

CRYSTAL SPRINGS WATER DISTRICT

DOMESTIC WATER SYSTEM
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District Policy and Regulations (08/2017)

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1 General

The Crystal Springs water system is the property of the people served by the Crystal Springs Water District, and is managed and operated by an elected Board of Commissioners. The Board seeks the cooperation of all customers to ensure compliance with the regulations, prompt payment of all charges, and protection of the system.

All transactions concerning water service shall be made through the District office. Before service will be connected, proper application including an easement (if necessary) signed by all property owners shall be submitted to the Board. Plans for the laying of customer lines shall be approved by the Superintendent before construction begins.

A "customer line" is the pipe, valves, and fittings between the meter and the premises served

A "service line" is the pipe, valves, and the fittings from the main, to and including the meter, meter box, and pressure reducing valve on the main side of the meter

A "water main" or "main" is the pipe, usually two inches or larger in diameter, laid in the street/road, easement, or other access for the distribution of water to customers through service lines

2 Application for Service

For each new water service, the District requires a completed application form which includes:

Signature of the applicant(s)

Location of the premises

Address to which bills shall be mailed

Sufficient information to determine which rate should apply and all other information that the District may reasonably require

(if necessary) A complete and notarized easement granting CSWD personnel access to customer property to install, repair and maintain service lines

System development fee (herein "fees") payment/deposit

The application constitutes a written request for service, subject to approval of the Board of Commissioners, and does not bind the District to serve. Upon Board approval of the application or installation of the service, fees will be deposited by the District.

All water service applications include a system development fee based on requested meter size. Upon complete installation of service equipment, a final billing for labor and materials will be rendered and becomes due within 10 days. All charges and fees must be paid or a payment contract must be arranged before water service begins. Water service may be terminated for failure to pay fees or charges. (See SECTION 6)

The District will accept a deposit of 20% of the fees with the balance due plus labor/material fees before water service begins.

The deposit and/or payments will be returned:

If the application for water service is denied

If a building permit is DENIED on the subject parcel and the water application is withdrawn

If the water application is approved and the application is withdrawn within 6 months

The deposit and/or payments will NOT be refunded and right to service to the subject parcel becomes permanent:

If a building permit is approved on the subject parcel

If no building permit is applied for within 6 months after water application approval (1/92)

3 Service Connection Charge

New water service customers will pay for all labor and materials to install the service from the main, to and including the meter, plus a system development fee which reflects a cost of investment in the water system to provide service to the property site (for main improvements and the indirect costs of providing service). (5/89) A system development fee schedule based on size will be determined by the Board of Commissioners. The size of service to a property will be determined by the Supt based upon projected water usage. Material for all installations will be charged at actual cost plus thirty per cent (30%) for general overhead.

An additional system development fee will not be charged for a fire protection system connection to a site which is already served by Crystal Springs. If the site has no other Crystal Springs service, the fire protection system installation charge will include a system development fee. The customer will also be responsible for the installation (labor and materials) costs to make the installation. (2/89)

Crystal Springs Water District requires at least one meter for each property; a single meter will not serve multiple properties under separate ownership. A property is defined as real estate consisting of one or more tax lots, contiguous in nature, under the same ownership. If a public road divides contiguous parcels and housing units exist on each side of the road, the District requires separate meters on each side of the public road.

Properties which are not in compliance with this policy as of May 1, 1991 may remain out of compliance unless:

Something is done such as new cabins or housing facilities which tend to undersize the meter, or, if, in the opinion of the District, the existing meter is not properly serving the property. (REVISED 2/91)

The District will install a service of such size and at such location as the applicant requests, provided such requests are reasonable and that the size requested is one that is customarily installed by the District. The minimum size of service shall be ¾". The District may refuse to install a service line which is undersized/oversized based upon review and recommendation to the Board of Commissioners by the Superintendent and/or Consulting Engineer.

Where the main is in a public right-of-way, the meter will normally be placed at a mutually agreeable site near the property line on the property to be served. The meter will be installed outside of buildings, except where it is not otherwise possible to do so. Meters will not be installed in driveways or other locations where damage to the meter or its related parts may occur. No rent or other charge whatsoever shall be made by the customer against the District for placing or maintaining meters upon customer premises.

Where pressure regulators or pressure reducing valves are required by the District, they will normally be installed on the main side of the meter to protect the meter from high pressure. Labor and materials costs for the installation of regulators/pressure reducing valves will be borne by the customer. The District will maintain and repair one (1) regulator/pressure reducing valve per meter installation to protect District's meter. The District recommends that the customer install his/her own regulator on the customer side of the meter. (see section 10)

The cost of customer-requested permanent changes to the size or location of the service line and/or meter shall be paid by the customer on the basis of actual cost plus thirty per cent (30%) for general overhead. The billing for an upsized meter will include a proportionate system development fee based on the current fee schedule.

4 Contract

When an application and easement for water service has been approved and the premises are subsequently connected to District service lines, the customer application (and easement) shall constitute a contract. The applicant agrees to abide by those rates and regulations which are in effect at the time of the application, or are adopted thereafter by the District, and agrees to pay all bills promptly.

When the customer requirements for water are unusual or large, or necessitate considerable special or reserve equipment or capacity, the District may require a contract for an extended period and may also require the customer to furnish security satisfactory to the District to protect the District against loss and to guarantee the performance of the provisions of the contract.

When water is desired for the filling of a swimming pool or a tank, or for use in other unusually large quantities, arrangements must be made with the District prior to the taking of such water. Permission to take water in such large quantities will be given only if the water can be safely delivered through the District facilities and if an adequate supply can at the same time be delivered to other customers.

Except for special contracts, all regulations are subject to modification or change by the District without notice.

The District reserves the right to make special contracts, the provisions and conditions of which are different from, or have exceptions to, the published schedules. The special contracts shall be in writing and signed by the customer and District officers.

5 Water Service Rate Structure

In accordance with Oregon Law (ORS 264.312) all proposed water rate changes will be presented before a public meeting to allow public input. Final decisions, however, will rest with the Board of Commissioners.

The general rate structure will include a monthly charge based on meter size (per unit served (DELETED 7/1/91). Base rate to be charged regardless of usage. Usage will be charged at a uniform rate for each thousand gallons through the meter.

6 Payment and Non-payment of Bills

The landowner is ultimately responsible for water service to his property. The bill will be sent to the property owner who may, in turn, require payment from the resident. As a courtesy, the District may bill the tenant directly, but this does not reduce the property owner's responsibility.

Monthly bills for water use and base rate (in advance) are due and payable when issued. Bills become delinquent fifteen (15) days thereafter, except in cases where special contract arrangements in writing specify the monthly payment date. (1-27-94)

Twenty (20) days after billing, a reminder will be sent to the customer and a ten dollar (\$10) late charge will be added to the unpaid account.

In all cases where there exists a past due account which cannot be collected, the District retains the option to terminate water service to the property served until the account is paid in full (including all past due and reconnection fees). Thirty (30) days after the original billing date (on the date of the subsequent new bill), the meter reader or other agent of the District shall deliver a written notice to the customer stating that a fee of \$25 has been added to the account and that the water service will be turned off in 48 hours unless all delinquent amounts have been paid. (1-27-94)

A delivery to any person residing at the address served by the meter shall be considered a delivery to the customer. If there is no person present at the address served, the notice may be left on the premises.

If delinquent bills are not paid within 48 hours (1-27-94), the meter reader or other agent of the District will return to the premises, shut off the water service, and leave a notice that a reconnection fee of \$75 has been added to the account to restore service and that the water service will be restored after all delinquent amounts have been paid.

In all instances where water has been turned off because of delinquency, there will be a \$75.00 service charge (~~\$100~~ 150, if after normal working hours, including weekends and holidays).

In cases of extreme hardship or mitigating circumstance, the Superintendent shall have the authority to waive the past due fee. The Superintendent shall have the discretion of renewing service to a delinquent account upon receipt of a satisfactory installment plan for the payment of the overdue amount. A decision of the Superintendent may be appealed to the Board of Commissioners. (11/19/93).

In case water is turned on without District permission during the period of any delinquency, the service will be ~~disconnected~~ **disconnected**, and it will not be reconnected until all charges are paid in full, together with an additional charge of \$75.00 (2/25/93) reconnection fee and any material or excess labor charge.

All delinquency notices and door notices will be printed in both English and Spanish. Service will not be terminated on the day immediately preceding the weekend or any District-recognized holiday. (2/25/93)

7 Change of Occupancy / Discontinuance of Service

At the time specified by the customer that he expects to vacate the premises where service is supplied, or that he desires service to be discontinued, the meter will be read and a bill rendered, which is payable immediately. In no case will the bill be less than the proportionate share of the monthly base rate provided for in the schedule applying to the service furnished.

Each customer about to vacate any premises supplied with water service by the District shall give notice of his intended removal at least two (2) days prior thereto, specifying the date service is to be discontinued; otherwise, he will be responsible for all water supplied to the premises until the District shall have notice of such removal.

8 Temporary / Fire Protection / Agricultural / ~~Non-domestic Service~~

*For water service of a temporary nature for construction purposes, the customer may be required to make a deposit to cover the cost of labor and materials for connection / disconnection, and for a reasonable depreciation charge for the use of equipment and materials furnished and owned by the District.

*Standby fire protection service connections will be installed only if adequate provisions are made to prevent the use of water from such services for purposes other than fire extinguishing. Sealed fire sprinkler systems with water-operated alarms shall be considered as having such provisions. The District may require that a suitable detector check meter be installed in the standby fire protection service connections to which hose lines or hydrants are connected. All pipe on the user premises shall be installed in accordance with the plumbing code of the State of Oregon.

Charges for standby fire protection service will be as established by the Board of Commissioners. No charge will be made for water used in the standby fire protection services to extinguish accidental fires or for routine testing of the fire protection system. The customer shall pay the full cost of the standby fire protection service connection, any required detector check meters, and any required special water meter installed solely for the service to the standby connection. There will be no additional system development fee to install a fire protection system at an existing service site. (2/89)

If water is used from a standby pipe connection service in violation of these regulations, an estimate of the amount used will be computed by the District. The customer shall pay for the water used at the regular rates, including the minimum charge based on the size of the service connection, and subsequent bills rendered on the basis of the regular water rates.

Standard fire hydrants for individual customers will be allowed by the District if the hydrant meets specifications required by the District and the Fire Chief. The cost of the fire hydrant will be the responsibility of the customer. The District will supply the labor to install the hydrant. After installation, the hydrant will become property of the District and will be repaired and maintained by the District.

9 Cross-connection

This policy, in conjunction with the Uniform Plumbing Code Chapter 10, State of Oregon Administrative Rules Chapter 333-61-070 and the current edition of the Cross Connection Control Manual - Accepted Procedure and Practice (published by the Pacific Northwest Section, American Water Works Association) is to protect the potability of the water in the Crystal Springs Water District distribution system. (4/95)

Neither cross-connections, nor any other type of physical connections, shall be made to any other water supply, whether public or private, without the written approval of the District. Included in this category are all pipe lines, appurtenances and facilities of the District system and all pipes, appurtenances, pumps, tanks, storage, reservoirs, facilities, equipment, appliances etc. of other systems, whether located within, or on, public or private property or the premises of a water user.

Inspection and regulation of all actual, or potential, cross-connections between potable and non-potable systems is required to minimize the danger of contamination or pollution of the potable water supply. Controlling and preventing cross-connections is accomplished by removing the cross-connection or, depending on the degree of hazard, establishing sufficient air gap, or installing an approved backflow prevention assembly ~~device~~.

All plumbing within a building served by the District shall be so installed, and all plumbing fixtures so constructed, as to prevent pollution of the water supply by back-siphonage or back-pressure of cross-connection. Water service to any premises known or found to have such defects and hazards shall be disconnected and not restored until such defects and hazards have been eliminated.

All Crystal Springs water users are required to comply with these regulations to eliminate or control all cross-connections throughout the District. The owner of any property on which a cross-connection occurs is potentially liable for all damages to the Crystal Springs Water system caused by that cross-connection.

The District State-certified Cross-connection Control Inspector will enforce of this ordinance, the provisions of which may supersede State requirements but in no case shall be less stringent.

All backflow prevention assemblies shall be models approved by the Oregon Health Division Drinking Water Department and shall be installed per District standards.

All backflow prevention ~~assembly devices~~, and air gaps installed in lieu of an approved backflow prevention assembly, must be tested upon installation prior to being put into service and annually thereafter.

Annual test results shall be submitted to Crystal Springs Water District by the requested date. Tests and inspections may be conducted on a more frequent basis at the discretion of the District Inspector.

Authorized employees of Crystal Springs Water District with proper identification shall have the right, without being deemed guilty of trespass or unlawful act, to check the user premises for physical connections with other water supplies. Any such connections shall be removed immediately by the customer, otherwise District water service to the premises shall be terminated. Water service shall be refused or terminated for failure to allow necessary inspections.

In accordance with the State of Oregon Administrative Rules Chapter 333-61-070, failure of the customer to cooperate in the installation, maintenance, repair, inspection or testing of cross-connection controls as required by this ordinance shall be grounds for termination of water service to the premises.

10 District Responsibility and Service ~~Preference~~Preference; Non-Domestic and Surplus Water Use

The District shall not be liable for any loss, or damage of any nature whatsoever, caused by any defect in the customer line, plumbing or equipment. The District may, without further notice, discontinue service to any customer when a defective condition of plumbing or equipment upon the premises of the customer results, or is likely to result, in interference with proper service, or is likely to cause contamination of water.

The District does not assume the duty of inspecting the customer line, plumbing and equipment, and shall not be responsible therefore, and will not be liable for failure of the customer to receive service on account of defective plumbing or apparatus on the customer premises.

The District will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of water to the customer, and to avoid any shortage or interruption of delivery of same. The District will not be liable for high/low pressure conditions, chemical/bacteriological conditions, interruption, shortage, or insufficiency of supply, or any loss or damage occasioned thereby. The use of water upon the premises of the customer is at the risk of the customer, and the responsibility of the District shall cease at the point of delivery of the water. Unless otherwise specified by agreement, the point of delivery shall be the point where the District service line attaches to the customer line at the meter.

The District may at its option install pressure reducing valves for the purpose of reducing pressure from the distribution main only to protect the District water meters. The installation of the pressure reducing valve is neither designed nor intended to protect customer property beyond the meter. If any customer property is damaged by reason of water pressure or change thereof after the water passes through the meter, the loss or damage that may result to the customer property will be at the sole and exclusive expense of the customer and shall not be a responsibility of the District. Failure of District-installed control valves or devices will not in any way indicate negligence by the District or responsibility for damages caused therefrom. The District recommends that the customer install his/her own regulator on the customer side of the meter.

Where pumping is required to serve a customer at an elevation too high to be served by gravity, the District may require the customer to provide a suitable pump as a condition of service. The installation shall be subject to District approval. The meter will be installed before pump/station so that all pump/appurtenances are the responsibility of customer.

The District shall have the right to suspend temporarily the delivery of water for the purpose of making repairs or improvements to its system. In all such cases, reasonable notice thereof, as circumstances will permit, will be given to the customers and the making of such repairs or improvements will be prosecuted as rapidly as is practicable, and if practicable, at such times as will cause the least inconvenience to the customers.

Customers, on their side of meter, may install such additional pressure reducing valves, pressure relief valves, check valves, pop-off valves or other control valves as the customer may deem necessary to protect the customer lines from abnormally high/low pressures or from unanticipated water service interruptions.

In case of shortage of supply, the District reserves the right to restrict water use or give preference in the matter of furnishing service to customers and interests of the District, from the standpoint of public convenience or necessity. ~~Whenever the household supply of water is being jeopardized by non-household water, the District can order the non-household use of water to be immediately discontinued. For the purpose of this section, non-household use includes irrigation of lawns or fields.~~

~~The District reserves the right to limit, restrict or terminate any non-domestic water use. Upon notice of District, the customers shall refrain from the use of water for lawn irrigation and gardening.~~

~~The District is a domestic water supply district formed for the purpose of supplying inhabitants of the District with water for domestic purposes as provided in ORS Chapter 264. In connection therewith, the District may also supply, furnish and sell for any use any surplus water over and above the domestic needs of its inhabitants to persons living outside the district, or to other water districts, school districts or other local governments as defined in ORS 174.116. The District~~

may contract with any person, or enter into intergovernmental agreements under ORS chapter 190, to supply, furnish and sell surplus water on such terms and conditions and at such rates as the board of commissioners considers advisable. Any contract entered into by the District with persons other than domestic users shall provide for immediate cancellation whenever no surplus supply of water exists over and above any and all demands of domestic users.

11 Meters

The District will install and maintain all necessary meters for measuring water use by the customer and from time to time will inspect and test such meters. Installation of water meters shall be performed only by authorized employees of the District.

It shall be a violation of these regulations for the customer to operate or cause unauthorized operation of the meter stop or any other appurtenances on the service connection.

The meters will be read monthly to the nearest 1,000 gallons and customer will be billed on that basis. In the event that it shall be impossible/impractical to read a meter during the scheduled meter reading period, the customer shall be billed the base rate for that period and usage will be estimated using previous billing records.

The District will keep an accurate record of the meter readings, and such record, so kept, shall be offered at all times, places, and courts as *prima facie* evidence of the use of water service by the customer, and shall be the basis upon which all bills are calculated.

All meters are factory-tested before installation, and no meter, which is known to have error in registration in excess of two per cent (2%) under conditions of normal operation, will be placed in service, or allowed to remain in service. Upon written request, the District will test any meter and, where circumstances require, make adjustments for a period not to exceed one-half year previous. For 3/4" services a charge of \$30.00 will be deposited by the customer for a meter test. The deposit will be refunded if the meter is found to register five per cent (5%) or more in excess of actual use. All other meters a deposit reflecting actual cost will be deposited by the customer for a meter test.

If, upon comparison of past water usage, it appears that a meter is not registering properly, the District may, at its option, test the meter and adjust the charges accordingly if the meter either over-registers or under-registers. No charge for meter testing will be made to the customer for the meter test under these conditions.

Should any meter fail to correctly register water use, usage shall be estimated by the District. The bill will be computed from an estimate of consumption based either on prior use during the same season of the year, or on a reasonable comparison with the use of other customers receiving the same class of service during the same season and under similar circumstances and conditions. If meter under-registration is due to tampering with the meter/service line, or is in any other way caused by the customer, the service will be discontinued. The service will not be reconnected until the customer has made adjustment for the loss of revenue and damage to equipment and given satisfactory assurance that there will be no more tampering.

12 Service Line Connections

The laying of service pipes connected with the main for the distribution of water will be performed by the District. It shall be unlawful to make any unauthorized connections. Service lines, as defined in SECTION 1, shall remain the property of the District.

13 Customer Lines

Pipe on the customer side of the meter must be installed in accordance with good plumbing practice and maintained in good order by the user. The size of the customer line shall meet the plumbing code of the State of Oregon.

The District requires flexible pipe to be connected to the customer side of the meter. Up to 10 feet of flexible pipe may be installed on the customer side of the meter set at customer expense to prevent potential damage to rigid plastic customer lines during repair/maintenance of the meter set. After this connection is made, the user should see that all joints between the meter and the premises are secure. The user will be held responsible for any losses occurring between the meter and the premises from leaks, freezing or otherwise.

~~Customers shall install a gate valve and a check valve in the customer line, immediately adjacent to the meter to isolate the customer line from the meter, and to prevent backflow of any water from the customer line into the District service line. Customers shall install a valve and a check valve in the customer line, immediately adjacent to the meter to isolate the customer line from the meter in order to facilitate meter maintenance. If the degree of hazard warrants a backflow assembly or over 20 feet in elevation a backflow assembly will be installed to prevent backflow of any water from the customer line into the District service line.~~

14 Waste/Plumbing/Inspection

Water will not be furnished to premises where it is allowed to run to prevent freezing, or through defective plumbing, or otherwise. Plumbing should be of high test and first class. Where water is wastefully and/or negligently used on a customer premises, seriously affecting the general service, the District may discontinue service if such conditions are not corrected within 30 days after due written notice by the District.

Authorized representatives of the District, with proper identification, shall have free access at all reasonable hours of the day to any, and all parts of the structure and premises in which water is, or may be, delivered. The District access will be for the purpose of inspecting connections, the conditions of the conduits and fixtures, and the manner and extent in which the water is being used. The District does not, however, assume the duty of inspecting the customer line, plumbing, and equipment, and shall not be responsible therefore.

The District will refuse or discontinue service to any premises where it is deemed necessary to protect the District from fraud or abuse. Discontinuance of service from one or both of these causes will be made immediately upon confirmation by the District that the condition or conditions exist.

15 Outside Users

Mains and service lines laid outside the District must be installed at the customer expense for all labor and material, and shall only be permitted under special contract.

~~Water service to users outside the District shall at all times be subject to the prior and superior rights of the people of the District. All regulations now or hereafter in effect for users inside the District, except where modified by contract, shall apply to users outside the District.~~

~~Water service to users outside the District is limited to "surplus water" as set forth in section 10, and shall at all times be subject to the prior and superior rights of the inhabitants of the District. Any contract entered into by the District with persons outside the District shall provide for immediate cancellation whenever no surplus supply of water exists over and above the domestic needs of the inhabitants of the District. All regulations now or hereafter in effect for users inside the District, except where modified by contract, shall apply to users outside the District."~~

16.UNAUTHORIZED USE OF FIRE HYDRANTS

~~Upon complaint or discovery of possible water theft, the agents of the District shall investigate and file a report of findings to the Superintendent. Any devices used to illegally remove water from the distribution system shall be confiscated.~~

~~Based upon the report, the Superintendent shall begin a formal assessment to determine if damages have resulted based on the water theft and the tampering of the water service or fire hydrant.~~

Penalties for tampering with and or damaging a water service or fire hydrant will be assessed as follows:

- a. First Violation \$250.00
- b. Second Violation \$500.00
- c. Third and Subsequent \$1,000.00

In addition to the fines for tampering, the offender will be billed for all water estimated by District staff to have been withdrawn from the distribution system. Staff time and equipment utilized in investigating and performing repairs will also be included in the billing.

In the event of a failure to pay by the offender the District will use any means necessary to collect, including but not limited to: filing a lien against real property, and/or contact local authorities to file a criminal complaint.

The District reserves the right to pursue criminal charges where warranted in addition to fines and actual costs associated with the theft. The fines must be paid within 15 days of invoice.

1716 Suspension of Rules

Neither the Superintendent nor any employee of the District is authorized to suspend any of the foregoing rules and provisions except in cases of emergency involving loss of life or property, or which would place the water system operation in jeopardy.

1817 Amendments / Special Rules

The Board of Commissioners of the Crystal Springs Water District shall have the power, at any time, to amend, change, or modify any regulation or contract. All water service is subject to such power.

1918 Complaints / Special Requests

All complaints and special requests for service and all other matters upon which action by the District is requested or sought shall be presented to the District in writing. No oral request or complaint will receive consideration.

2019 Constitutionality / Saving Clause

If any clause, sentence, paragraph, section, or portion of these regulations for any reason shall be adjudged invalid by a court of competent jurisdiction, such judgment shall not affect, impair, or invalidate the remainder of these regulations, but shall be confined in its operation to the clause, sentence, paragraph, section, or portion of this code directly involved in the controversy in which the judgment is rendered.

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