

**RESOLUTION NO. 259**

**A RESOLUTION ADOPTING WATER SERVICE  
POLICIES AND PROCEDURES**

WHEREAS, the Canby Utility Board is an Oregon municipal utility operating in accordance with the Canby City Charter and ORS Chapter 225;

WHEREAS, the Canby Utility Board is governed by the City Charter and its own operating procedures, policies and resolutions rather than the rules of the Oregon Public Utility Commission (PUC);

WHEREAS, the Canby Utility Board desires to repeal Board Resolution Nos. 103, 103.1, 104, and 104.1 that set forth policies and procedures relating to water service; and

WHEREAS, the Canby Utility Board desires to update policies and procedures for water service,

NOW, THEREFORE, the Canby Utility Board resolves as follows:

SECTION 1. GENERAL


Exhibit "A" attached and incorporated by reference will serve as a general source of authority for more specific policies that may be adopted by the General Manager of the Canby Utility Board or designee, with Board Attorney's consent.

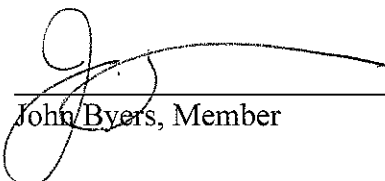
SECTION 2. MISCELLANEOUS

Treatment of miscellaneous customer water service situations covering subjects including theft of water, meter read schedules, under/over-billings, meter testing and other issues are governed by Canby Utility's customer service administrative policies and procedures document.

This Resolution is effective upon the date of its adoption.

THIS RESOLUTION IS ADOPTED BY THE CANBY UTILITY BOARD THIS  
12<sup>th</sup> DAY OF February, 2013.

  
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Bob Cornelius, Chair

  
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John Byers, Member

  
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Jerry Smith, Member

  
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Todd Wagner, Member

  
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Robert Maxwell, Member

  
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Barbara Benson, Board Secretary

RESOLUTION NO. 259

EXHIBIT A

I. **WATER SERVICE CONDITIONS**

This section covers the policies, procedures, minimum requirements, and other information that pertains to all types of water service.

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**A Directory**

1. Application for Water Service  
For new or change of service  
Contact Customer Service 503-266-1156
2. Service Information and Project Planning  
For new, alterations or additions to water service  
Contact Water Department 503-266-1156
3. Conservation Management  
Information on water conservation  
Contact Customer Service 503-266-1156
4. Construction, Operations and Maintenance Schedules  
Contact Water Department 503-266-1156
5. Right of Way and Easements  
Contact Water Department 503-266-1156
6. Website – [canbyutility.org](http://canbyutility.org)

**Call Before You Dig – for Locate Service Call ... 811**

**B Service Area**

CU provides water service to customers within city limits of Canby. Under certain conditions water service to customers outside the city limits of Canby may be provided subject to Board approval.

**C Ability to Provide Water Service**

CU reserves the right to deny water service or refuse to extend water service where reasonable nondiscriminatory grounds for refusal are determined to exist. Grounds for refusal could be based on but not limited to financial, public health, reliability, and/or system capacity or configuration limitations.

**D Preliminary Inquiry / Pre-Construction Conference**

1. Water Service will not be provided until a pre-construction conference has been held. The subdivider, applicant, owner or other party's hereafter "applicant" contemplating new construction of any type which will require water service shall contact CU's manager or operations supervisor early in the planning stages of the project. Whenever possible, this contact is to be made prior to filing a formal application for review by the Canby Planning Commission or City Council. No commitment shall be made regarding the design of facilities, until a pre-construction conference has been held involving appropriate staff members and the applicant.

The requirement of the water distribution and other utility systems may influence the applicant's plan to some extent relative to the manner of developing the property. In general, the responsibilities of both the applicant and Canby Utility will be outlined at the pre-construction conference. The type of systems and the approximate cost to the applicant will be discussed so each party may readily understand the various options available. The conference may be informal in nature for small projects where few parties are affected.

Following each pre-construction conference, other than those for individual dwelling units or other small projects, a written record of the outcome of the conference shall be prepared and distributed to the parties who contributed to the conference.

**E Information to be furnished by the applicant**

1. The applicant shall furnish Canby Utility with a complete set of plans of the project. If the project has received the prior approval of the City Planning Commission or City Council, the applicant shall submit approved plans and additional information as may be required for the review by the Utility.

The applicant will furnish such information as finished grades, street improvement details, location of sewer and other utilities and estimates of the water needs for the completed project.

**F Cost Estimates**

1. Where CU performs the construction.

Canby Utility will prepare cost estimates for each project where CU will be constructing the water lines. The estimated cost will be based on the premise that the complete distribution system will be installed as a unit unless otherwise agreed in advance. If the applicant changes plans or elects to develop the project in stages, any subsequent additional costs for planning and construction will be borne by the applicant.

Applicant will be invoiced the amount of the cost estimate prepared as a result of the pre-construction conference. The quoted cost estimated by staff, plus any additional costs necessitated by changes made to the plans after the estimate has been given, will be paid in full before permanent water service is connected to any portion of the project. A minimum of 50% of the total estimate is to be paid before CU will begin the construction process.

Cost estimates shall include all engineering and administrative overhead costs as well as any other costs in providing the materials and personnel to complete the construction.

For large projects which are being developed in stages, the staff may prepare a cost estimate on a stage-by-stage basis; with payments required at each stage before any portion of the stage receives permanent water service. It will be the responsibility of the applicant to clearly indicate the nature of any staged development plans during the pre-construction conference.

Projects not completed within one year of the original cost estimate will be subject to a revised estimate to reflect any increased costs to the Utility as a result of inflation or other factors. The Utility may specify that its estimates are for a period of less than one year.

2. Where the applicant constructs the water system.

In cases where the applicant elects to construct the water system for the project, the applicant will be expected to pay for all CU inspection costs as well as any engineering, administrative overhead or other costs incurred by CU as a result of the project. CU will provide an estimate of such cost after the pre-construction conference. A minimum of 50% of the total cost estimate is to be paid before construction starts.

Any work which is completed without having been inspected and approved by Canby Utility is subject to removal or replacement to the extent that an adequate inspection can be completed. Permanent connection to, and use of, the municipal water system will not be allowed until all work has passed inspection.

The applicant shall supply a detailed estimate for the total costs of constructing the water line. After review of this estimate, CU's manager, or the manager's designee shall establish a "replacement cost" for the system being constructed by the applicant. This "replacement cost" shall be the basis of a maintenance bond, or other adequate assurance as determined by CU, to guarantee all materials and workmanship for a period of one year after final inspection and approval.

3. Responsibility for project costs.

All new water lines constructed as part of Canby's municipal system shall be a minimum of eight inches (8") in diameter.

CU will replace existing water lines with new materials or a larger size, as necessary, to support the development. CU may recover some of its costs through system development charges.

The applicant will pay to extend any water lines to the development, except that CU will reimburse the applicants for the cost of materials for lines larger

than the development's needs and the applicant may also recover some or all of its remaining costs from subsequent applicants, if any, adjacent to the extended line.

The applicant will pay to extend water lines along existing streets to the full extent of their property except that CU will reimburse the applicants for the cost of materials for lines larger than the development's needs.

The applicant will pay to install new water lines within the development including required looping to new or existing lines in accordance with a design approval by CU.

The applicant will pay to hook up to the water lines, to install meters and for all plumbing downstream of the water meter.

Where the Utility is unable to provide adequate water service to a proposed development due to the size or condition of existing water mains in the area and the Utility does not have funds budgeted for replacement or repair of those lines, it shall recommend that the Planning Commission and City Council not approve such development until such time as the necessary improvements can be made.

**G. Cost of Relocating Facilities**

Canby Utility will not be responsible in any way for the installation, removal or repair of other types of utilities necessitated by the construction of water lines. Any cost incurred in the construction, repair or changing of any other utility services shall be borne by the customer who requests the change.

**H. Grading, staking, trenching and other requirements.**

The applicant shall be responsible for grading and staking of all property lines and lot corners. Rough grading shall be completed before the installation of water system. Grading stakes indicating final grade shall be placed so that the facilities, when installed, will be at proper depth after completion of development. Final grading shall be arranged to provide at least the minimum of coverage as specified by Canby Utility.

Meters shall be located immediately adjacent to side lot lines unless a more suitable location is designated by Canby Utility. If the applicant requests meters at different locations, any additional costs for such arrangements will be borne by the applicant.

Canby Utility shall specify the type and quality of materials to be used in water system construction. At a minimum, construction materials shall meet A.W.W.A. standards and CU reserves the right to impose standards which exceed those of A.W.W.A. where local conditions warrant. The use of conventional gate valves and steel pipe shall not be permitted in Canby's system, other than where specifically approved by CU because of unique local conditions.

CU shall establish meter sizing and meter installation requirements to assure that water use in each development is accurately measured without causing undue wear on the meter.

Payment of water connection and system development charges, as specified by separate Resolution, shall result in the provision and installation of a water meter by CU.

Installation of water meters one and one half inch (1 1/2") or greater in size shall be placed in vaults of sufficient size and type to allow for meter testing without removal. To facilitate such testing, all meters shall have test plugs and all installations shall have a lockable bypass system which can be used to continue service to the customer while the meter is being tested.

Ownership of the municipal water system ends at the customer side of the water meter, Canby Utility will retain ownership of all meters within the system. The customer is responsible for all maintenance on the customer's side of the meter. Customer side plumbing must be maintained to a suitable condition to allow CU to perform normal system maintenance, such as a meter replacement. Failure of the customer side plumbing during such maintenance shall be the responsibility of the customer to repair.

Bacteria testing, chlorine residue testing and pressure testing are part of the routine inspection process for water lines. Applicants constructing water lines shall isolate their project from the existing municipal system by providing valves at each connection to the municipal system and shall do so at their own risk. By providing valves at each connection with the existing water system, the applicant can pressure



test the system without including any part of the municipal system in that test.

The Canby Utility will require the looping of dead-end water lines whenever it is practical to do so. The creation of new dead-end lines will be avoided when an alternative design is feasible.

## **I Easements**

Easements shall be provided by the property owner as necessary for the construction and long term maintenance of facilities. Such easements as shall be required by the Utility shall be provided at no cost to the Utility for water installations. In the case of a subdivision, easements shall be shown on the recorded plat.

## **J Access to Facilities**

Utility employees shall be provided with access to all facilities which belong to the Utility. Any obstruction which could damage or prevent access to meters or other facilities shall be removed by the property owner. Trees, shrubs, woodpiles, locked gates, and other things often obstruct or prevent access to such facilities. Failure to remove such obstructions after appropriate notice by the Utility shall be adequate justification for the disconnection of water service to the respective property until the obstruction is removed.

## **K Customer Installation Responsibility**

### **1. Piping and Equipment**

The customer's installation shall conform to all requirements of governmental agencies having jurisdiction thereof, including applicable codes or ordinances, CU specifications policies and procedures and the Oregon health authority. For current specifications see Canby Utility Water System Standards Specifications.

CU shall collect for all water consumption registered by the water meter.

The customer shall not place grounds or make other electric connections to CU's water equipment. Should the customer wish to ground such connections to his/her own piping, CU will supply an insulating coupling to protect CU's employees and facilities. CU frequently uses nonmetallic materials in the water system. CU assumes no liability for failure of the customer's electrical grounds connected to the water system in violation of Oregon Administrative Rules (OAR 333-61-087).

All meters, piping or other facilities or equipment furnished and installed by or for CU within or on the customer's premises shall be and remains the property of CU and may be removed by CU upon discontinuance of water service. The customer shall provide space for and exercise proper care to protect CU's property on the customer's premises. In the event of loss or damage to CU property on the customer's premises arising from neglect, carelessness or misuse by the customer, the cost of necessary repairs or replacement shall be billed to the customer.

The customer may be required to install suitable protective or control devices whenever CU deems such installation necessary to protect CU's system or that of its other customers. This includes appropriate backflow prevention equipment as required for the protection of water quality and public health. CU reserves the right to refuse water service to any customer when delivery of water could adversely affect service to other customers as determined by CU.

## 2. Special Equipment

Customer may install any special equipment desired to meet individual requirements provided it does not adversely affect water service to other customers as determined by CU.

Any physical connection between a private water supply source and CU's distribution system without an appropriate backflow prevention device is prohibited. When any such connections are found to exist, CU shall require immediate removal of the connecting facilities and/or installation of an appropriate backflow prevention device.

3. Service Responsibility

The use of water upon the premises of the customer is at the risk of the customer and the responsibility of CU shall cease at the point of delivery.

Point of delivery is defined as the load side of a water meter or the source side of a non-metered connection such as a customer owned backflow prevention device for fire services provided that such equipment is located at the property line, otherwise the point of delivery will be the Utility owned shut off valve. The customer shall furnish, own and maintain all materials and facilities required to distribute water beyond the point of delivery to points of use on the customer property. CU owned facilities, such as metering or, shut off valve located beyond the point of delivery shall be maintained by CU.

Any customer desiring temporary discontinuance of water service shall turn off the water supply at the customer's own shut-off valve and give CU notice.

The customer is responsible for any damage or injuries sustained through failure to properly exclude water from the customer's premises.

4. Services Without Customer Valve

Consistent with the Oregon Plumbing Specialty Code, it is the customer's responsibility to install and maintain a shut-off valve or control device such as a hand valve as a means of isolating the premises served. This device shall be installed at or beyond the customer's side of the meter. At the customer's request CU will turn off/on the water supply so that such an installation can be accomplished. In the course of routine work (e.g. changing a meter, moving or replacing service), a hand valve may be installed by CU as a convenience to the customer. The hand valve will be installed on the customer's side of the meter and will be the customer's responsibility to own, operate and maintain.

Should damage occur to CU's facilities as a result of the customer's failure to install and maintain a shut-off valve or control device on the customer's side of the meter, the customer shall be billed for full cost of repair or replacement of CU's facilities as well as the cost for installing a customer-owned and maintained shut-off valve on the customer's side of the meter.

5. Backflow Prevention – By Customer

If, within the customer's plumbing system, there is the potential for the introduction into CU's water system of any substance other than potable water supplied by CU, the customer shall protect CU's system from backflow in accordance with provisions set forth in Oregon Administrative Rules 333-061-0070. Backflow prevention assemblies as outlined in Table 48 of those rules, shall be required on all service connections where the customer has an auxiliary water source.

All backflow prevention devices shall be installed in a manner consistent with all applicable state, federal and local plumbing codes. Testing and maintenance of backflow prevention devices to insure protection of CU's system shall be performed according to Oregon Administrative Rule 333-061-0070. CU reserves the right to refuse or discontinue water service to any customer whose water use or equipment creates a risk of contamination to the public water supply.

All master metered developments must install a premise isolation backflow device.

6. Pressure Reducing Valve – By Customer

The customer shall provide a pressure-reducing valve if applicable plumbing codes for the customer's location require it. Most codes recommend that static water pressure be regulated to less than 80 pounds per square inch (PSI).

**L Inspection and Enforcement Responsibility**

1. Backflow Prevention

CU maintains an inspection and enforcement program for backflow prevention between the customer's system and CU's system as required by Oregon Administrative Rule 333-061-0070.

"The Manual of Cross-Connection Control," current edition, published by the Foundation for Cross-Connection and Hydraulic Research, University of Southern California and the "Accepted Procedure and Practices in Cross-

Connection Control,” Pacific Northwest Section, American Water Works Association, is herein adopted as recommended guidelines for inspection and enforcement of the backflow prevention program.

CU reserves the right to inspect the customer’s piping and equipment to determine the need for or adequacy of any required backflow prevention device.

2. Other Inspections

Inspection of piping or equipment for compliance with code or regulations other than those of CU and those relating to backflow protection is the responsibility of the governmental agency having jurisdiction thereof. Appropriate approvals and certifications shall be obtained by the owner prior to connection to CU’s service lines.

CU shall have the right, but shall not be obligated to inspect the customer’s piping or equipment before service is supplied and at any future time as determined by CU.

However, nothing in these regulations shall be construed as placing upon CU any responsibility for the inspection of the condition of or the maintenance of the customer’s plumbing, piping, water-using devices or other equipment.

**M Metering Service and Metering Installations**

CU shall own, install and maintain all meters for measuring the amount of water used by the customer. Water service by CU at separate locations shall be metered and billed separately for each location. Full-flow metering is required on all water services unless specifically exempted elsewhere in these Policies and Procedures.

Meter location shall be determined by CU. Ordinarily, the meter will be installed on public right-of-ways outside of buildings between the property line and the curb or within the water main easement. The meter may be located on private property, but only when CU determines that a location within the right-of-way or easement is impractical. CU shall not install its meter in private service lines.

The customer shall provide sufficient space and exercise proper care to protect CU's facilities on the customer's premises and in the event of loss or damage to CU's facilities on the customer's premises arising from neglect, carelessness or misuse by the customer, the cost of necessary repairs or replacement shall be billed to the customer. CU will not be responsible for damage arising from meters located on private property.

For a change in size of meter the customer shall pay for the cost of changing meters, the upgrade of the main to meter service tap if required, the difference in any previous system development charge (SDC) previously paid and the current SDC for the upsized metered service, and for record changes.

Installation of a meter bypass shall be required on new service installations 1 1/2 inches and larger to permit routine meter testing and repair unless specifically exempted by CU. At the discretion of CU a meter bypass may also be required on any new or existing service regardless of size where interruption of service for meter testing or changing could seriously interfere with the customer's operations. The cost of bypass installations shall be paid for by the customer. Seasonal or irrigation meters may be exempt from this policy at the discretion of CU.

Meters are read monthly and billing will be based on the established base charge and any consumption in units of 100 cubic feet at the applicable rate. An official account shall be kept on record at CU of all water meter readings. Such account, so kept according to retention requirements, shall be acceptable by and received at all times and places and in courts as prima facie evidence of the use of water by the customer and shall be the basis on which bills are calculated except for those customers having unmetered service. Should any meter fail to register correctly the amount of water used by the customer, the amount of such usage shall be estimated by CU from the best available evidence.

Monthly base charges shall continue to be billed and paid as long as the meter remains in place regardless of any period of non-consumption. The customer may request removal of the meter to avoid the base charges, however resetting of the meter will require payment of the applicable meter drop in charge and account set-up fees.

CU periodically performs routine meter testing for meters 1 1/2 inches or larger. If the customer requires scheduling other than during regular business hours the customer shall pay the extra labor cost incurred.

CU will upon request, test any customer's meter; however, such test shall be made only if the customer is present to observe the test. If the meter is found upon testing to over-register more than two percent (2%) under normal conditions of the customer's water use, the customer's billing shall be adjusted for a maximum of six months to reflect the correction. No charge shall be made to the customer for this test if conducted during normal business hours.

For rate schedule purposes all meters serving the customer's premises shall be considered separately and the readings shall not be combined except where CU for its own convenience or operating necessity elects to install two or more meters to serve premises. Where a master meter is used to measure the total amount of water used such as for apartment houses or mobile home parks, CU shall not furnish or read auxiliary or sub-meters used for the customer's convenience except under special contract.

Common-use facilities associated with individually metered multi-family structures with four or more living units may be metered separately on the General Service Rate Schedule in the name of the owner. This policy includes such uses as common laundry facilities, common water heater(s) or a common water meter serving two or more residential living units.

If a meter under-registers the amount of water used due to tampering by or on behalf of the customer with the meter, piping or by any other action the service may be discontinued and not resumed until the customer has made satisfactory adjustment for the loss of revenue and given satisfactory assurance that CU shall be protected against any further acts of tampering.

If CU's water meter or service facilities are damaged as a result of tampering or any other cause associated with the customer's use or equipment, the customer will be required to reimburse CU for the cost of repairs and estimated loss of revenue resulting from the damage.

## **N Temporary Water Service**

Temporary water service refers to water service of a short-term or transient nature.

1. Hydrant Meters – Available for construction projects requesting CU to sell water for the purpose of dust control, construction practices and keeping roadways clear of construction debris. A temporary water service agreement

generated by CU and agreed upon by the responsible party with rates and fees defined by CU will be completed. Exact location of installation shall be mutually agreed upon by CU and contractor prior to installation of hydrant meter. (See Temporary Water Service Agreement for additional details and requirements).

2. Tanker Fills – Available at the direction of CU and only at designated fill locations. A temporary water service agreement generated by CU and agreed upon by the responsible party with rates and fees defined by CU will be completed. Exact location of installation shall be mutually agreed upon by CU and contractor prior to installation of hydrant meter. (See Temporary Water Service Agreement for additional details and requirements).
3. Donated Water – Requests for donated water usage must be approved by the General Manager.

**O. Fire Services**

Fire Services are dedicated connections to the distribution system to be used for fire suppression and system testing only. Other use of the fire services will constitute water theft. At CU's discretion, a fire line usage check meter may be installed when unauthorized water usage is suspected. Readings from these meters will be documented and water usage so determined billed to the customer. For first discovered unauthorized use of a fire service, billing will be at the applicable rate schedule and at five (5) times applicable billing rate schedule for subsequent unauthorized usage.