



RESOLUTION NO. U-11624

1 A RESOLUTION relating to the Department of Public Utilities, Water Division
2 approving an amendment and revision of certain sections of the Water
Customer Service Policy related to leak adjustments.

3 WHEREAS, the Department of Public Utilities, Water Division ("Tacoma
4 Water") recommends approval of the proposed updates to the Tacoma Water
5 Customer Service Policies governing leak adjustments (the "Leak Adjustment
6 Policy"), and
7

8 WHEREAS the Leak Adjustment Policy provides financial relief to water
9 customers with high water bills due to property-side leaks and promotes
10 conservation by incentivizing timely repair of property-side leaks, and
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12 WHEREAS since the deployment of advanced meters throughout the
13 Tacoma Water service area, Tacoma Water has significantly improved its ability
14 to identify and notify customers of potential property-side leaks, and
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16 WHEREAS customers can also use MyAccount to monitor their water
17 usage and identify potential leaks themselves, and
18

19 WHEREAS these changes have improved Tacoma Water's ability to help
20 customers identify leaks sooner and have created a need to update the Leak
21 Adjustment Policy to reflect current metering capabilities and business
22 practices, and
23

24 WHEREAS the proposed revisions are intended to modernize the Leak
25 Adjustment Policy to reflect Tacoma Water's AMI-enabled metering capabilities,
26 clarify customer eligibility and documentation requirements, improve



consistency in the administration of adjustments, and establish a more sustainable approach to bill relief, and

WHEREAS the proposed policy maintains leak adjustment assistance at same calculation for customers enrolled in qualifying utility bill payment assistance programs, and

WHEREAS this approach recognizes that the financial impact of an unexpected leak can be particularly significant for households with limited financial resources, and

WHEREAS key proposed changes include:

- Extending the customer request period from 60 to 90 days following the applicable billing period.
- Changing the standard adjustment calculation from 100% to 75% of the eligible difference between actual usage and the customer's baseline for customers not enrolled in utility bill payment assistance programs.
- Establishing guidance for determining a stable water-use baseline when evaluating leak adjustment requests.
- Clarifying the exception process and documentation requirements for requests involving a second billing period.
- Updating policy language and administrative provisions to reflect current AMI-enabled processes and billing practices, and

WHEREAS the proposed revisions would continue to provide meaningful bill relief for customers with qualifying leaks while creating a more consistent and sustainable approach to administering leak adjustments, Now, therefore,

BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

That the proposed updates to the Department of Public Utilities' Water Division's Customer Service Policy governing leak adjustments, as filed with the Clerk of the Board, are hereby approved.



Approved as to form:

Chair

Chief Deputy City Attorney

Secretary

Clerk

Adopted _____

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Board Action Memorandum

TO: Jackie Flowers, Director of Utilities
COPY: Charleen Jacobs, Director and Board Offices
FROM: Keri Burchard-Juarez, Tacoma Water Superintendent
MEETING DATE: August 12, 2026
DATE: August 26, 2026

GUIDING PRINCIPLE ALIGNMENT (select as many that apply):

Please indicate which of the Public Utility Board's Guiding Principle(s) is supported by this action.

☒ Customer and Community

☐ Resource Sustainability and Stewardship

☐ Employees and Culture

SUMMARY: Tacoma Water requests approval from the Public Utility Board (PUB) to amend and revise sections of the Water Customer Service Policy governing leak adjustments. The proposed revisions would align the policy with current advanced meter operations, clarify and modernize existing provisions, and increase cost recovery associated with leak adjustments. The proposed effective date for these revisions is August 26, 2026.

BACKGROUND:

The Leak Adjustment Policy provides financial relief to water customers with high water bills due to property-side leaks and promotes conservation by incentivizing timely repair of property-side leaks. Since the deployment of advanced meters throughout the Tacoma Water service area, Tacoma Water has significantly improved its ability to identify and notify customers of potential property-side leaks. Customers can also use MyAccount to monitor their water usage and identify potential leaks themselves. These changes have improved Tacoma Water's ability to help customers identify leaks sooner and have created a need to update the Leak Adjustment Policy to reflect current metering capabilities and business practices.

The proposed revisions are intended to modernize the Leak Adjustment Policy to reflect Tacoma Water's AMI-enabled metering capabilities, clarify customer eligibility and documentation requirements, improve consistency in the administration of adjustments, and establish a more sustainable approach to bill relief.

The proposed policy maintains leak adjustment assistance at same calculation for customers enrolled in qualifying utility bill payment assistance programs. This approach recognizes that the financial impact of an unexpected leak can be particularly significant for households with limited financial resources.

Key proposed changes include:

- Extending the customer request period from 60 to 90 days following the applicable billing period.
- Changing the standard adjustment calculation from 100% to 75% of the eligible difference between actual usage and the customer's established baseline for customers not enrolled in utility bill payment assistance programs.
- Establishing guidance for determining a stable water-use baseline when evaluating leak adjustment requests.



Board Action Memorandum

- Clarifying the exception process and documentation requirements for requests involving a second billing period.
- Updating policy language and administrative provisions to reflect current AMI-enabled processes and billing practices.

The proposed revisions would continue to provide meaningful bill relief for customers with qualifying leaks while creating a more consistent and sustainable approach to administering leak adjustments.

Following Board approval, Tacoma Water will coordinate with Legal, Billing, Customer Service, Communications, and other affected staff to finalize procedures, update customer-facing materials, and implement the revised policy.

This proposal is in alignment with industry leak adjustment policy standards and best practices, as well as the PUB's Guiding Principles of Financial Sustainability (GP-2), and Customer Service (GP-13).

In preparation for this request, Tacoma Water sought input from the Water Equity Committee, TPU Legal, and the Water Financial Services team through various meetings. Adoption of the proposal by the PUB is scheduled for August 26, 2026. The presentation of proposed policy revisions to the PUB occurred on July 22, 2026.

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? No

IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW IT IS TO BE COVERED.
N/A

IF THE ACTION REQUESTED IS APPROVAL OF A CONTRACT, INCLUDE LANGUAGE IN RESOLUTION AUTHORIZING \$200,000 INCREASE IN ADMINISTRATIVE AUTHORITY TO DIRECTOR? No

ATTACHMENTS:

- Request for Resolution
- Proposed Customer Service Policy Redlined

CONTACT:

Primary Contact: Tyler Cummings, Sustainability Analyst
Supervisor: Ryan Cox, Water Customer Experience Manager
Manager: Dana Larsen, Water Customer & Financial Services

**CUSTOMER SERVICE POLICIES
TACOMA PUBLIC UTILITIES
WATER DIVISION**

February 2025

Adopted by Public Utility Board Resolution U-11512 on February 26, 2025

TABLE OF CONTENTS

<u>Section</u>	<u>Title</u>	<u>Page No.</u>
	Definitions	5
1.0	Effective Date	8
2.0	Statement Of General Policy	8
3.0	Resource Availability	8
	A. Water Efficiency.	8
	i. New Wholesale Water Purchases.	8
	ii. Irrigation Needs.	9
	iii. Retail Customers Requiring a 3-inch or Larger Meter	9
	iv. New Power Plant Installations.	9
4.0	Service Within the Division's Retail Service Area.	11
	A. Service Inside Tacoma City Limits	11
	B. Service Outside Tacoma City Limits.	11
	C. Water Availability Certificates.	11
5.0	Service Outside the Division's Retail Service Area	11
	A. Service Area Expansion	11
	B. Satellite Service.	12
6.0	Services and Meters	12
	A. General	12
	B. Ownership and Maintenance	13
	C. Inspection Of Customer Premises	13
	D. Customer Shut-Off Valves	13
	E. Fire Protection	14
	F. Location and Utility Separation	15
	G. Property Side (Private Pipes in Public Right-Of-Way)	16
7.0	Establishment of Service Account	17
	A. Establishment	17
	B. Multiple Dwelling Units	17
8.0	Billing	17
	A. Billing Policy	17
	B. Leak Adjustment Requests	17
9.0	Service Turn-On.	18
	A. Install Status	18
	B. Billing Initiated	18
	C. Multiple Services in One Location.	18
	D. Turn On Requirements.	18
10.0	Turn-Off, Turn-On During and Outside Regular Working Hours	18
	A. Temporary Turn-on/Turn-off.	18
	B. Customer Turn On.	19
	C. Fire Service Turn Off.	19
	D. Penalty for Self Turn On	19
	E. Penalty for Unauthorized Use with No Account	19
	F. Virtual Disconnect and Reconnect	19
11.0	Direct Service From Supply and Transmission Pipelines	19

	A. Supply Lines (Pipeline Nos. 1 and 5)	20
	B. Transmission Lines (Pipeline Nos. 2 and 4)	20
	C. Existing Customers Outside Divisions Service Area. . .	22
12.0	Interties.	22
	A. Wholesale.	22
	B. Emergency.	23
13.0	Cross Connections.	23
	A. Regulations.	23
	B. Cross Connection Control Requirements.	24
	C. Backflow Prevention Assembly Installation.	24
	D. Backflow Prevention Assembly Testing.	25
14.0	Service to Customers With Critical Medical Condition	26
	A. Medical Seal/Critical Medical Conditions.	26
	B. Fire Hydrant Permits Not Issued.	26
	C. Notification to Customer	26
15.0	New Service Connections.	26
	A. Application for Service.	26
	B. Water Main in Street.	27
	C. No Water Main in Street.	28
	D. Prior to Paving.	29
16.0	Water Service Construction	29
	A. Installation of Services & Meters Installed on New Mains Constructed by Private Development Contracts or LID's.	29
	B. Option #2.	30
	C. General Requirements	30
17.0	Existing Service Connection	31
	A. Two or More Premises Being Served.	31
	B. Change In Structure or Water Use	32
	C. Inactive Services	32
	D. Transfers – Active and Inactive Services	32
	E. Meter Tests.	34
	F. Meters - Overloaded	34
	G. Meter Exchanges.	34
	H. Low Pressure or Low Flow Concerns	35
18.0	Water System Alterations Caused by Others.	35
	A. Notice of Work.	35
	B. Responsibility of Costs	35
19.0	Permanent Mains and Main Extensions.	35
	A. Definition	35
	B. Extensions.	36
	C. Construction	36
	D. Easements	36
20.0	Temporary Mains.	36
	A. Definition	36
	B. Temporary Main Abandonment.	37
21.0	Contributions to Water Main Construction by Private	

Development.....	37
A. Privately Development Projects.....	37

	B. Local Improvement Districts (LIDs)	38
22.0	Private Contract Charges (Privately Financed Main Construction)	39
	A. Responsibility for Fees	39
	B. Protecting New Facilities	39
	C. Expiration of Plans	40
23.0	Fire Hydrant Use (Non-Fire Fighting)	40
	A. Permit.	40
	B. Penalty.	40
	C. Damages.	40
	D. Long-Term Use.	40
	E. Backflow.	41

CUSTOMER SERVICE POLICIES

DEFINITIONS

For purposes of this policy, the following words or phrases shall have the meaning set forth below:

ABUTTING WATER MAIN - That portion of a water main(s) that abuts a particular parcel or development.

ACCESSORY DWELLING UNIT - A second sub-ordinate dwelling unit added to or created within a single-family dwelling, with a provision for independent cooking, living, sanitation, and sleeping.

ACTUAL COST OR COST - "Actual cost" or "cost" of any work performed for any person or other agency or City department by the Division includes the direct cost of all labor plus fringe benefits, the direct cost of all materials plus materials overhead, the direct cost of equipment used in connection with the work, all other direct costs incurred in connection with the work, plus administrative and supervisory cost, plus all applicable taxes, including any taxes incurred by the Division, computed at the current applicable rate as established by Council Ordinance or Resolution.

ASSESSABLE UNIT OF FRONTAGE - Defined as set forth in Chapter 35.44 of the Revised Code of Washington (or as amended).

BOARD - The Public Utility Board of the Department of Public Utilities of the City of Tacoma.

CCF - 100 cubic feet (approximately 748 gallons).

CITY - The City of Tacoma.

COMMERCIAL SERVICE - Water service to a business or businesses engaged in the manufacture and/or sale of a commodity or commodities, or the rendering of a service, including hotels, motels, hospitals and schools.

CONTRACT BUSINESS PARTNER - Refers to the person or persons who have sole financial responsibility with the City.

COUNCIL - The City Council of the City of Tacoma.

COUNTY - The county in which service is being provided.

CRITICAL MEDICAL CONDITION - a medical condition where the patient's life would be in immediate jeopardy if the water service to their in-home medical equipment were unexpectedly interrupted.

CROSS CONNECTION - Any actual or potential physical connection between a public water system or the consumer's water system and any source of non-potable liquid, solid, or gas that could contaminate the potable water supply by backflow.

CUSTOMER - All persons obtaining water service from the Division.

CUSTOMER SERVICE POLICIES - The latest revision of the Customer Service Policies.

DAMAGE - The impairment of and/or causing interference with the integrity of the Division's water system, either deliberately or unintentionally.

DIRECTOR - The Director of the Department of Public Utilities of the City of Tacoma.

DIVISION - The Water Division of the Department of Public Utilities of the City of Tacoma.

FRAUD - Any act to deceive or defraud the Division including but not limited to false identity or failure to provide verifiable identification.

INDUSTRIAL SERVICE - A water service to a business enterprise engaged in the manufacture of products, materials, equipment, machinery and supplies on a substantial or major scale.

INTERRUPTIBLE SERVICE - In case of emergency, risk of damage to property, either public or private, or whenever public health, safety, or equitable distribution or conservation due to water shortage demands, the Director or Superintendent may authorize the Division to change, reduce, or limit the time for, or temporarily discontinue the use of water for any or all customers (TMC 12.10.150).

MULTIPLE DWELLING UNITS - Residential duplexes, triplexes, fourplexes, apartment buildings, condominiums, mobile home parks, trailer courts or similar types of multiple dwelling unit arrangements on one parcel of land.

NON-ABUTTING WATER MAIN - That portion of a water main(s) not adjacent to a contributing property/developer.

PARKS AND IRRIGATION SERVICE - A water service to a public park or irrigation user with seasonal use for recreational, landscaping and horticultural purposes or other similar uses. Irrigation shall include outdoor residential and commercial sprinkler services.

PERSON - All persons, all private and public entities including districts, cities, towns, counties and political subdivisions of the state, Native American tribes, partnerships and corporations, whether acting by themselves or by a servant, agent, or employee, the singular number shall be held and construed to include the plural and the masculine pronoun to include the feminine.

PREMISES - A public or private property, home, building, apartment house, condominium complex, trailer court, mobile home park, a group of adjacent buildings utilized under one ownership on one parcel of property and under a single control with respect to use of water and responsibility for payment therefore.

PROPERTY SIDE PIPE - All piping beyond the meter assembly is the customer's responsibility to install and maintain. The Property Side Pipe is buried between the meter yoke outlet onto the premises and to the exterior wall of the first structure after the meter.

PSI - Pounds per square inch.

REGULAR WORKING HOURS - 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding City holidays.

RESIDENTIAL SERVICE - A water service to a single family or multifamily dwelling unit using water for domestic use. A single family permitted to operate a business on the same premises is classified residential.

SERVICE INSTALLATION - All piping and fittings from the main to and including the water meter assembly. All piping beyond the meter assembly is the customer's responsibility and is not considered a part of the service installation.

SUPERINTENDENT - The Superintendent of the Water Division of the Department of Public Utilities of the City of Tacoma.

SYSTEM - All water source, supply and quality facilities, transmission pipelines and storage facilities, pumping plants, distribution mains and appurtenances, vehicles and materials storage facilities.

TAMPERING - To alter, hinder, or obstruct the operation or maintenance of any water facility(ies) and/or their appurtenance(s), or failure to take reasonable care when operating any water facility(ies) and/or their appurtenance(s).

TEMPORARY WATER SERVICE - A water service obtained from any main 2-inch or less in diameter, a permanent water main not abutting the parcel served, or from a transmission or supply pipeline.

TREASURER - The City Treasurer of the City of Tacoma.

VIRTUAL DISCONNECT/RECONNECT - Deactivating and activating billing for a meter with a communication module that remains physically turned on in the field.

UTILITY OWNED ASSET - The equipment owned by the utility including the main, service line from main to meter, meter, meter box and lid, communication module, yoke, and appurtenances.

1.0 EFFECTIVE DATE

The customer service policies set forth herein shall be effective as adopted by the Public Utility Board and shall remain in full force and effect until superseded or modified thereafter, pursuant to the authority of Tacoma Municipal Code (TMC) 12.10.505.

2.0 STATEMENT OF GENERAL POLICY

The supply and distribution of water for domestic, commercial and fire protection purposes within the City of Tacoma herein referred to as the City and in certain authorized areas of Pierce and King Counties is a function of the Water Division, Department of Public Utilities, City of Tacoma, herein referred to as the Division. The Division is dedicated to providing quality service, in accordance with Federal, State, and local requirements, at the lowest cost consistent with sound business practices. Water service connections of any type, including fire service connections, are and shall always be conditioned upon the premise that the Division is not liable by reason of failure of water quantity or water pressure.

The purpose of these policies is to assist the customer in obtaining water service and to guide the Division employees in providing service to customers.

3.0 RESOURCE AVAILABILITY

The availability of water for service, whether for fire service, irrigation, industrial, or domestic use should be determined in advance of any development by contacting the Division. Provision for service will require that sufficient source is available or approved for development without adversely impacting existing customers.

A. Water Efficiency

The Division will ensure efficient water use by all customers. Conservation programs for existing customers are planned, reviewed, and implemented on an ongoing basis as described in the Water System Plan. As a condition of new water service for retail and wholesale customers requiring a 3-inch or larger meter or for irrigation needs for large parks, golf courses, or cemeteries, the customer must demonstrate to the Division that they are committed to the use of excellent water conservation practices. Requirements associated with this policy are identified for specific customer classes below. (Resolution No. U-9674)

- i. New Wholesale Water Purchases - The purchasing utility must demonstrate to the Division that they have an ongoing program designed to achieve and maintain levels of unaccounted for water consistent with industry standards.

- ii. Irrigation Needs - The new customer will need to provide an evaluation of other potential sources of water, an assessment of the amount of water available, and an estimated cost of source development. In the event that water service is provided by the Division, the service will be considered an "Interruptible service." During water system emergencies and/or dry conditions, water service may be reduced in compliance with the Division's Shortage Response Plan.
- iii. Retail Customers Requiring a 3-inch or Larger Meter - The customer must demonstrate to the Division that the facility design and/or process has incorporated the use of efficient water use practices.
- iv. New Power Plant Installations - The customer must comply with the "Water Service Policy for New Power Plant Installations" as specified below. This policy encourages the use of water-efficient technology in the design and operation of power generation plants and applies to facilities proposed in either the retail or wholesale service areas of the Division.
 - a. Water Services Policy for New Power Plant Installations:
 - o Proponents of new power plants will be strongly encouraged to utilize air cooling or other water efficient technology.
 - o System Development Charges will be applied as set forth in the current Water Rate Ordinance. This may be waived in lieu of a special contract water rate for short-term temporary facilities.
 - o For new facilities that employ evaporative cooling technology, the regular published water rate will apply to the quantity of water that would be required multiplied by a factor of 0.3. This factor assumes dry cooling would use 25% of the water that would be used by an evaporatively cooled power plant and applies a 1.2 safety factor. The rate for water consumed above that calculated quantity will include the regular rate plus an amount designed to recover that portion of the source, storage and transmission costs not covered by the System Development Charge. The method for calculating the costs to be recovered is shown in Exhibit I.
 - o The following requirements must be met if evaporative cooling is utilized:

- All steps must be taken to make the process as water efficient as reasonably possible. The Division will employ an independent expert to assist in evaluation of proposals.
- In the event of an emergency or shortage of water due to a severe drought, the power company agrees that their supply may be curtailed in accordance with a Water Shortage Response Plan approved by the Public Utility Board.
- The power company agrees to seek and investigate opportunities for application of reclaimed waste water for cooling purposes.
- The power company agrees to a joint review every five years with the Division to evaluate operational experience with regard to water use and conservation.
- The above commitments will be documented in a written water service contract for a 20-year period. Beyond 20 years continued water service will be subject to a new contract which will address the potential for improved water use efficiency.
- This policy applies to facilities proposed in either the retail or wholesale service areas of the Division.
- Capital Cost Recovery Methodology for Power Plants Using Evaporative Cooling
 - The power plant proponent identifies the required water use for the proposed facility.
 - Multiply the required water use by .3 to determine the amount assumed to be required by a dry cooled power plant.
 - Calculate the System Development Charge (SDC) for the proposed facility in accordance with the current Water Rate Ordinance
 - Multiply the calculated SDC determined in Step 3 by a factor of .7 (total water use required minus 30% [assumed required by dry cooling] equals 70%) to determine the charge to be recovered in the water rate for the water used in excess of the quantity from Step 2.

- The cost to be recovered will be incorporated into the water rate assuming consumption as projected over a 20-year period and an interest rate comparable to the rate paid on revenue bonds by The Division.

4.0 SERVICE WITHIN THE DIVISION'S RETAIL SERVICE AREA

A. Service Inside Tacoma City limits:

- i. Water service shall be provided to all customers pursuant to the Tacoma City Charter Section 4.7 and in accordance with applicable Sections of TMC 12.10.

B. Service Outside Tacoma City limits:

- i. Water service will be provided to customers outside the City limits in accordance with the appropriate County Coordinated Water System Plan, applicable sections of TMC12.10, and consistent with resource availability.
- ii. Commitment to Support Annexation: In accordance with the Growth Management Act, the City of Tacoma has described an area contiguous to the City limits for future annexation. Availability of service within the established annexation area and the Division's service area may depend on a potential customer's willingness to sign a petition agreeing to support future annexation.

C. Water Availability Certificates:

Water Availability Certificates outside the Tacoma City limits will be issued upon request if applicable. The requester may be required to provide a copy of the proposed project plans, indicating type of project and site parcel number. Water Availability documents are valid for a maximum of 3 years as noted on the document.

5.0 SERVICE OUTSIDE THE DIVISION'S RETAIL SERVICE AREA

A. Service Area Expansion:

- i. Extension of water service facilities beyond the present service area will be in accordance with the City Council's Service Expansion Policy:

A request for extension of service must be submitted.

Extension of service shall be at the expense of the requester. The new customer will pay a System Development Charge in accordance with TMC 12.10.310. Where water rights are available and are transferred to Tacoma, a System Development Charge credit may be approved.

The extension will not adversely affect the cost or level of service provided to current customers.

The extension shall not be within another purveyor's service area unless the other purveyor relinquishes the right in writing to serve the area.

Extension outside of the existing service area shall be consistent with the appropriate County Coordinated Water System Plan. Areas larger than ten acres must be approved by the Public Utility Board and City Council and the franchise granted by appropriate franchise authority. In Pierce County, a copy of the approved adjustment must be forwarded to The Pierce County Department of Public Works, Office of Water Programs. Areas smaller than ten acres in Pierce County will require a purveyor boundary line adjustment agreement, forwarded to the Pierce County Department Of Public Works, Office Of Water Programs.

B. Satellite Service:

- i. As state and federal regulations regarding design, management, operation and maintenance of public water systems become more complex, small water system owners are finding it increasingly difficult to own, manage, and operate their water system. In recognition of this, the Division, as a State approved Satellite Management Agency, will offer various services (management and operations, contract services, or ownership) as deemed prudent and feasible to new and existing water systems in Pierce County east of Puget Sound or other water systems owned by other City departments.

6.0 SERVICES AND METERS

A. General:

- i. Service connections and meters including appurtenances shall be sized and installed in conformance with the applicable section of the Uniform Plumbing Code, or latest revision thereof as adopted by the City of Tacoma, and to Division standards.
- ii. An existing or new water meter shall not be increased in size to accommodate short term high water uses such as irrigation and/or

fire sprinkling unless approved by the Division. Meters shall be sized to provide water service for continuous daily requirements. Short term high demands, other than for continuous daily requirements, may require an additional water service and meter.

- iii. Pursuant to TMC 12.10.485, the Division and/or the City is not responsible or liable for any personal injury, property damage or losses due to fire or conflagration by reason of an insufficient quantity of water, insufficient water pressure, terminated service based on non-payment, or for any reason whatsoever at the time of fires, fire alarms or at any other time.

B. Ownership and Maintenance:

- i. All Utility Owned Assets shall be and remain the property of the City, and shall be maintained and operated by the Division.
- ii. All water service materials from the meter yoke outlet to and onto the premises shall be installed and maintained by the owner, agent or occupant and referred to as the property side pipe.
- iii. If replacement or repair to any Utility Owned Asset is made necessary by a willful act, negligence or carelessness, any damage related costs that may occur as a result, either directly or indirectly shall be billed in accordance with TMC 12.10.125 and assessed a penalty as set forth in TMC 12.10.110 (Paragraph B).

C. Inspection of Customer Premises:

- i. Authorized employees, agents, or contractors of the City, properly identified, shall have free access at reasonable hours of the day, to all parts of a premise or within buildings thereon to which water is supplied from the City water mains, for the purpose of checking conformity to these regulations. Whenever the owner of any premises supplied by the Division restrains authorized City employees from making such necessary inspections, water service may be refused or discontinued.

D. Customer Shut-Off Valves:

- i. The customer shall install full flow shut-off valves on the discharge side of the Division water meter and on all branch connections in conformance with the applicable sections of the latest revision to the Uniform Plumbing Code and Division standards.

E. Fire Protection:

When fire protection service is requested by a customer or required by and subject to approval of the local fire authority, the fire service meter type for specific protection purposes is determined by the Division as follows:

- i. Detector Check Meters: Shall be used as flow detector meters for interior fire sprinkler systems only. Interior fire fighting hose racks may be a part of the system
- ii. Fire Service Type Meters: Fire Service Type meters approved and installed by the Division are required on all dedicated fire services that have outside hose connections and/or fire hydrants.
- iii. Displacement Meters: These meters are not UL, FM approved fire protection meters. The types of meters approved for use in providing fire protection are those described in 8.E.i and 8.E.ii above. When fire protection meters are not manufactured in the specified size, the displacement meter is the only type available. As stated in section 8. A., "meter shall not be increased in size to accommodate short term high water uses such as irrigation and/or fire sprinkling". Therefore, any customer requesting to use their domestic water service and meter for supplying interior fire protection as well, can only do so if the fire demand does not exceed the manufacturer's recommended continuous flow rate for the domestic meter, either proposed or in place. The only exception is a 5/8" meter serving, or proposed to serve, a single family dwelling or a single unit in a multi-unit building which can be increased to a 3/4" meter to accommodate the added required fire protection flow rate in accordance with TMC 12.10.310.C.2.
- iv. Delinquent Fire Service Accounts: As part of discontinuing service to a delinquent dedicated fire service account as specified under TMC 12.10.130 (Termination of Service), the Division will provide thirty (30) days prior notification of the proposed termination to the appropriate fire protection authority, tenant and/or property owner.
- v. Dedicated Fire Service Turn-off Requests: An individual requesting turn-off of a dedicated fire service will be referred to the appropriate fire protection authority for approval to discontinue service; in addition the Division will notify the fire protection authority. If the

account is in the tenant's name and a request for turn off is made to close an account, the account must revert to the owner's name and remain active until approval for turn off is received by the fire protection authority.

F. Location and Utility Separation:

Water services and meters shall be located within the easement or right-of-way in which the water main is located. The service pipe shall extend at right angles from the main to the meter. All water service piping from the water main to the meter shall be installed in accordance with Division standards.

Where the premise to be supplied with water abuts a street right-of-way or easement in which a water distribution main is installed, the premise shall be connected to that water main within the limits of the premises frontage.

Other utility facilities installed above or below the surface shall maintain a horizontal separation of five feet from any water facilities. Sanitary sewer lines and sanitary facilities shall be installed with a horizontal separation of ten feet from The Division facilities. When extraordinary circumstances exist the sanitary facilities can be located closed in accordance with the most current State of Washington, Department of Ecology "Criteria for Sewage Works Design".

i. Location in Rights-of-Way:

Water meters shall be placed within the rights-of-way as follows:

- a. Inside Tacoma City limits: Within the corporate limits of Tacoma, where practicable, meters shall be placed in the right-of-way, behind the edge of the proposed sidewalk as determined by the Division.
- b. Outside Tacoma City limits: Outside Tacoma, where practicable, meters shall be placed within the rights-of-way and within two (2) feet of the right-of-way line or as determined by the Division.
- c. Other Instances: In instances other than as stated herein, the location of meters shall be determined by the Division.
- d. If it is necessary to install a water meter or other Division pipes and equipment on the customer's premises, as a condition of water service, the customer agrees to provide an easement to allow the Division access to operate and maintain said Division facilities. The easement size shall be

determined by the Division and prepared by the customer's professional land surveyor for Division approval and recording prior to meters being turned on.

G. Property Side (Private Pipes in Public Right-of-Way)

When a customer requests a service and meter installation for a property not abutting a water main and the public entity having jurisdiction over the right-of-way (R/W) does not allow privately owned water lines in the R/W the customer must obtain easements from the adjacent property owners for installation of their property side pipe. Recorded copies of said easements must be provided to the Division before installation of the requested service and meter can occur.

Where a public entity requires that a customer's existing property side (private) pipe be removed from public right-of-way, the following four options are available to the customer.

- a. The customer may arrange for a contractor to install a new water main in the right-of-way using the Private Contract process. The main would be designed by the Division and installed by the contractor at the expense of the customer. Following the construction of the water main in the right-of-way, the customer's service and meter will be transferred to the new main at no charge.
- b. Pending Public Utility Board and City Council approval, the customer may organize with adjacent property owners to form a Local Improvement District (LID) to install a new water main in the right of way. The design and construction process is similar to Option 1 above, but the project is financed over time by the City of Tacoma using the LID process.
- c. The customer may obtain easements from adjacent property owners to allow relocation of their property side (private) pipes out of the right-of-way and into the easement obtained. With this option, the customer must provide verification to the Division that the easement has been recorded prior to the relocation of the service and meter.
- d. The customer may arrange for the Division to design and install the necessary water main and appurtenances using the time and materials. The Division will estimate all costs associated with design and construction of the proposed water main and appurtenances and the customer will be required to make a deposit in the estimated amount. If the

final costs are more than the estimate the customer will be required to pay the balance, if the costs are less the difference will be refunded.

7.0 **ESTABLISHMENT OF SERVICE ACCOUNT**

A. Establishment:

Accounts will be established and billing will occur as noted in the Customer Service Policy of Tacoma Public Utilities Customer Services Division. All errors in address or charges shall be promptly reported to the Division.

B. Multiple Dwelling Units:

All residential multiple dwelling unit accounts, when served by a single meter, must stay in the owner's name for billing purposes.

8.0 **BILLING**

A. Billing Policy:

Billing will occur as noted in the Customer Service Policy of Tacoma Public Utilities and TMC 12.10.400 (Rates - Inside and Outside City Limits).

B. Leak Adjustment Requests:

When excessive water consumption verified by the meter registration is caused by broken or leaking customer property side pipes, irrigation lines or plumbing infrastructure either within or extending to the premise, an adjustment may be made-credited for one billing period upon request by the customer and approval of the Division. The policy excludes receiving a credit for fixtures left on or unattended valves.

The customer requesting the leak adjustment must make the request within 60-90 days of the end of the billing period for which the adjustment is being requested. The customer must complete repairs of the leak before a leak adjustment is requested. Customer Service staff must verify, based on meter data, that excessive water consumption has been resolved or significantly reduced to a stable baseline before approving an adjustment request. Only one such leak adjustment will be made-approved within an 18-month period from the end of the adjusted billing period.

An adjustment will be approved for only one month-in-the-case-of monthly billing period and issued in the form of a bill credit on the associated utility account~~two months in the case of bimonthly billing. When two months are being adjusted the two months must be within the same billing period.~~ In

extraordinary circumstances, as determined by the Superintendent or designee, the [Division Tacoma Water](#) may allow additional billing period adjustments.

All requests for an additional adjustment must be submitted in writing and may require documentation of extraordinary circumstances, including but not limited to new or clarifying documentation (e.g. repair receipts, photos), and a written explanation for why the customer believes the adjustment should be considered. When multiple months are being adjusted, the months must be consecutive.

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The bill credit allowed for the leak adjustment shall be calculated using the previous year's actual usage for the same billing period at the subject premise. An approved adjustment will provide a bill credit equal to 75% of the difference between the requested billing period to be adjusted and the previous year's same billing period's water consumption, applied at the actual volumetric water charge for the billing period being adjusted. If the leak adjustment requestor is actively enrolled in the Bill Credit Assistance Plan or Low-Income Elderly Discount Rate at the time of processing, an approved adjustment will provide a bill credit equal to 100% of the difference between the requested billing period to be adjusted and the previous year's same billing period's water consumption, applied at the actual volumetric water charge for the billing period being adjusted. If the previous year's actual ~~use-usage~~ is unavailable the Division will use an average ~~use-usage~~ for a similar period ~~or a similar customer as determined by the Division.~~

9.0 SERVICE TURN-ON

A. Install Status:

New water services/meters will be installed in the "Off" position.

B. Billing Initiated:

The customer's account will be activated and billing will be initiated with the installation of the meter even if the meter is "off". For residential domestic services 1-inch or smaller, once the property side connection is made, the Division's valve can be turned on by the customer.

C. Multiple Services in One Location:

In cases where multiple services are installed directly adjacent to each other, the meters will be installed and locked off. Meters will remain locked off until the Division has verified that the correct property side pipes are connected to the corresponding water meters per the Divisions records. This procedure is intended to eliminate meters being connected to the incorrect premise. If water is needed for construction the owner may request a single meter be left on and designated for use as construction water.

D. Turn On Requirements:

Water services with cross connection control restrictions, including fire services will be turned on and the account established only after the Water Quality section completes an inspection and approves the installation of all required backflow prevention assemblies. The fire sprinkler contractor may request to temporarily activate a fire service for testing purposes. The fire sprinkler contractor must notify the Water Quality section prior to any temporary activation.

10.0 TURN-OFF, TURN-ON DURING AND OUTSIDE REGULAR WORKING HOURS

A. Temporary Turn-on/Turn-off:

When a request is made to the Division for a temporary physical turn-off and subsequent physical turn-on of water service, the customer will be charged in accordance with TMC 12.01 (Utility Charges). The customer will be reminded of

the Uniform Plumbing Code (UPC) requirement for having a property side shut-off valve. If a second request occurs the customer may be required to install the UPC required shut-off valve before water service is restored.

B. Customer Turn On:

Residential customers may turn-off their water using the City valve located in the water meter vault. If the customer is willing to turn-off and turn-on the City valve, eliminating the field call, the customer will not be charged in accordance with above TMC 12.01 (Utility Charges). If damage to a Utility Owned Asset is caused by the customer during operation of the City valve, repair charges for the damage will be billed in accordance with TMC 12.10.125.

C. Fire Service Turn Off:

If the request is for a turn-off of a fire service, for whatever reason, the Division will notify the appropriate fire protection authority of the request prior to turning off the service.

D. Penalty for Self Turn On:

If water service, with an established account is turned off by the Division for cause and later turned on without Division approval, upon discovery, a penalty will be assessed as set forth in TMC 12.10.110 (Paragraph A).

E. Penalty for Unauthorized Use with No Account:

Water services installed where an account has not been established but unauthorized use and/or tampering has occurred shall be assessed a penalty as set forth in TMC 12.10.110 (Paragraph B). Any damage related costs that may occur as a result either directly or indirectly there from shall be billed in accordance with TMC 12.10.125.

F. Virtual Disconnect and Reconnect:

The Division will utilize Virtual Disconnect and Virtual Reconnect where appropriate. Situations where Virtual Disconnect/Reconnect typically occur are:

- Service disconnections
- Service reconnections after a service disconnect

11.0 DIRECT SERVICE FROM SUPPLY AND TRANSMISSION PIPELINES

The Division has a goal to eliminate all existing individual water services from the supply and main transmission pipelines. In support of this goal, those customers

directly connected to these pipelines should be transferred to distribution mains owned by the Division or by the appropriate purveyor designated to serve the area. Water service from the supply and transmission lines will be in accordance with the following guidelines. (Resolution No. U-9254)

A. Supply Lines (Pipeline Nos. 1 and 5)

- i. No new retail services shall be allowed.
- ii. Existing retail services and meters shall not be increased in size.
- iii. An existing retail service will not be available for use if inactive for more than two (2) years.
- iv. Wholesale water service connections or emergency interties will be considered only after review by the Division and concurrence by all involved regulatory agencies, and only if the following conditions are met. The purveyor requesting wholesale service shall:
 - a. Comply with all applicable State and County requirements for an approved water system.
 - b. Provide for sufficient storage or Department of Health (DOH) approved alternate source or combination thereof in anticipation of supply line interruption for up to three days.
 - c. Provide for additional detention time to meet existing and future State and Federal water quality requirements. This applies where the requirement has not been met in the Division supply lines.

B. Transmission Lines (Pipeline Nos. 2 and 4)

- i. New service within the Division service area will be granted in accordance with the applicable sections of TMC 12.10.
- ii. Fire hydrants will not be connected directly to the transmission lines. Property requiring fire protection in addition to domestic service will be required to construct distribution mains from designated points along the transmission line or other existing distribution mains.
- iii. New service outside the Division's service area shall only be granted on a temporary basis in accordance with the following criteria:

- a. Temporary water service will be provided only if the purveyor in whose area the property is located has signed an agreement with The Division, detailing future transfer of service and payment of fees.
- b. The length of time for temporary service shall not exceed five (5) years. Any extension requires approval by the Water Division Superintendent.
- c. Fire hydrants will not be installed on the transmission lines. Property requiring fire protection in addition to domestic service will not qualify for temporary service.
- d. All requests for service from the transmission lines will be referred to the water purveyor in whose service area the property is located. The customer shall apply to the purveyor for water service.
- e. The charges to be paid by the customer to obtain temporary service from the Division under this policy shall be the total charges of the Division and the designated purveyor. The Division charge will be the current Water Service Construction Charge. A Water Main Charge or System Development Charge will not be required by the Division. These charges will be collected by the designated water purveyor who will in turn pay the Division the current water service construction charge to install the temporary service.
- f. The water service and meter will be installed by the Division in accordance with TMC 12.10. The property side pipe from the meter to the residence shall be installed by the customer in accordance with Division requirements.
- g. The customer receiving temporary service shall be billed directly by the Division in accordance with TMC 12.10.
- h. To allow for service to future customers of the purveyors abutting the transmission line right-of-way, the Division will provide the necessary easement and/or permits for construction, and operation and maintenance of purveyor proposed water mains and services within the transmission right-of-way.
- i. At such time that the purveyor is able to provide permanent water service to the customer, the purveyor shall notify the Division in writing and indicate on which day the changeover is planned.

C. Existing Customers Outside Division's Service Area:

Service to existing customers outside the Division's service area will be transferred in accordance with the following criteria:

- a. Service will be transferred to the purveyor in whose service area the customer is located.
- b. If the property being transferred had previously paid a main charge the amount collected will be refunded to the purveyor receiving the new customer
- c. The Division may remove and salvage the temporary water service and meter materials.

12.0 INTERTIES

A. Wholesale:

- i. Wholesale Service shall be made available to all water purveyors in accordance with resource availability. This service will be subject to the City's conservation and curtailment plan in accordance with TMC 12.10.400 (Paragraph F). With Utility Board and City Council approval, Wholesale service will be provided upon payment of the Water Service Construction Charge in accordance with TMC 12.10.250 and the System Development Charge in accordance with TMC 12.10.310. Take or Pay will be included in the Wholesale agreement.
- ii. Wholesale customers may elect to take service under a short-term contract or with firm long-term supply assurance. Water may be provided on a short-term basis for up to 10 years. Annual extensions of service beyond the initial agreed upon time period would be considered. A capacity charge would apply for term limited contracts. Water may be provided on a firm long-term basis upon payment of a System Development Charge (SDC) in accordance with TMC 12.10.310. A SDC credit may be available with a transfer of a valid water right to the Division. Water initially provided on a short-term basis may be converted to firm supply incrementally by payment of the SDC.
- iii. Annually, the purveyor's actual usage pattern will be reviewed. Usage in excess of service and meter capacity or purchased water commitments will result in additional costs due for SDC and possibly service and meter exchanges in accordance with the Ordinance.

- iv. The charge for water used will be in accordance with TMC 12.10.400 (Paragraph E, Rates, Wholesale Service).

B. Emergency:

- i. Emergency Intertie Service may be made available to all water purveyors. An agreement shall be negotiated with the requesting purveyor and must be approved by the Division Superintendent. Neither party shall be obligated to agree to or be a party to construct an intertie. Any intertie agreement may be terminated by either party after at least twelve (12) months' written notice. Emergency interties shall be constructed to allow water to flow in both directions. The cost incurred to construct the intertie will be shared on the basis of mutual benefit. The intertie may provide water when water system repairs are necessary due to a water system failure or to supply shortfalls. In the case of a system failure, the intertie shall only be activated for the time it takes for repairs. In the case of water system supply shortfalls the conditions of activation and the duration of service will require approval of the Superintendent. Neither party shall be liable for failure to deliver to the other at any time. If water is supplied, it shall be only from surplus production and/or the storage capacity of the supplying utility as determined at the time of intertie activation.
- ii. A written request is required to activate the intertie unless a situation arises necessitating immediate water supply. In those events verbal request will be sufficient followed by a written request.
- iii. Should there be a need to use an emergency intertie to meet increased demand; the intertie must be converted to a Wholesale Service as detailed above.

13.0 CROSS CONNECTIONS

A. Regulations:

All cross connections between the drinking water system and potential sources of contamination represent a very serious threat to public health. The control or elimination of cross connections shall be in accordance with the applicable sections of the Washington Administrative Code (WAC), TMC, and Policies/Procedures approved by the Division. The Division's cross connection control program shall rely on premises and in-premises isolation as defined in WAC 246.290.010.

B. Cross Connections Control Requirements:

- i. Furnishing or continuance of service shall be contingent upon the customer providing cross connection control approved by the

Division for protecting the water supply from backflow. The Division will inspect the installation of all new and replaced backflow prevention assemblies to ensure compliance with Division standards.
- ii. New water service to facilities listed in Table 9 of WAC 246-290-490, dedicated fire services, separately metered irrigation services, multi-tenant commercial properties, and premises with an unapproved auxiliary water supply available on site shall not be provided until an approved backflow prevention assembly is installed, inspected, and approved by the Division's Water Quality section. Continuance of existing water service to these facilities shall be contingent upon the proper installation, testing, and maintenance of an approved backflow prevention assembly.
- iii. When a premise is served with more than one water service at different supply pressures or from more than one supply source, an approved backflow prevention assembly must be installed at each water meter as a condition of continuation of existing service or prior to obtaining new service from the Division.
- iv. Water service supplied for temporary or construction purposes must have an approved double check valve assembly or reduced pressure backflow assembly installed at the point of connection. The type of backflow prevention assembly will be determined by the Water Quality section.

C. Backflow Prevention Assembly Installation

- i. All required backflow prevention assemblies installed shall be models approved by the State of Washington, Department of Health. Assemblies shall be installed in the orientation in which approved by the State of Washington, Department of Health. In addition, all assemblies must be installed in accordance with Division standards.
- ii. An independent shut off valve must be installed between the water meter and the backflow prevention assembly, in accordance with the governing plumbing code.
- iii. All backflow prevention assemblies shall be installed in a location in which water flowing from the assembly during operation, testing, repair or replacement shall not cause damage or create a

hazardous condition. Backflow prevention assemblies shall not be installed in walls, ceilings, crawl spaces, or locations where they

are not accessible for inspection or testing during normal business hours. Any damage from operation, testing, repair, or maintenance of a backflow prevention assembly shall be the responsibility of the customer/owner.

D. Backflow Prevention Assembly Testing

- i. It is the responsibility of the customer to have their backflow prevention assemblies tested by a State of Washington Certified Backflow Assembly Tester. Testing shall be as required by the applicable section of WAC 246-290-490. The Division may require more frequent testing of an assembly if the reliability of the assembly is in question. The Division will assign a test due date for each backflow prevention assembly and will make every effort to provide notice to the customer when testing is due. Annual testing will be required by the Division-established due date regardless of the actual date previous tests were performed.
- ii. The testing and maintenance of all backflow prevention assemblies is the responsibility of the customer. Required testing shall be completed within 30 days of notification of the customer by the Division. A copy of the completed backflow assembly test report shall be submitted to the Division for each backflow prevention assembly tested. Backflow prevention assembly test reports may be submitted by U.S. Mail, e-mail or fax. The Division is not responsible for lost or misdirected test reports.
- iii. Failure of any customer to comply with the required annual testing or failure to repair/replace and satisfactorily retest a failed backflow prevention assembly will result in a penalty per assembly per occurrence as set forth in TMC 12.10.220 (Cross connections). The penalty will only be applied after the Division has provided written notification to the customer per the TMC.
- iv. To ensure ongoing protection of public health, the Division may, at its option, terminate water service or install a backflow prevention assembly at the water meter for any customer that fails to comply with the installation, maintenance, or testing of required backflow prevention assemblies. All costs associated with the installation of a backflow prevention assembly by the Division shall be at the expense of the customer. Failure to pay said fees may result in termination of water service to the customer.

14.0 SERVICE TO CUSTOMERS WITH CRITICAL MEDICAL CONDITION

It is the Division's goal to provide quality uninterrupted service to all of our customers. In order to avoid interruption to customers with equipment supporting critical medical conditions, the Division shall make a good faith effort to:

A. Medical Seal/Critical Medical Conditions:

Maintain a current listing of supply guarantee status of Division customers. The listing shall include telephone numbers and addresses of the customers, whenever available. Their locations will be shown on Division maps for quick reference.

B. Fire Hydrant Permits Not Issued:

Not issue permits for fire hydrant use in the immediate area of a known Critical Medical Conditions customer.

C. Notification to Customer:

Give prompt notification of a shut down or a potential dirty water situation.

15.0 NEW SERVICE CONNECTIONS

In accordance with TMC 12.10.045 (Services and Meters), each premises shall be served by a Division installed water service.

A. Application for Service:

- i. Persons applying for service shall provide the name of the owner or agent, mailing address, legal description of parcel, name of street upon which the parcel fronts, together with the corresponding official house number assigned to the premises, permits and annexation agreement (if applicable).
- ii. The applicant shall state the purpose for which the water is to be used, the number of living units within the premises to be supplied, and all fixtures to be installed, whereupon the size of service pipe shall be determined in accordance with Section 6.0 (Service and Meters). In addition, the applicant must disclose any additional water sources available or intended for use. Other sources include but are not limited to wells, ponds, and streams.
- iii. The applicant shall be responsible for the staking of the desired location of the installation for the Division service and meter. Where

practical, the Division will install the service and meter at the desired location. All separation requirements from other utilities and other installation requirements must be adhered to.

- iv. The applicant will be subject to additional removal/installation costs if the installation location needs to be changed.
- v. Water meter size and type shall be determined by the Division based upon the hydraulic requirements of the service.
- vi. Water service for a premise other than a single family or duplex shall be contingent upon the customer furnishing a complete set of plans for new construction, additions, remodels, or improvements to determine backflow protection requirements, size of water service and meter, and water system requirements. Plans will be required for single family and duplex construction proposed to have interior fire sprinkling systems.
- vii. Automated Meter Reading (AMR) equipment will be required on water meters 3-inches and larger, or as required by the Division. AMR is also required on all wholesale meters.
- viii. All services and meters applied for shall be installed within two (2) years of the application. Those customers who have not requested their water service and/or meter be installed within the two year period will be required to pay the difference in the current charge and the charge paid at application. The Division has the discretion to refund all fees for service and/or meters not installed within two (2) years.

B. Water Main in Street:

- i. Where the premise to be supplied abuts a street in which a permanent or temporary water distribution main has been installed, the charges for service connection shall be in accordance with TMC 12.10, Water Service Construction Charges, System Development Charges and Water Main Charge
- ii. Should the temporary main not be able to meet the water requirements of the customer the service will be installed and connected to the nearest available main that is capable of meeting the customer's water requirements. The customer to be supplied shall be required to install their property side pipe from the meter to the premises to be served in accordance with Paragraph C of this Section. If the temporary main is a supply or transmission pipeline, service will be provided in accordance with Section 11.0 (Direct Service from Supply and Transmission Pipelines).

- iii. Where the installation of permanent mains has been authorized by the City Council by formation of a Local Improvement District (LID), any premises within the LID's boundary requiring service may be temporarily served from an adjacent premises upon the approval of the Division, the approval of the owner of the adjacent premises, payment of the System Development Charge in accordance with TMC 12.10 and payment of the Water Service Construction Charge per TMC 12.10. The owner may forego the direct payment of the Water Service Construction Charge and instead add it to their LID assessment upon written request to the Division. Such temporary service shall be terminated when the Division installs a permanent service to serve said premises. The owner shall thereupon discontinue the use of temporary service and connect their property side pipe to the permanent service at their own expense. The location and depth etc., of the customer's property side pipe shall comply with the requirements of the appropriate jurisdiction and with the provisions of the permit or permits issued therefore by the City, County, or State.

C. No Water Main in Street

- i. Where the premise to be supplied abuts a street in which a permanent or temporary water distribution main has been installed, the charges for service connection shall be in accordance with TMC 12.10, Water Service Construction Charges, System Development Charges and Water Main Charge
- ii. Where the premises to be supplied with water is located near or abuts upon a street and/or rights of way in which there is no water main, a temporary service shall be installed and connected to the nearest available water main that is capable of meeting the customer's water requirements. The owner or agent of the premises to be supplied, if outside the Tacoma City limits shall at their expense install a water main extension in the public street right-of-way or install and maintain their property side pipe out of the public street right-of-way in an easement from the meter to the premises to be served and pay a Water Service Construction Charge in accordance with TMC 12.10.250, a System Development Charge in accordance with TMC 12.10.310 and a Water Main Charge in accordance with TMC 12.10.350 (Premises Not Abutting a Water Main). A copy of the recorded easement must be provided to the Division before water service will be sold or installed.
- iii. The service is considered temporary until a permanent main and service is installed in the right-of-way abutting the customer's premises. Use of the temporary service shall terminate immediately thereafter. When an improvement within the public street right-of-way requires the removal or readjustment of the customer's

property side pipe extension, the cost and responsibility therefore shall be that of the owner of the premises served and the City shall not be liable for any portion of the cost thereof.

- iv. If a permanent water main exists or is being constructed between the existing service and specific benefited property, said service may be relocated to the permanent main at a point closer to the benefited property at no charge provided the owner re-routes their property side pipe from the new meter location to the premise served.
- v. In cases of emergency or when extraordinary circumstances exist, the Division may perform services for the repair, adjustment, replacement or installation of customer's property side pipe extension. The person(s) responsible for the premise served may be liable for all or a portion of the cost thereof. The performance of such service by the Division shall not be deemed to have created any further liability or responsibility for or on account of the repair, adjustment, replacement or installation of such service pipe extension.

D. Prior to Paving

- i. Whenever the construction of a street paving improvement has been authorized and a permanent main has been installed in the street, water service connections for future use may be installed upon application to the Division. The Division may require that the owner sign an agreement to pay to retire all services not being used within five years.

16.0 WATER SERVICE CONSTRUCTION

- A. Installation of services and meters installed on new mains constructed by Private Development Contracts or LID's.
 - i. Domestic service for residential will require the installation of 3/4-inch services and 5/8-inch meters.
 - ii. Plan review will be required to determine sizing requirements when requesting a service and meter for use other than single family or duplex domestic service.
 - iii. Fees will be charged in accordance with TMC 12.10.250.
 - iv. Service stubs will be installed on new mains after water quality samples and pressure tests are deemed acceptable to the Division. The initial charge for service stubs must be paid prior to the preconstruction meeting for the service installs.

- v. Once the project is to sub-grade and the service staking is accepted, the Division will schedule the installation of the services.
- vi. The developer will be responsible for protecting the service stubs until final acceptance of the project by the Division. Should any damage occur to Division facilities, no final acceptance will be given. The developer will be responsible for the costs to repair damage; repairs will be performed by the Division.
- vii. If any tampering either deliberately or unintentionally is discovered by the Division, a penalty will be assessed as set forth in TMC 12.10. Any damage related costs that may occur as a result of the tampering shall be billed in accordance with TMC 12.10
- viii. Prior to the installation of the meter, yoke and box, all applicable fees must be paid to the Division.
- ix. When the meter is installed, it will be left in the "off" position. The account will be activated and the billing will begin.

B. Option #2:

This option is no longer offered but all customers who previously purchased this option for a development will be grandfathered in until all service and/or meter work for which they have paid is complete. All requirements for construction of this option that were in effect at the time of purchase must be followed along with any additional requirements put into place since that time.

C. General Requirements

i. Fixed Fees not Adequate:

In extraordinary circumstances where the Division determines that the fixed charges as stated in Ordinance 12.10 are not adequate to cover the actual costs of service and meter installation, the Water Service Construction Charge will be based on the estimated cost of the construction and the customer will be billed the actual costs, including any overhead and taxes incurred by the Division.

ii. Permit Fees:

All required City, County, State and/or railroad permits and fees (including any mitigation fees), are in addition to the charges in accordance with TMC 12.10.

iii. Low Pressure Service Size:

The Division will install 1-inch service pipe for all new or renewed 3/4-inch single family residential services in areas with less than 40 pounds per square inch (PSI) pressure measured at the meter location. The property owners shall be encouraged to install a minimum of 1-inch pipe from the meter to the premise. The charge for the new 1-inch residential service will be the applicable 3/4-inch by 5/8-inch Water Service Construction Charge.

iv. Temporary Services:

A temporary water service may be installed for the purpose of providing water for a construction project or any other short-term projects. Appropriate backflow protection must be installed per Section 13.0 of this policy. The term shall be a maximum of twelve months with the possibility of an extension if approved by the Division. The actual cost of the temporary service shall be all associated costs for installing and removing the service and material and the appurtenances. The applicant shall pay in advance, a deposit in the amount of the Division's estimated cost to accomplish the installation and removal.

17.0 EXISTING SERVICE CONNECTIONS

A. Two or more Premises being served:

- i. A customer shall not be permitted to furnish water to any other premises, except during an emergency which shall not exceed a period of thirty (30) days or as noted in section 15.0 pertaining to LID's. An application to cover the emergency connection shall be filed with the Division within 48 hours of its occurrence.
- ii. When it has been discovered that two (2) or more premises are being served by one water service connection, the Division shall have the right to require the installation of additional water service connections in accordance with Section 15.0 (New Service Connections) and TMC 12.10.045. Failure to purchase the additional service may result in the Division discontinuing service to the premises being served.
- iii. When an existing parcel with multiple buildings is being subdivided and is served with one meter, or the Division discovers that the parcel has been subdivided, the customer will be required to pay all applicable fees and/or contributions with credit given for any portion

of said parcel that has previously contributed as set forth in TMC 12.10. Ownership of the existing service shall be determined by the Division based on Division records

B. Change In Structure Or Water Use:

- i. When there is a change of land use for a parcel or the structure served is altered or the customer requires a change in service and/or meter size, the Division may require a new service and meter to be installed and the old service and meter retired, all at the customer's expense, unless the existing service and meter are adequate in size and type to provide the required service for the intended use or alteration per current Uniform Plumbing Code requirements and Division standards. The customer may be required to furnish a complete set of plans for all additions, remodels or improvements to determine water service and meter sizing requirements. Additionally the customer must pay all applicable contributions and charges as prescribed herein with credit given for previously paid water main assessments or charges and System Development Charges.
- ii. All existing water service facilities serving the premises that are no longer required shall be removed by the Division at the expense of the subject customer. Any adjustment of Division facilities necessary to accommodate the change in use or the modification of the use shall be accomplished at the expense of the customer in accordance with Section 18.0 (Water system alterations caused by others).

C. Inactive Services:

- i. When a water service account has been closed or a new service account has never been established the service shall be classified as an inactive service.
- ii. When an inactive service is discovered during the planning of routine maintenance or during the design/review of a new main project or other utility project, the Division shall determine whether to adjust and/or renew or disconnect the service as needed.

D. Transfers - Active and Inactive Services:

- i. The Division will transfer, at no charge, those temporary or permanent active or inactive services to a permanent water main constructed within the limits of the frontage of the premises being served provided the premises:

- a. Had a service prior to 12/12/55 **or**
 - b. Has been previously assessed for a water main **or**
 - c. Has paid a Water Main Charge.
- ii. Temporary or permanent inactive services installed after 12/12/55 that serve premises that have not been previously assessed or paid a Water Main Charge may be disconnected, removed and not transferred to the new water main. If a permanent water service has been removed, it may be installed at no charge to the customer after the customer pays a Water Main Charge in accordance with TMC 12.10.
- iii. Temporary or permanent active services installed after 12/12/55 that serve premises that have not been previously assessed or paid a Water Main Charge will be transferred to the new water main. The owner of the premises will have thirty (30) days to make arrangement with the Division for payment of the Water Main Charge in accordance with TMC 12.10 or service to the premises will be terminated.
- iv. Parcels not abutting a street right-of-way or easement with a main may be transferred if it is determined to be in the best interest of the Division.
- v. When the Division has determined it is best to abandon a temporary water main, the Division will, at no charge to the customer, transfer the active connected services and meters as specified under Section 20.0 (Temporary Mains).
- vi. Separate parcels abutting or not abutting the permanent main previously served by a service and meter of another ownership shall disconnect from such service and shall make application to the Division for a new service connection, paying all applicable charges as set forth in TMC 12.10.045.
- vii. Thirty (30) days after the Division replaces a temporary service by installing a new service on the permanent water main the Division will disconnect the temporary service. The customer shall, before the temporary service is disconnected, connect their property side pipe to the new service at their expense and discontinue use of the temporary service.

E. Meter Tests:

- i. When any customer informs the Division that their water consumption has been above their normal billing consumption the Division will verify the previous day's meter read for usage and may check the Division meter assembly for leaks. If the check does not discover any leaks on the Division facilities the Division will instruct the customer as to how to read the meter to help them determine if there are leaks on their property side piping. If the customer determines there are no leaks, the customer may request that the Division test the meter. There may be a cost associated with the meter testing as set forth in TMC 12.10.
- ii. The Division will not test meters owned by others.

F. Meters - Overloaded:

- i. Whenever demand periodically exceeds the rated capacity of a meter to the extent that the meter may be damaged, the Division shall notify the owner. After evaluating the owner's water requirements the Division shall determine what size meter is required to give proper service in accordance with Uniform Plumbing Code and Division standards. If the required meter size exceeds the service size the service shall be replaced along with the meter. A fee covering the service and meter exchange shall be paid to the Division in accordance with this Section (Paragraph G) (Meter Exchanges), or TMC 12.10. (Water Service Construction Charges), if the service and meter require replacing. If the owner does not pay the required fee for the installation of the larger meter and possibly the service, and pay the additional System Development Charge within thirty (30) days after the date of the notice, then the Division shall install the proper size meter and/or service and charge the customer the total cost for removal and installation. If the invoice is unpaid, the Division may discontinue service in accordance with TMC 12.10. (Termination of Service).

G. Meter Exchanges:

- i. A meter may be increased or decreased in size within the limits of the service piping provided that the requested meter is adequately sized for its primary intended continuous use, including low flow accuracy, as determined by the Division. After the Division approves the meter exchange and the customer deposits an amount equal to the Division's estimated cost to make the exchange and any other applicable charges, the Division will exchange the meter.

H. Low Pressure or Low Flow Concerns:

- i. When a customer advises of low flow and/or pressure at their premise, the Division may, upon request, conduct a flow and pressure test on the water service to the premises. If the cause of the problem is found to be located on the property side of the meter yoke outlet, a fee as set forth in TMC 12.10 will be added to the customer's water bill. If the test discloses that the low flow and/or pressure is caused by Division facilities, the Division shall attempt to correct the problem and the customer's account will not be billed.

18.0 WATER SYSTEM ALTERATIONS CAUSED BY OTHERS

A. Notice of Work:

All persons, and their contractors, performing street or utilities work that may interfere with, conflict with, affect, or endanger the water system of the City shall give the Division not less than two City working days advance notice prior to commencing work.

B. Responsibility for Costs:

In the event it becomes necessary to remove, relocate and/or adjust any Division facilities to accommodate work such as but not limited to; paving of streets; sidewalk, curb and gutter upgrades; street lights; construction of or modification to other utilities; or other construction or modifications, such alterations to the water system shall be performed by the Division (unless prior written authorization is given by the Division for alterations by others) and paid for by the person responsible for causing such alteration.

19.0 PERMANENT MAINS AND MAIN EXTENSIONS

A. Definition:

Permanent mains shall include distribution mains six (6) inches or larger in diameter of ductile iron, cast iron, asbestos cement, or other materials as approved by the Division. Four-inch circulating (looped) mains constructed of the above materials, located in residential areas and not serving fire hydrants, or four-inch mains not over 650 feet long of the above materials in cul-de-sac streets and not serving fire hydrants are also considered permanent. New permanent mains must comply with current fire district ordinances, codes, regulations and Division standards. When a permanent distribution water main is installed in any street right-of-way or easement it shall provide service to the abutting property to a depth of 120 feet as measured at right angles to the abutting right-of-way line.

B. Extensions:

Extensions of a permanent main may be constructed by privately financed contract or by local improvement district process to Division standards and specifications.

C. Construction:

For privately financed water main extension projects the developer shall select a contractor and enter into an agreement with said contractor and the Division for construction of the extension. Only contractors experienced in ductile iron water main construction with a record of successful completions of similar scope may be considered by the developer. The developer shall make all necessary arrangements to pay the construction costs directly to the contractor. A performance bond or other appropriate security and certificates showing appropriate liability insurance shall also be provided. The developer will be responsible for all costs and expense, including any overhead and taxes, incurred by the Division for engineering, inspection and other related work and shall pay the Division the charges to cover the cost of said work as specified in TMC 12.10. All transferred assets are considered contributions for or in aid to construction (CIAC) and shall be accounted for accordingly, including any taxes incurred by the Division.

D. Easements:

The transfer of privately financed water main to the City shall be on the condition that the developer provide for any necessary and proper easements. All transferred easements are considered contributions for or in aid to construction (CIAC) and shall be accounted for accordingly, including any taxes incurred by the Division. When water mains will be installed on private property which is not owned by the developer and part of the subject development, all easements must be recorded prior to installation. All easements for water mains must specifically name Tacoma Water Division. Said main will be thereafter accepted by the City. The developer shall provide the Division a notarized statement of the water main construction costs. The developer's cost statement shall also provide the legal description of property having contributed its share toward the cost of constructing said mains. Only those properties abutting upon the water main construction qualify as contributing properties. Water Main Charges received on mains constructed by LID shall be considered revenue of the Division.

20.0 TEMPORARY MAINS

A. Definition:

Temporary mains shall mean mains of inadequate size or non-durable

materials such as galvanized or thin-walled steel of all diameters, and all mains not approved as permanent mains by the Division. Transmission and Supply lines are not intended to provide permanent water service and are considered temporary until permanent distribution mains are installed. Temporary mains shall not be permitted to be installed as part of the Division's water distribution system. Temporary mains existing outside of the Division's water service area, however, may be acquired, maintained, and operated by the Division where provisions have been made to standardize such installations in compliance with the Division requirements for permanent facilities under terms of an agreement entered into between the owners and the Division. Where necessary, said agreement shall provide for a surcharge rate to be imposed by the City for a specified period of time to provide sufficient revenues to assure that the acquired temporary facilities are replaced with or brought up to Division standards for permanent facilities in accordance with TMC 12.10. (Water System Acquisition).

B. Temporary Main Abandonment:

Temporary mains existing inside the Division's water service area may be abandoned if in the best interest of the Division. The Division will relocate the existing water services and meters to the nearest main that is capable of meeting the water requirements of the customer and install new customer property side pipe to the new meter location. The owner or agent of the premises being supplied shall at their expense maintain all of the service pipe extension including the pipe in the public street right-of-way or in an easement from the meter to the premises being served. The installation of the customer's property side pipe by the Division is not an assumption of liability by the Division for future damages and/or maintenance thereof.

21.0 CONTRIBUTIONS TO WATER MAIN CONSTRUCTION BY PRIVATE DEVELOPMENT

When main oversizing is required by the Division above and beyond requirements to serve a development in order to strengthen or improve operation of the water system or when the abutting properties have paid a Water Main Charge in accordance with TMC 12.10, the person proposing to construct the water main extension and improvements may receive contributions from the Division as follows:

A. Privately Development Projects:

- i. The Division may require the developer to oversize water mains to serve a project in order to provide additional benefit to the water system. In these circumstances the Division may contribute based on budget availability.
- ii. The contribution amount paid for oversizing of mains will be based

on the estimated difference in cost between the required main size to serve the subject project and the oversized main designed to benefit the greater water system. The contribution amount will be determined by the Division and subject to availability of budgeted funds. No person shall receive oversize main contributions when the Division determines that extraordinary circumstances exist rendering the contribution not in the best interest of the Division.

- iii. Temporary Water Main Charges previously collected will be applied to the project construction costs when the water main extension passes along the frontage of the property where a temporary main charge has been paid. The amount of the temporary main charge applied to a new main where a main extension does not extend across the full frontage of a parcel where a temporary main charge has been collected, shall be only a fraction of the temporary main charge equal to the fraction that the main extends across the said parcel. Contributions shall be paid to the owner or developer upon the Division's final acceptance of the mains and receipt of a notarized letter from the developer/property owner indicating the project water main construction cost and the legal description of properties which have contributed their share of such construction costs.
- iv. To qualify as a contributing property for relief from a future Water Main Charge the property must abut the right-of-way that contains the water main construction. Portions of the abutting property or properties located beyond 120 feet of the right-of-way will be considered property that has not contributed to the construction of a permanent water main and will be required to pay a Water Main Charge in accordance with TMC 12.10. The contributing properties will become a part of the Division's permanent records to ensure that the property having contributed will receive proper credit.

B. Local Improvement Districts (LIDs):

- i. Local Improvement District assessments for water main extensions shall be in accordance with the laws of the State of Washington and the policies of the City.
- ii. The Division may contribute to an LID under the following circumstances:
 - a. Properties have been previously assessed.
 - b. Substandard mains exist that the Division is responsible for maintaining.
 - c. The improvement would, in the Division's opinion, provide a needed system improvement beyond the

boundaries of the L.I.D.

- iii. When a parcel of property being assessed on an LID has paid a Temporary Water Main Charge, an inflation credit will be added to the funds collected at a rate of three (3) percent per year. The amount of inflation credit shall only be allowed up to the amount where the Temporary Water Main Charge plus the inflation credit equals the LID assessment. If the Water Main Charge, without the inflation credit, is greater than the amount of the assessment, then the property will receive a refund of the difference.

22.0 PRIVATE CONTRACT CHARGES (PRIVATELY FINANCED MAIN CONSTRUCTION)

A. Responsibility for Fees:

Extension of a permanent water main may be constructed by private contract. The developer of the privately financed project will be responsible for all costs and expenses, including overhead and taxes, incurred by the Division for preparation of plans and specifications, construction inspection, testing, flushing, sampling of the mains and other related work necessary to complete the new water main construction to Division standards and specifications. The engineering charge for the preparation of plans and specifications will be estimated by the Division and will include all applicable permit fees. The developer will be required to pay a deposit in the amount of the estimated cost and sign an agreement acknowledging that they are responsible to pay all actual time and materials costs associated with the project. The actual costs for the work will be billed against the developer's deposit. Should the actual costs for engineering the project exceed the deposit amount, the developer will be required to pay the balance prior to receiving the plans and specifications. Prior to construction, a second deposit in the estimated amount for construction inspection, testing, sampling, and hydrant painting will be due to the Division. Upon completion of the project, the developer will either be refunded the unused amount of the deposits or billed for the cost overrun. Included in the deposits described above is a \$50 fee per fire hydrant in the project for painting.

B. Protecting New Facilities:

The developer will be responsible for protecting all new water facilities, including yokes and boxes, until final acceptance by the Division. After final acceptance of the project, the responsibility for the stub, yoke, box, and meter will belong to each property owner who will be charged accordingly for any damage.

C. Expiration of Plans:

Division plans and specifications created for a project will expire one year after the issue date as noted on the plans and will be required to go through a review by the Division at the cost of developer. All preliminary water main layouts and estimates will expire 6 months after issue date on the time and materials Design/Engineering Estimate.

23.0 FIRE HYDRANT USE (NON-FIRE FIGHTING)

A. Permit:

When water service is supplied by way of a fire hydrant, other than for fire fighting, the proposed use must be disclosed and a permit must be obtained from the Division authorizing the hydrant use. A fee associated with hydrant and water usage shall be collected by the Division. A fire hydrant meter or a water service and meter may be required under certain circumstances as determined by the Division. All persons using the Divisions fire hydrants must attend a training class given by Division personnel before a permit will be issued.

B. Penalty:

The use of the Division's hydrant without a current permit, using a restricted hydrant or failing to conform to the Division's hydrant operating procedures will result in a penalty in addition to all other hydrant use fees as specified in TMC 12.10. Refusal to pay the penalties and fees may be cause for the Division to refuse future hydrant use by the contractor and/or discontinue service to the benefited premise.

C. Damages:

Persons using a fire hydrant will be responsible for all damages to Division facilities or other private facilities that may result from the use of said hydrant. If the person refuses to pay the cost for all damages associated with fire hydrant use, the Division will take actions allowed by law including refusal of service.

D. Long-Term Use:

Applications for fire hydrant use for periods greater than six (6) consecutive months for the purpose of supplying water to a business may require the business to purchase a water service and meter of adequate size to accommodate the proposed water usage as determined by the Division

E. Backflow:

A Division approved backflow protection assembly shall be installed by the person requesting use of a fire hydrant. The assembly shall be accompanied by a current backflow assembly test report. The test report shall be available at the site for the duration of the hydrant use.

APPROVED:



Heather Pennington
Superintendent, Tacoma Water



Jackie Flowers
Director of Utilities/CEO