

Tualatin Valley Water District



Delivering the Best Water ♦ Service ♦ Value

RULES AND REGULATIONS

**Adopted By Ordinance No. 2-18
Under The Authority Of
Oregon State Statute 264.306**



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1.0 PREFACE

- 1.1 The Tualatin Valley Water District (**TVWD**) is a municipal corporation organized and operating under Chapter 264 of the Oregon Revised Statutes. The purpose of **TVWD** is to supply its **Users** with water for domestic (municipal and industrial) purposes as provided by law and, in connection therewith, may supply, furnish and sell water over and above the needs of its users to any persons, corporations, or associations, either within or outside the District, or to other communities, water districts, or municipal corporations.
- 1.2 **TVWD** is governed by the authority vested in a **Board** of five commissioners residing within **TVWD's** boundaries and elected by voters. Regular monthly meetings are held by the Board of Commissioners. These meetings are open to the public.

2.0 DEFINITIONS

- 2.1 **“Board”** shall mean the Board of Commissioners of the Tualatin Valley Water District.
- 2.2 **“CEO”** shall mean the Chief Executive Officer of the Tualatin Valley Water District or the Chief Executive Officer’s designee.
- 2.3 **“Class Code”** shall mean the code assigned to each **Customer Connection** by the District to determine applicable **Rates, Fees and Other Charges** for that **Customer Connection**.
- 2.4 **“Connection Charges”** shall be the current service installation charge and meter installation charge as adopted by the **Board**.
- 2.5 **“Customer”** shall mean any citizen, business, or other entity who purchases water from **TVWD**.
- 2.6 **“Customer Connection”** shall mean the point at which the **District Service Line/Service Connection** connects to the **Customer Service Line** or **Fire Service Line**.
- 2.7 **“Customer Service Line”** shall mean any pipes, valves, fittings, or appurtenances beginning at the outlet of the **Meter Assembly** into the premises served excluding **Fire Service Lines**.
- 2.8 **“District”** shall mean the Tualatin Valley Water District.

- 2.9 **“District Service Line/Service Connection”** shall mean the pipe, valves, stops, and fittings from a main to the outlet of the **Meter Assembly**.
- 2.10 **“District Standards”** shall mean the latest revision of the **District’s** Water System Design and Construction Standards.
- 2.11 **“District’s System”** shall include the network of pipelines, reservoirs, pump stations, hydrants, and other appurtenances necessary for the delivery of water to the **User’s System** and shall include all **District Service Lines** thereto.
- 2.12 **“Fire Service Line”** shall include, but is not limited to, valves, backflow prevention assemblies, special water meters, pipes, and other devices installed solely for service to the standby connection dedicated for fire service only. The **Fire Service Line** shall be owned and maintained by the **Owner** from the District’s valve where the **Fire Service Line** connects into the **District’s System** or from the downstream side of the last connection to a portion of the District’s system (such as a public fire hydrant, **District Service Line**, etc.)
- 2.13 **“Meter Assembly”** is defined as meter, meter box and/or vault, valves, tailpiece, by-pass, yoke, and other appurtenances to which the **User’s System** is connected.
- 2.14 **“Owner”** shall mean and include any person or entity who owns the property served or to be served by the **District**.
- 2.15 **“Rates, Fees and Other Charges”** shall mean the current rates, fees and charges as adopted by the **Board**.
- 2.16 **“Rules and Regulations”** shall mean these **Rules and Regulations** as adopted by ordinance by the **Board**.
- 2.17 **“Service Area”** shall be that area included within the corporate limits of the **District**, and such other territory as the **Board** shall determine to provide **Water Service**.
- 2.18 **“System Development Charges”** shall mean charges assessed as authorized by ordinance 01-12 and subsequent revisions.
- 2.19 **“TVWD”** shall mean the Tualatin Valley Water District.
- 2.20 **“User”** shall mean any **User** or occupant of the premises receiving **Water Service**.

- 2.21 **“User’s System”** shall consist of those parts of the facilities beyond the termination of the **District’s** system that are utilized in conveying water to points of use, including the **Customer Service Line** and **Fire Service Line**.
- 2.22 **“Water Main”** shall mean any pipe located in the street, alley, right-of-way, or within an easement; which is owned or maintained by the **District** for the purpose of distributing water to users and servicing fire hydrants.
- 2.23 **“Water Service”** shall mean the delivery of water to the **User**.
- 2.24 **“Water Supply Shortage Plan”** shall mean the **District’s** approved **Water Supply Shortage Plan** incorporated by reference.

3.0 PURPOSE

These **Rules and Regulations** establish the conditions by which the **District** will conduct its business and operations, and how **Customers** may receive service.

4.0 DISTRICT OWNERSHIP

- 4.1 **District** owns the **District’s System** unless otherwise agreed in writing.
- 4.2 No person other than those authorized by the **District** shall construct, maintain, operate, repair, or alter the **District’s System**.
- 4.3 No person other than those authorized by the **District** shall make a service connection or disconnect an existing service connection.
- 4.4 At all times, **Owners, Customers** and **Users** shall provide the **District** with safe, reasonable and efficient access to the **District’s System** and the **District’s Service Line**.

5.0 COMPLIANCE WITH RULES AND REGULATIONS/CONTRACT FOR SERVICE

- 5.1 By requesting or receiving **Water Service** from the **District, Customers** and **Users** agree to abide by these **Rules and Regulations**.
- 5.2 Water shall not be used from a new or proposed service until authorized by the **District**.
- 5.3 Every **User** grants to the **District**, its agents, and employees the right at all reasonable times to enter upon the **User’s** premises to determine compliance with these **Rules and Regulations**.

6.0 USE OF WATER

- 6.1 The **District** will furnish water for domestic, household, business, industrial, irrigation, community use, and for fire protection purposes as the system may reasonably supply and as may be approved by the **Board**.
- 6.2 The **District** may enter into contracts to allow for sale or trade of water to other water providers. Said contracts must be approved by the **Board** or its designee.
- 6.3 No person shall use water supplied by the **District** to create or operate a public or private water system within the **District Service Area** unless approved by the **District** and any other required governmental approval.
- 6.4 In the event that the **Board** or its designee shall determine that conditions exist which require the restriction or prohibition of use of water in order to comply with the **District's Water Supply Shortage Plan** or to protect the health, safety, or welfare of **Users**, the **Board** or designee shall establish a schedule of use restrictions and prohibitions. The schedule shall indicate the uses prohibited or restricted and the period or periods of prohibited and/or restricted use.

Any **User** using water in violation of the adopted **Rules and Regulations** shall be given notice in writing by the **District** of said violation. The notice shall advise the **User** that if unlawful use is not discontinued, the **Water Service** to the premises may be terminated. The notice of violation and termination shall be delivered to the **User** of the premises at which the unlawful use is occurring. If the **District** is unable for any reason to serve a written notice to the **User**, the written notice may be posted on the property and the posting shall constitute delivery of notice.

Water Service may be terminated immediately without notice if the use is a threat to health, safety or welfare as determined at the sole discretion of the **District**.

- 6.5 The **District** allows no waste of water. **Users** will be responsible for all water use in the **User's System**.

7.0 WATER LOSS ADJUSTMENT POLICY

Adjustments for the billing or billings for water consumption based on water loss resulting from a leak or leaks in any portion of the **User's System** or plumbing

on or within the **User's** property may be made one time per calendar year per meter.

- 7.1 To request a billing adjustment to a Residential Account for water losses resulting from leaks in the **User's System** or plumbing, the **User** shall:
 - A. Repair leaks within 30 days of the date the leak or leaks are discovered or reasonably should have been discovered;
 - B. File a request for billing adjustment form within three months of the date of the leak repair describing the cause of the water loss, the repair or repairs made to the **User's System** or plumbing, and the dates the repairs were made;
- 7.2 If it is determined by the **CEO** that a water loss for a Residential Account has occurred by reason of a leak or leaks in the **User's System** or plumbing, and the **User** has complied with the procedures set forth in the preceding sections, then an adjustment shall be calculated in accordance with the following:
 - A. For purposes of calculating the water loss adjustment, the **CEO** shall consider the amount of water consumed in the same period of the previous year as ordinary and normal water usage by the **User**. Water consumption greater than the normal amount of the previous year shall be deemed excess water use.
 - B. An adjustment allowance will consist of 50% of the excess water use for no more than three billing periods (six months total).
 - C. The billing or billings to the **User** shall be adjusted in an amount based on the water volume rate in effect for the loss period multiplied by the adjustment allowance. This amount shall be credited to the **User's** account after repairs have been completed. During the loss period, the peaking charges for consumption are excused, if in the prior year no peaking water charges were applied.
- 7.3 Method for calculation of Ordinary and Normal Water Usage for Non-Residential Accounts.
 - A. Shall only be used for the purposes of calculating the water loss adjustment for a **User** on a non-residential account that has made repairs to a water loss condition which lasted longer than one calendar year.

- B. **User** must complete requirements set forth by 7.1.B
 - C. For purposes of establishing ordinary and normal water usage by the **User** following the completion of repairs, the **CEO** shall consider the amount of water consumed for the subsequent three complete billing periods if billed bi-monthly or six months if billed monthly.
 - D. For the purpose of calculating the water loss adjustment staff will compare the re-established ordinary and normal usage to the same period of the previous year. Water usage greater than the ordinary and normal usage shall be deemed excess water use.
 - E. An adjustment allowance will consist of 50% of the excess water use for no more than three billing periods or six months.
- 7.4 If multiple leak requests are submitted from the same **User**, the **CEO** shall determine the eligibility for the water loss request.
- 7.5 The Water Loss Adjustment Policy may be used in cases of unexplained water loss, fire protection, vandalism, or theft of water beyond the control of the **Customer**.

8.0 SERVICE CONNECTION

- 8.1 **Service Connections** shall be provided only from **District Water Mains** and shall be located at such points as the **District** shall determine in its sole discretion.
- 8.2 Request for a new water **Service Connection** shall be made to the **District**. No meter installations or connections will be made until all currently adopted **Connection Charges** and **System Development Charges** have been paid in full.
- 8.3 Unless authorized by the **District** in writing, a **Service Connection** shall provide water to only one single-family dwelling. Multi-family dwellings or multiple service uses such as office buildings, commercial malls or industrial **Users** and the like will be served via a master meter. The **District** may require duplexes to be individually metered.

Unless authorized by the **District** in writing, each tax lot or structure receiving service shall have its own water connection. All accessory buildings and premises used as a part of such dwelling, business, or institution may be served from such connection as approved by the **CEO**.

In the case of a commercial or industrial property with multiple **Users** on a single tax lot, more than one **Service Connection** may be provided upon approval by the **District** after payment of the appropriate fees.

- 8.4 No **User** shall extend the **Customer Service Line**, without **District** approval, to furnish water to any residence, business, institution, or other premises on the same or neighboring tax lot(s) other than that occupied by the **User**.
- 8.5 All **Service Connections** shall be installed by the **District** unless specifically authorized in writing by the **District**. Work performed will be performed in accordance with **District Standards** relating to size, materials, location and methods of installation. The charges shall be as set forth in the **Rates, Fees and Other Charges**.
- 8.6 **Customer's** capacity from meter purchase shall be limited to that obtained during original purchase and subsequent upgrades regardless of other system improvements that allow greater capacity.
- 8.7 **Users** shall make a request to the **District** for all **Water Services** desired.
- 8.8 Removal or relocation of a **Service Connection** shall be at the expense of the party requesting the change. The **District** shall not bear responsibility for reconnection of the **Customer Service Line**. No **Service Connection** extension can be made unless approved in writing by the **District**.

9.0 TEMPORARY SERVICE

- 9.1 A **User** who is required to install temporary meters for a limited period of up to two years for the irrigation of water quality facilities and other landscaping requirements as specified by development permits may make a request to the **District** for a temporary irrigation meter.

The **User** will be required to pay a Temporary Irrigation Meter fee and Water Volume and Fixed Charges as specified in the **Rates, Fees and Other Charges**.

- 9.2 The **District** may grant temporary **Water Service** during construction and for special events approved for such service by the **District**. The length of time and conditions of temporary **Water Service** shall be determined by the **District** at the time of application.

All costs for installing and removing these temporary services shall be paid by the **User** in advance. Such costs shall be determined by the **District** and shall include, but are not limited to:

- A. Labor
- B. Material
- C. Equipment rental
- D. Overhead
- E. Monthly fixed charges (if applicable)

If the actual cost of installing and removing these temporary services exceeds the estimated cost, the applicant shall pay the excess cost to the **District** within 30 days after billing by the **District** of the actual cost. If the actual cost of providing the temporary service is less than the estimated cost, the **District** shall refund the difference to the applicant after determination of actual cost.

The **User** will be required to pay all applicable Water Volume and Fixed Charges as specified in the **Rates, Fees and Other Charges**.

10.0 CUSTOMER SERVICE LINES

- 10.1 The **User** is solely responsible to pay the cost to install the **Customer Service Line** from the **Meter Assembly** to the structure to be served.
- 10.2 **Customer Service Lines** shall be installed in accordance with applicable plumbing codes and other specialty codes.
- 10.3 No pump equipment shall be connected to a **Customer Service Line** without prior written approval from the **District**.
- 10.4 The **User** shall be responsible for maintenance and repair of the **Customer Service Line** and associated appurtenances.
- 10.5 The **District** is not responsible for **Customer Service Lines**.

11.0 CLASS CODES, RATES, FEES, AND OTHER CHARGES

The **District** will assign a **Class Code** for each **Customer Connection**. **Class Codes** will be used to determine applicable **Rates, Fees and Other Charges**.

Class Code 1 – Residential shall consist of **Customer Connections** serving a dwelling unit where one District meter serves only one dwelling unit.

Class Code 2 – Residential Multi-Family shall consist of **Customer Connections** serving two or more dwelling units.

Class Code 3 - Non-Residential shall consist of **Customer Connections** not serving one or more dwelling units. Class code 3 does not include **customer connections** classified in class code 4, class code 5, or class code 6.

Class Code 4 - Production Processes shall consist of **Customer Connections** that would otherwise be in class code 3 but where the water passing through a District meter is used in a production process.

Class Code 5 - Fire Lines shall consist of **Customer Connections** for **Fire Service Lines** on private property where water can only be used for fire suppression.

Class Code 6 – Irrigation shall consist of **Customer Connections** where water passing through a District meter can only be used for seasonal agricultural or landscaping purposes and not returned to a wastewater utility system.

Class Code 7 - Temporary Irrigation shall consist of **Customer Connections** that are for Temporary Irrigation where the **Customer** is required to install temporary meters for a limited period of up to two years for the irrigation of water quality facilities and other landscaping requirements as specified by development permits.

Class Code 8 – Local Government/Water Provider shall consist of **Customer Connections** that are for Local Government Water Purveyors and **Customers** that have a wholesale rate approved by the District **Board** of Commissioners.

The **District** shall establish **Rates, Fees and Other Charges** for use of water, services, and property of the **District by Resolution**. A copy of the established **Rates, Fees and Other Charges** shall be on file in the **District** office for examination by the public during business hours.

12.0 METER READING AND BILLING

- 12.1 Meters shall be read at regular intervals as determined by the **District**.
- 12.2 The **User** is responsible for ensuring safe and efficient access to the **Meter Assembly** at all times. Access to the meter requires six feet vertical clearance above the meter box and two feet clearance around.
- 12.3 Whenever it is necessary to enter a building to access the **Meter Assembly**, a safe passageway must be maintained by the **User**, free and clear of obstructions of any kind from the building entrance to the **Meter Assembly**.

- 12.4 The **User** consents to the right of **TVWD** employees or agents to remove obstructions as necessary to maintain access to the **Meter Assembly**. Costs incurred by **TVWD** to gain access to the **Meter Assembly** may be billed to the **User**.
- 12.5 If the **District** determines that it is unable to read a meter, billing shall be calculated in accordance with the following:
- A. The **District** will estimate water consumption based on available historical data.
 - B. A true-up bill will be produced during the next billing cycle when an actual read is obtained.
- 12.6 If it is determined by the **District** that a meter fails to register accurately, the **District** will estimate water consumption based on available historical data.
- 12.7 A **User** may request that the meter be re-read if there is a reasonable basis to conclude the bill is in error.

13.0 PAYMENTS FOR SERVICE

- 13.1 Bills from the **District** shall be due, payable, and delinquent in accordance with the terms set forth by the **District**.
- 13.2 The **District** may turn off water supply to the premises for which payment is delinquent. The service will be restored after acceptable terms of payment are arranged for all delinquent bills, including charges established within the **Rates, Fees and Other Charges**.
- 13.3 The **District** has contracted, and retains the right to establish contracts with other agencies for the purpose of billing for said agency's services and collections. The terms of those contracts regarding allocation of payments received are incorporated by reference. Future contracts or amendments to existing contracts shall be incorporated by reference upon approval by the **Board**.
- 13.4 Outstanding charges owed to the **District** may be transferred to a **Customer's** new account within the **District**.

The **District** may collect unpaid charges incurred by a **Customer** at previous service locations within the **District** as part of the **Customer's** current water bill. These unpaid charges are subject to current collection terms set forth by the **District**.

14.0 METER ACCURACY AND TESTING

- 14.1 The **District's** meters shall operate within the standards established by the American Water Works Association (AWWA) Section C700.
- 14.2 A **User** may request the meter be tested by making a request for such testing to the **District**:
- A. If the test shows the water meter registers outside the AWWA standard, the meter shall be repaired or replaced at no cost to the **User** for a new meter, parts, or labor.

An adjustment of the volume (water unit) charge may be made if the meter registers in excess of the AWWA standard. Charge adjustments shall be made retroactive for a period not to exceed one year.
 - B. If the test shows that the water meter registers within the AWWA standard, the **User** shall pay for the test in accordance with **District's Rates, Fees and Other Charges**. The cost for the test shall be billed by the **District** and the **District** may charge a **User** for water delivered, not to exceed one year prior to the testing.
- 14.3 The **District** may audit, test or replace the meter at any time at the **District's** discretion.

15.0 RESPONSIBILITY FOR DAMAGES OR INJURIES

- 15.1 The **User** is responsible for all damage or injury resulting from the failure to properly construct, maintain, repair, or correct conditions in the **User's System**.
- 15.2 The **District** will not be liable for any damages or injuries caused by termination or interruption of service, reduction of water supply, variations in water pressure, or quality of water.

- 15.3 The **User** shall be liable for any damage to the **District's System** which is caused by an act of the **User**, his tenants, agents, employees, contractors, licensees, or permittees. The **User** responsible for the damage or tampering may be fined and/or have service terminated.
- 15.4 Only the **District** may operate, modify, or alter the **District's System**. Violators shall be responsible for any damage, adverse effects to water quality or availability of water due to unauthorized operation, modification or alteration of the **District's System**.
- 15.5 The **User** is responsible for compliance with all city and county codes and requirements related to maintenance of their property and plumbing system.

16.0 WATER SERVICE INTERRUPTION

From time to time, the **District** must interrupt **Water Service** for maintenance, replacement, or repairs of the **District's System**. The **District** will not be responsible for damages caused by such interruptions of **Water Service** or fluctuation of pressure.

17.0 CONNECTION TO ANOTHER WATER SUPPLY

No other water supply shall be connected to the **Customer Service Line** without written approval of the **CEO**.

18.0 BACKFLOW AND CROSS CONNECTION

Service Connections shall be protected against backflow into the **District's System** as required by the **District**. Service of water may be terminated if a backflow prevention assembly required by the **District** is not installed, tested and maintained; or if it is found that a backflow prevention assembly has been removed, bypassed; or if an unprotected cross-connection exists. Service will not be restored until such conditions or defects are corrected.

The **User** shall provide the **District** access for inspection at all reasonable times to the **User's System** to determine if an unprotected cross-connection or violation of the **District's** Cross-Connection Control requirements exists and that compliance requirements are met.

19.0 EXTENSION OF DISTRICT'S SYSTEM

In general, **Owners** shall extend all **Water Mains** the entire distance between opposite boundaries of the property to be served and shall be located within public right-of-way or, if necessary, within easements. Unless authorized by the **CEO**, projects must be designed and constructed in accordance with **District Standards** approved by the **CEO** and Chief Engineer. All extensions shall be constructed only by the **District** or by a contractor acceptable to the **District**. Contractors shall anticipate and allow for inspection by the **District** during construction. All connections for services shall be made in the manner elsewhere set forth in these **Rules and Regulations**. Prior to final acceptance, the project must be demonstrated to operate and perform as intended.

- 19.1 **Owner/Developer Extension.** Parties other than the **District** may extend the **District's System** consistent with these **Rules and Regulations**. Parties using non-**District** funds for construction of water improvements shall select an engineer or contractor of their choice who meets the **District's** requirements, including qualifications of the engineer and contractor. Such parties shall adhere to **District's Standards**.
- 19.2 All extensions of the **District's System** requires plan submission, review, and written **District** approval.
- 19.3 **Owner Request.** Upon request of the **Owner**, the **District** may, at its sole discretion, construct system improvements at the expense of the **Owner**. The cost and scheduling of the extension and improvements shall be determined by the **District**.

Installation or construction shall not commence until the applicant has paid a deposit in advance to the **District** in an amount estimated by the **District** to cover the cost of construction of the **District's System** extension. Following completion of construction, the **District** shall determine the actual cost of the project, including overhead, supervision and engineering. The **District** shall refund to the applicant any part of the deposit which exceeds the actual project cost or the applicant shall pay to the **District** the actual project cost less the deposit already paid.

- 19.4 **District Extension.** **District** may extend its **District's System** when, in the opinion of the **District**, the public convenience and welfare is best served by such construction.

At its sole discretion and where it appears equitable that the cost of such construction be apportioned, the **District** may apportion all or any part of the cost of the construction of the **District's System** among the persons as may at any subsequent time apply for a **Service Connection** from said extension. The charge shall be at an amount established by the **District**.

No **Service Connection** or **Fire Service Line** shall be made by the **District** until the applicant has paid in advance to the **District** the apportioned charge for the construction of the extended **District's System, Connection Charges**, and the appropriate **System Development Charge**.

- 19.5 Local Improvement District or Equivalent. The **District** may extend its **District's System** upon written request of the **Owners** of abutting property. It may also extend the **District's System** through property intended to be developed under the applicable zoning and development code. The **District** may require formation of a local improvement district or assessment district or other such security for payment as it deems appropriate. Terms of payment shall be provided in the local improvement district or equivalent documents approved by the **Board**.
- 19.6 After acceptance by the **District**, the facilities shall be the sole property of the **District** and maintained and operated by **District** personnel exclusively. If the **District's System** extension is by a party other than the **District**, the property **Owner** and its contractor shall be responsible for a warranty period of one year after acceptance for failures of materials or workmanship.
- 19.7 Upsizing of Facilities. The **District** may elect to install larger **Water Mains** or other system improvements other than needed for the applicant's service requirements. When it does so, the **District** is responsible for the incremental cost. All cases shall be considered separately and the requirements for each project shall be specified to the applicant. Design and construction shall be by the **District**, the **District's** contractor, or a contractor approved by the **District**.
- 19.8 Reimbursement Agreement. Pursuant to ORS 264.320, the **District** may establish reimbursement agreement subsequent to the following:
- A. The line must be designed and constructed according to **District Standards**, be inspected, and accepted by the **District** as part of the **District's System**. The term of the reimbursement agreement shall not exceed 10 years from the date of acceptance.

- B. The request for partial reimbursement shall be made in a form acceptable to the **District** prior to the time of acceptance of the facilities by the **District**.
- C. Upon receipt of the request, the **CEO** shall determine which, if any, facilities are eligible for reimbursement, costs eligible for reimbursement, and identification of properties that would be required to pay the reimbursement fee. If these criteria are met, the **CEO** shall compute the amount of reimbursement for each potential lot that could connect to the extension, which includes the lots of the person or entity extending the line, and notify the person seeking the agreement for reimbursement of the eligible amount.
- D. If the **CEO** finds that the reimbursement eligibility requirements are met, the **CEO** shall prepare an agreement that makes final determination as to reimbursement eligibility. If a person disputes in writing the decision of the **CEO** within ten days of notification specifying the reason for the dispute, the **Board** will make a final decision on reimbursement eligibility. In no event will the reimbursement obligation extend longer than the minimum period provided by ORS 264.320.
- E. As the identified properties connect, all applicable **Rates, Fees and Other Charges** and the reimbursement amount shall be collected by the **District**. The **District** will remit to the person the reimbursement amount collected by June 30 of each year for reimbursement of charges collected since the previous July 1st.

20.0 TERMINATION OF WATER SERVICE

- 20.1 Termination at Request of **User**: When a **User** notifies the **District** that the **User** wishes service discontinued, the **District** will read the meter and issue a bill including applicable charges for termination.
- 20.2 Termination of Service by **District**: **Water Service** shall be subject to termination upon the occurrence of:
 - A. Non-payment of charges established within the **District's** adopted **Rates, Fees and Other Charges**.
 - B. Non-compliance with these **Rules and Regulations** relating to matters other than non-payment of charges.

- C. Lack of use of a **Water Service** for a period indicating intent to terminate **Water Service**.
- D. Threat to health, safety or welfare determined at the sole discretion of the District. Under these conditions, termination may be immediate and without notice.

20.3 Notice of the **District's** intent to terminate service shall be sufficient if given by any of the following:

- A. U.S. mail sent to the **User's** address as shown in **District** records; or
- B. By hand delivery of a notice to the **User's** service premises

When the notice is sent by mail, the notice shall be deemed complete upon deposit in the mail. The period for compliance shall be as set forth in the notice. When notice is hand delivered, the notice shall be deemed complete when delivered to the **User's** service address and the period of compliance shall be as set forth in the notice.

20.4 Limitation of liability. The **District** shall not be liable or responsible for any consequential, indirect, punitive, incidental or special damages or damages of any kind regardless of the basis of the claim or in any way arising out of the **District's** termination of **Water Service**.

21.0 STANDBY FIRE PROTECTION SERVICE CONNECTIONS

- 21.1 Standby fire protection systems connected to a **Fire Service Line** shall be installed in accordance with applicable **District** regulations and **District Standards**. The **User** shall make adequate provision to prevent the use of water from such systems for purposes other than fire extinguishing or fire system testing.
- 21.2 Charges for the **Fire Service Line** shall be according to the **District's Rates, Fees & Charges**.
- 21.3 The **User** shall pay the cost of installing the **Fire Service Line**, including the cost of **Water Mains** and related improvements in compliance with applicable **District Rates, Fees and Other Charges** and **System Development Charges**.

- 21.4 All water provided by the **District** through a **Fire Service Line** shall be provided subject to the supply and pressure existing in the water distribution system. The **District** shall not be responsible for loss or damage resulting from lack of water supply or water pressure.
- 21.5 If water is used from a **Fire Service Line** in violation of these **Rules and Regulations**, the **User** shall pay for the water based on an estimate of the amount used as determined by the **District's Rates, Fees and Other Charges**. Any unauthorized use during a subsequent billing period within 12 months of a prior notification of unauthorized use, shall be subject to the schedule of fines and penalties as established by the **District's Rates, Fees and Other Charges**.

Following the third occurrence of unauthorized fire line use, within 12 months of a prior notification, the **User** is subject to **Final Remedies** as determined by the **CEO**, plus estimated water usage billed at the Block 1 rate. **CEO** shall determine Final Remedy on a case-by-case basis and may include one or more of the following:

- A. A Fine of \$5000 for the unauthorized use; or
 - B. A Civil Penalty of \$500 per day (Section 26); or
 - C. A **System Development Charge** may be assessed on the service. The **District** shall determine the amount of the **System Development Charge**. The **CEO** may thereafter treat the fire line as a standard service connection subject to all applicable provisions of these **Rules and Regulations**; or
 - D. Termination of **Water Service** (Section 20.2); or
 - E. Such other actions as the **CEO** determines appropriate under the circumstances.
- 21.6 **CEO** may waive or postpone invoking a final remedy, as described above, for **Customers** that work in good faith with the District to resolve illegal fire line use issues in a timely manner, as determined by the **CEO**.
- 21.7 The **District** is not responsible for **Fire Service Lines**.

22.0 USE OF FIRE HYDRANTS

- 22.1 No person except those authorized by the **District** shall operate, or attempt to operate, any fire hydrant.
- 22.2 The **District** may authorize use of a fire hydrant for a temporary water supply. The **User** shall pay all **Rates, Fees & Charges** for such service and shall conform to **District** permit requirement for hydrant use including but not limited to compliance with applicable backflow prevention requirements.
- 22.3 **Users** requesting flow testing of fire hydrants shall pay appropriate **Rates, Fees & Charges**.
- 22.4 Unless otherwise approved by the **CEO**, only the **District** may change or relocate a fire hydrant. If a **User** requests hydrant change or relocation and the **District** approves, the **User** shall pay all costs of such change.
- 22.5 Privately owned fire hydrants are to be used only for fire emergencies or other uses specifically authorized by the **District**.
- 22.6 The fire service agency shall not be deterred or hindered from gaining immediate access to fire protection equipment and hydrants. Access from the street to the fire hydrant, fire protection system and control valves shall be maintained in a manner such that the equipment or fire hydrants are immediately visible. A clear space shall be maintained within a three foot radius of fire hydrants, fire protection equipment, and control valves. Access from the street to the hydrant shall be kept clear if the travel distance is greater than three feet. **Owners** shall be responsible for pruning or removing landscaping or other obstructions that restrict access to or visibility of a fire hydrant.
- 22.7 A minimum of eighteen (18) inches shall be maintained between the ground and the center of the lowest hydrant discharge port. No change in grade (ground elevation) is allowed within a three foot radius of the hydrant without approval of the **District**.
- 22.8 The **District** designates hydrant paint color. No change in hydrant color is allowed unless specifically authorized by the **District**.

- 22.9 Upon notice from the **District**, the property **Owner** shall within fourteen (14) days remove such obstruction or correct non-compliance. If the obstruction is not removed or compliance is not achieved within the required time, the **District** shall take corrective action. If the obstruction presents an urgent safety hazard, the **District** may take immediate corrective action. All charges associated with corrective actions, including those taken by the **District**, will be the responsibility of the property **Owner**.

23.0 OPERATION OF SYSTEM

Unless authorized by the **District**, no person shall operate any portion of the **District's System**.

24.0 SERVICE OUTSIDE THE DISTRICT

- 24.1 Water shall not be provided outside the **District** boundary without approval of the **Board**, except where such service is temporarily required to avoid a health, safety, or other emergency hazard.
- 24.2 Service to other water providers and to **User's** located outside of the boundaries of the **District** will be made only if the **District** has sufficient surplus water. Such services may be discontinued at any time if the best interest and the needs of the **District** so require.
- 24.3 The **Board** reserves the right to increase the rate to any **User** outside the **District** without notice. The rate schedule for sale of water to other governmental units will be set by the **Board**, but will not be less than the cost of producing and transporting the water to the other governmental unit's connection to the **District** system unless otherwise established by agreement.

25.0 MISCELLANEOUS

- 25.1 Severability: If any portion of these **Rules and Regulations** is found invalid by a court of competent jurisdiction, the remaining sections of these **Rules and Regulations** shall be unaffected thereby.
- 25.2 Fees: The **District** may adopt fees and charges by Resolution as it deems appropriate for services provided under these **Rules and Regulations**.
- 25.3 **District** Approval: Unless otherwise specified, when **District** approval and/or authorization is required by these **Rules and Regulations**, approval shall be in writing and by the **CEO**.

26.0 VIOLATIONS AND REMEDIES

- 26.1 Violation of these **Rules and Regulations** is punishable by a civil penalty of \$500 per day for each day of violation unless these **Rules and Regulations** provide for a larger amount, at the discretion of the **CEO**. Each day of violation shall be a separate violation. In addition to said fine, the **District** may obtain injunctive or equitable relief to abate the violation, including termination of **Water Service** as a violation of these **Rules and Regulations**.
- A. Notice of violation shall be given to the **User** by first class US mail to the **User's** address as shown on the **District's** records.
 - B. The notice shall specify the violation and the date the civil penalty will commence to accrue which shall be a date not less than 10 days from the date of the notice and also the daily accrual of civil penalty until remedied.
 - C. The assessment of civil penalty shall provide that the penalty shall be final on the date stated unless the **User** requests a hearing in writing delivered to the **District** within 10 days of the notice.
 - D. If a hearing is requested, the **CEO** will set a schedule for submission of written documents or other relevant evidence and a time for hearing.
 - E. The **CEO** will make a decision within 30 days of the close of the hearing. The **CEO** may:
 - i. Deny the appeal and affirm the assessment of the civil penalty; or
 - ii. Affirm the appeal and remove the civil penalty assessment; or
 - iii. Make such other decision equitable under the circumstances.
 - F. The **CEO's** decision may be reviewed by writ of review in the Circuit Court of the State of Oregon for Washington County if the Petition for Writ is filed within 30 days of the decision.
 - G. The **District** may pursue any other remedy at law or in equity in addition to this Civil Penalty process.

- 26.2 If a violation of these **Rules and Regulations** exists and the **District** takes action to remedy the violation then the **User** shall be responsible for all costs incurred.
- 26.3 Any person aggrieved by a ruling or interpretation of the provisions of this ordinance may submit a written appeal to the **CEO** within 15 days of the decision. The appeal shall set forth the events and circumstances leading to the appeal, the nature of the ruling or interpretation from which relief is sought, the nature of the impact of the ruling on appellant, and any other reasons for appeal.
- 26.4 The **CEO** shall study the matter, hear testimony and provide for additional written argument if necessary, and issue a written decision to the appellant affirming, denying or modifying the interpretation or ruling.
- 26.5 If the appellant considers that their grievance has not been handled satisfactorily, they may apply to the **Board** for review of the matter within thirty (30) days from the date of the written decision. The **Board** may make an independent review of the case and hear additional testimony on the matter if it deems necessary or restrict it to the record. Within sixty (60) days from receipt of the appeal, the **Board** will prepare a written decision on the matter which shall be sent to the appellant. In lieu of a hearing by the **Board**, a hearing officer may be appointed.
- 26.6 Decisions of the **Board** shall be reviewable by the Circuit Court of the State of Oregon for Washington County, solely and exclusively under the provision of ORS 34.010 to 34.100.

27.0 REVISION AND MODIFICATION OF THESE RULES, REGULATIONS AND CHARGES

Only the **Board** may amend these **Rules and Regulations**. For these **Rules and Regulations**, the **District** may adopt implementing policies.

28.0 CONSTITUTIONALITY, SAVING CLAUSE

If any clause, sentence, paragraph, section, or portion of these **Rules and 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 **Rules and Regulations**.

Tualatin Valley Water District



Delivering the Best Water ♦ Service ♦ Value

TUALATIN VALLEY WATER DISTRICT
1850 SW 170th Avenue
Beaverton, Oregon 97003

(503) 848-3000

www.tvwd.org