b>Sample Water Bills Under New Proposal Step Rate Proposal</b>				
Customer	Use/Qt.	Overage @ .80/100	New Billing	Current Billing
	Cubic Feet	Cubic Feet		
A	0	0	\$15.00	\$30.00
B	3000	0	\$33.00	\$ 30.00
C	12000	10000	\$106.00	\$ 84.00
D	60000	55000	\$490.00	<b>\$ 372.00</b>
E	5000	0	\$45.00	\$ 42.00
F	125	0	\$15.75	\$ 30.00
<b>Base Rate @.70/100 up to 5000ft./quarter.</b>				
<b>\$5.00 per month Water Availability Fee</b>				

**2.3.14.6 Carefully Monitor and Maintain Source.**

- A. Keep accurate daily records
  - 1. Run times
  - 2. Volume pumped
  - 3. Air column readings
  - 4. Visually inspect for leakage
    - a. Adjust packing
    - b. Tighten loose fittings
  - 5. Listen for abnormal sounds from the pump
  - 6. Keep well houses clean and neat
- B. Look for potential contamination sources in the well head zones.
- C. Keep watch for vandalism
- D. Make sure that all facilities are secure and fully operational.

**2.3.14.7 Enforcement.**

- A. Water department personnel have the authority to terminate services

1. By authorization of the Board of Directors
2. By orders from the Department of Health, State and County
3. By direct indications of repeat gross violation following notification
4. Actions by individuals that will result in losses and illegal connections
5. Establishment of penalties and fines schedules for violations.

#### **2.3.14.8 What Constitutes a Violation**

##### **A. General violation**

1. Any continued abusive use when notice has been sent advising customer of the overuse.
  - a. Abusive use, any time water is used to the extent that it runs down the street, forms large standing puddles or is running and providing no beneficial use when an alternate method could be used to reduce the need for the wasted water.
2. Failure of the customer to make repairs on their system in a timely manner after notification.
3. Any time an individual lot, zoned residential, shows excessive use through the meter reads and no signs of benefit are visible, and it is proven that the occupancy load of the residence is higher than normally accepted standards.
4. The afore mentioned violations may only be enforced until 30 days after written notification has been sent to the customer.

##### **B. Emergency orders and requests violations**

1. When an extended power outage develops customers shall shut down irrigation systems.
2. When customer fails to curb water use activities after being notified by department personnel due to a break or problem that has the potential to create a larger problem.
3. Any time a natural disaster has occurred that can cause damage to the system, All unnecessary use shall stop until notice has been received from the Department personnel.

#### **2.3.14.9 Penalties.**

- A. Penalties shall result in the form of fines, termination of service or notice being sent.
- B. Penalties shall be assigned by the Board of Directors of Desert Aire Owner's Association on a case by case basis.
- C. A penalty policy shall be created maintained and enforced by the Desert Aire Board of Directors or their designee.

#### **2.3.14.10 Authorization**

- A. Authorization for this plan has been granted by the State Department of Health and the Department of Ecology.
- B. Authorization needs to be given by the Board of Directors to the Water Department
  - 1. Enable personnel to intercede on potential problems
  - 2. Give personnel authority in many cases to terminate services without prior Board Authorization.
    - a. Provided it is warranted and documented
    - b. Provided notice has been given to owner warning of violation
    - c. Provided Board is notified as soon as possible with necessary documentation.

#### **2.3.14.11 Planning**

- A. Monitor peak demands and seasonal demands on the system.
- B. Find ways to produce more from existing sources.
- C. Keep pumps in top condition
- D. Budget for line replacement as sections become unreliable.
- E. Continuing education
- F. Work with all agencies and resources of information to get a better ideal of what can be done and how.
- G. Compare notes with other Departments to get ideas.
- H. Continue to build on Public Education and involvement.
- I. Utilize records to make future projections.

**Desert Aire                      Owner's Association**

**WATER DEPARTMENT  
215 Desert Aire Drive North  
Desert Aire, WA 99349  
Telephone: (509) 932-5202  
Facsimile (509) 932-5844**

July, 25, 1997

RE:    Final disposition of individuals who have not responded to the request to join the CUCF program.

Holmberger's Mini Storage  
Bruce Eskildsen, Airport Hanger

As of this date, only two individuals had not responded. Numerous phone calls were made in an effort to extend to them a last chance to join. With no response, it is the position of the Water Department and the Water Committee of Desert Aire Owners Association, that these two properties shall not be included in any future water and or sewer planning that may take place. Further, in the future if they should need to have water delivery from the water system of Desert Aire, and the water system is capable of servicing them, they can only do so as an outside user, with non-platted water rates, and installation fee's. They also shall have to enter into an interruptible water service agreement as part of being able to receive water service. Water shall only be delivered as spelled out by the terms of the agreement. No guarantees shall be made as to the available fire flows for these individual properties since they are not part of the planned community development.

Steven L. Mitchell

Water Department Manager  
Desert Aire Owners Association

cc:    Grant County Building Department  
      Grant County Planning Department  
      Grant county Fire Marshall  
      Desert Aire Board of Directors  
      Architectural Committee