


Seattle Public Utilities - Policy & Procedure

Subject: Water Service within the Direct Service Area		Number: SPU-CS-102
		Effective: October 17, 2003
		Supersedes: SPU-CS-010 (12/30/83) 400P-23-05 (9/01/82)
Approved: 	Department: Seattle Public Utilities	Page(s):

1.0 PURPOSE

To establish policies and procedures for Seattle Public Utilities for granting water service connections to its water distribution system within its direct service area.

2.0 ORGANIZATIONS AFFECTED

- 2.1 City of Seattle, Seattle Public Utilities (SPU)
- 2.2 City of Shoreline
- 2.3 King County
- 2.4 Customers residing near and within SPU's direct water service area

3.0 AUTHORITY FOR RULE

- 3.1 Revised Code of Washington 35.91; 35.92; 80.28.080
- 3.2 Seattle Municipal Code 21.04
- 3.3 Most current SPU Water System Plan

4.0 GENERAL POLICIES

4.1 Standards and Requirements for New Services

- 4.1.1. All new SPU water service connections will be connected to a standard water main designed to serve that property. (see also Policy SPU-CS-101, Water Availability Certificates)
- 4.1.2 All water service connections to SPU's water distribution system will be metered and either monthly or bi-monthly bills will be sent to the property owner or owner's designee,
 - 4.1.2.1 The only exception to the above metering and billing policy will be for the fire services on Interstate Highways 5 and 90.
- 4.1.3 Application for water service by the property owner will be approved when SPU has issued a current, approved Water Availability Certificate, and when SPU has been provided with the following:
 - 4.1.3.1 SPU's application for water service form completed and signed by the property owner, and

- 4.1.3.2 the common street address and legal description of the parcel to be served, and
 - 4.1.3.3 utility plans showing all existing and proposed utilities
 - 4.1.3.4 all recorded easements needed for private service lines, when applicable.
 - 4.1.3.5 payment of the current standard or estimated deposit fees for installation, and
 - 4.1.3.6 payment of the street use permit if applicable, and
 - 4.1.3.7 payment of the Connection Charge in full (see Policy _____, Connection Charge), or entering into SPU's finance contract for its payment over a 10-year period
- 4.1.4 Each legal parcel will be served by one domestic water service, except
- 4.1.4.1 When SPU has allowed or required parcels not abutting a water main to be served by either a privately owned water main or long service lines, a covenant or homeowner bylaws will be filed with those parcels to run with the land and prohibit the property owners of those parcels from requesting individual service directly from SPU's distribution system.
 - 4.1.4.2 Certain parcels may be served by more than one domestic service due to the use of the property, i.e., hospitals, nursing homes and similar facilities, to assure continuous uninterrupted water service. Each service will be from separate water mains abutting the parcel when possible.
 - 4.1.4.3 A community containing more than one legal parcel and either more than 350 feet of private road, or a gated private road of any length, will be served with one domestic meter at the perimeter of that community of legal parcels.

It may be possible that a second SPU domestic service be available to this community's private system from a second SPU-owned water main if needed to provide reliability via a "looped" private water system, i.e., a system having two separate sources of water from the SPU distribution system. Both domestic services would be located at the perimeter of the community of legal parcels. (see also Sec. 4.4.5 of Policy SPU-CS-101, WACs)

- 4.1.4.4 One very large parcel of land which contains a privately owned water distribution system may be served by more than one domestic service to provide reliability via a "looped" private water system (e.g., the University of Washington campus).
- 4.1.4.5 One property may not serve another with water service, unless explicitly approved by both SPU and the affected property owners for a temporary, specified time period.
- 4.1.4.6 Each legal parcel will be eligible for separate water service for irrigation in addition to other domestic service.
- 4.1.4.7 Each legal parcel will be eligible for separate fire-only service.
- 4.1.5 Fire-only water services will consist of a detector check valve and a bypass meter assembly.
 - 4.1.5.1. Water may be used at no charge for testing of the on-property fire suppression system monthly as follows:
 - ◆ 100 cubic feet for fire services 1-to-2 inches
 - ◆ 500 cubic feet for fire services 3-to-5 inches
 - ◆ 1,000 cubic feet for fire services larger than 5 inches
 - 4.1.5.2. The detector check valve will be changed by SPU, at the property owner's expense, to a fully metered fire service if water used at the property regularly exceeds the above limits set for system testing
- 4.1.6. If a property's water service will be used solely or in part for an internal fire suppression system (e.g. sprinkler heads), the property shall not be served by a water service less than one inch (1") in size.
- 4.1.7 Water service to direct service area customers will be from SPU's distribution water main system and not from its supply or transmission pipelines.
- 4.1.8 Water services up to two inches (2") in size will be charged a reduced installation rate when
 - 4.1.8.1 a new water main to serve the property and to be owned by SPU is installed by a property owner, and
 - 4.1.8.2 the property owner's contractor will trench for SPU's service line and backfill the trench.

4.1.9 Water service to customers within SPU's direct service area may be obtained from a water purveyor whose distribution system abuts the property within SPU's direct service area and SPU requests this purveyor in writing to provide temporary service to a particular property until SPU is ready to serve from its own distribution system.

4.1.10 SPU will consider an application for water service to a property not located within its direct service area only when

4.1.10.1 SPU's water service pipe and meter will be within SPU's direct service area, and

4.1.10.2 the water utility whose direct service area includes this property has requested SPU in writing to serve this property until such time as that utility is prepared to serve it directly, and all other applicable requirements in SPU's policies have been fulfilled.

~~4.1.11 Temporary water service from the distribution system for less than six months may be authorized via a hydrant use permit or hydrant use meter issued by SPU Customer Services if no other source of water is available. No administrative or water usage charges for hydrant permit holders will be made for water main installation projects sponsored by SPU and for which SPU will pay all project costs.~~

~~4.1.11.1 Hydrant use without a hydrant permit or hydrant meter, or use of a restricted hydrant, will result in monetary penalties in addition to all other hydrant use charges:~~

~~\$ 300 penalty for the first occurrence~~

~~\$ 500 penalty for the second occurrence~~

~~\$1,000 penalty for the third and subsequent occurrence~~

~~4.1.11.2 Permits may be issued if water use will be for less than 8,000 gallons per day~~

~~4.1.11.3 Permit holder will pay a permit fee as well as a daily charge for the water used. Payment may be made either in advance of service, or subsequent to service following a billing by SPU. A billing fee will be charged for payments made subsequent to service.~~

~~4.1.11.4 Permit holder will use an SPU supplied (or approved) hydrant valve.~~

~~4.1.11.5 Permit holder will pay SPU for any hydrant repairs necessitated by the improper operation of the hydrant at a time and material basis.~~

~~4.1.11.6 Hydrant meters will be required either~~

~~4.1.11.6.1 at the discretion of SPU Customer Services, or~~

~~4.1.11.6.2 under the following circumstances:~~

~~◆ water use will exceed 8,000 gallons per day, and~~

~~◆ use will be longer than 30 days, and~~

~~◆ no other acceptable or practical method of measuring or estimating actual water used is practical, and~~

~~◆ one hydrant only will be used, and~~

~~◆ projected weather conditions will permit the meter to be used without danger of freezing its parts.~~

4.1.12 Metered service will be required when temporary water is needed from one location for longer than six months.

4.2 Standards and Requirements for Changes to Existing Services

4.2.1. Existing substandard water service will be brought to standard water service whenever possible.

4.2.1.1 When a distribution main is installed which extends the distribution system to abut properties not formerly served by an abutting main, or to serve properties not formerly served by a main designed to serve that property, each property will abandon the service line to the nonabutting main and receive service from the main designed to serve or abutting the property.

4.2.1.1.1 Property owner will not be responsible for the cost either for SPU to retire the existing water service if it is two inches (2") in size or smaller, or for SPU to relocate an existing two-inch (2") or smaller water service. (see also Policy _____ Connection Charge)

4.2.1.1.2 Property owner will be responsible for the SPU costs for retirement and relocation of the existing water service if it is larger than two inches (2"). (see also Policy _____ Connection Charge)

4.2.2. When a water main is replaced, existing water services from that segment of water main will be transferred to the new main, the property owner will not be responsible for either retirement or new installation charges.

- 4.2.3. When the City or SPU changes the street or other infrastructure abutting a property with substandard water service, that water service will be changed to conform to standard practices in preparation for other changes to or in the street.
- 4.2.4. Property owners may request changes in the size of their water service, the location of their meter along the frontage of their property, and the type of use of their existing water service.
 - 4.2.4.1. When increasing a service size, SPU will both retire an existing service and tap for a new service and property owner will pay SPU standard or time-and-material charges.
(see also Policy _____ for Connection Charge.)
 - 4.2.4.2. When decreasing a two-inch (2") or smaller service, SPU will reduce the size of the existing meter and property owner will pay on a time-and-material basis. Any subsequent changes to water service size at this property will require a service retirement and new tap.
 - 4.2.4.3. When decreasing a service larger than two inches (2"), SPU will both retire the existing service and tap for a new service and property owner will pay SPU standard or time-and-material charges.
 - 4.2.4.4. Property owner may request a relocation of an existing service to a site along the property's frontage, the new location may not be in a driveway or within five feet (5') of a tree. SPU will both retire the existing service and tap for a new service if the lateral distance between the old and new locations is 31 inches or greater. Property owner will pay SPU standard or time-and-material charges in keeping with the current SPU Standard, Connection and Administrative Charges.
- 4.2.5. An existing domestic, irrigation or fire service may be changed to another use at the request of the property owner if no change in size or location is needed. (see Connection Charge Policy _____)
 - 4.2.5.1. The property owner will pay for any SPU services required to change a fire-only service to a combination fire and domestic service
 - 4.2.5.2. Any other changes to meter type will be at SPU's discretion at no additional cost to the property owner when no change in water service location or size is requested by the property owner.
- 4.2.6. Property owner will be charged for SPU repair of damage to the curb stop, meter, meter setter, meter box or lid, or tailrun.

4.2.7. Termination of existing water service

4.2.7.1. Domestic (including irrigation) water service may be shut off by SPU due to either nonpayment of utility charges (see Policy 400P-23-02 Credit and Collection), at the request of the property owner, or to effect maintenance, repair or changes to the water system.

4.2.7.1.1. SPU may remove the meter at owner's expense following shut off of service

4.2.7.1.2. Property owner may request SPU, at owner's expense

- ◆ to remove the water meter to stop water and sewer services and charges during an extended vacancy at the property. The eventual reset of the water meter also will be charged to the property owner. Removal of the meter does not stop solid waste services or charges.
- ◆ to shut off the water meter to prevent damage to the property from leakage or unauthorized water use
- ◆ to retire the domestic or irrigation service to the property.

4.2.7.2. Fire service (either fire-only or combination domestic and fire) will not be terminated by SPU without written request by the property owner and written acknowledgement and concurrence by the local fire department or district.

4.2.8. SPU may retire a domestic water service after 15 years of nonuse and charge the property owner for the cost of the retirement.

4.2.9. If a jumper, not authorized by SPU, is installed to pilfer water, SPU may retire the service and charge the property for the retirement, as well as charge for estimated water and other utility services provided during the time period the jumper was in use, as determined by SPU.

5.0 PROGRAM REVIEW

Periodic review of this policy shall be performed by the SPU Customer Services Branch as changes or conditions warrant in order to ensure that it remains current and effective in guiding SPU employees. Any recommended changes will be submitted to the SPU Director for consideration.

6.0 RESPONSIBILITIES

6.1 Property owner is responsible for

- ◆ the installation, replacement or repair of the privately owned service line from the City's union to the building(s) served, including changing a private service line when the service location to the property changes in accord with this Policy
- ◆ calling SPU Customer Services for inspection of all private underground water service line installations, repairs or replacements prior to covering
- ◆ marking the desired location of a new water service before SPU installs the service
- ◆ identifying and correcting water leakage or unauthorized water usage and notifying SPU of corrections allowing SPU to inspect any repairs or corrected water use problems
- ◆ notifying SPU of changes in property ownership or owner's designee for receiving the utility billings

6.2 SPU is responsible for

- ◆ the installation, replacement or repair of the publicly owned service from the City's water main, including the tap into the main, to the City's union
- ◆ timely inspection and other customer services
- ◆ responsiveness to customer needs
- ◆ offering all customers in like circumstances the same requirements, services, contracts or agreements, or privileges
- ◆ notifying property owner of any water usage excesses through fire services to allow owner to correct any problems prior to SPU's changing the fire service from a detector check to a meter.

7.0 DEFINITIONS

7.1 Abutting water main is a main which crosses some amount of the property; it may not be a standard main designed to serve if either the abutting main does not cross the full frontage of the property and there is a developable parcel beyond the property, or if the abutting main is not standard in size or material.

7.2 Direct water service area is the retail service area served by SPU's water distribution system as defined by the most current SPU Water System Plan.

- 7.3 Domestic service is a type of water service serving all potable water used at a property except fire-only water service.
- 7.4 Fire-only water service is available to provide stand-by water service for the sole purpose of supporting fire suppression devices on property (sprinklers, private hydrants, etc.) via a detector check meter assembly. A combination fire and domestic service is a domestic water service and is not a fire-only water service.
- 7.5 Irrigation service is a type of domestic water service designed to provide irrigation-only water at a property; sewer charges are not made on the water used through irrigation-only water services.
- 7.6 Jumper is a pipe installed to allow domestic or irrigation water to freely flow from the publicly owned service line to the user without being measured or billed by a meter, usually located in the meter box when a meter has been removed or not yet installed.
- 7.7 Master meter is a metered water service from a SPU-owned water main serving more than one legal parcel due to and in accordance with established SPU policy and procedure.
- 7.8 Private water service consists of the underground pipe leading from SPU's union to the building(s) being served, including any valves, stopcock, private submeters, backflow devices, etc.
- 7.9 Retirement of water service occurs when SPU has removed the connection to its distribution system by removing the tap to the water main and all other related water service equipment
- 7.10 Standard water service exists when a property receives metered water service from a standard water main designed to serve that property
- 7.11 Substandard water service exists either when a property's water service comes from a water main not designed to serve that property (i.e., it could be an abutting or non-abutting substandard water main or a non-abutting standard main), or when a property's water service comes from a neighboring property's water service.
- 7.12 Tail run is a short length of pipe installed by SPU from the meter box to SPU's union.
- 7.13 Termination of water service may include shut off of water at the meter, removal of the water meter, or retirement of SPU's tap and service line to the property
- 7.14 Transmission or supply pipelines are used to move water from the source to the treatment plant and from the plant to the distribution system.

- 7.15 Union is a coupling at the end of SPU's water service connecting the public water service to the privately owned water service.
- 7.16 Water main designed to serve a property is a main either abutting the property or located as close to the property as possible considering barriers such as slope, soil or other conditions which make it unsafe or impractical to bring the water distribution system closer to the property. (see also Standard and Substandard Water Service)
- 7.17 Water service provides water from the distribution system to residential, industrial and commercial users within the direct service area. It includes a tap into a SPU water main and a SPU service line. (An active water service also includes a meter, tail run and union which connects to the property's private service line; an inactive water service has had the meter removed or not yet installed.)
- 7.17.1 Domestic water service is available to provide any potable water to a property, excluding fire-only water service.
- 7.17.2 Fire-only water service is available to provide stand-by water service for the sole purpose of supporting fire suppression devices on property (sprinklers, private hydrants, etc.) via a detector check meter assembly. A combination fire and domestic service is a domestic water service and is not a fire-only water service.