



## SUBSTITUTE RESOLUTION NO. U-11512

1 A RESOLUTION related to amending Chapter 12.10 (Water Regulations and  
2 Rates) of the Tacoma Municipal Code, Sections 12.10.020, 12.10.170,  
3 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, and  
4 updating the Customer Service Policy, to include charges associated  
5 with additional operating costs associated with these fees, all with a  
6 proposed effective date of April 7, 2025.

7 WHEREAS the City of Tacoma, Department of Public Utilities, Water  
8 Division ("Tacoma Water") requests changes to include additional operating  
9 costs associated with both water service construction charges and assets  
10 and/or cash given to City owned utilities for utility projects, and

11 WHEREAS Tacoma Water has a Water Rate and Financial Policy and  
12 Customer Service Policy to support cost of service principles and methods used  
13 to calculate and allocate costs associated with the true cost of providing  
14 service, and

15 WHEREAS the policies provide direction to ensure water rates are fair  
16 and equitable and reflect the cost of supplying service to a class of customers,  
17 and

18 WHEREAS the policies also stipulate privately financed projects shall be  
19 responsible for all costs incurred and pay the actual charges for the work  
20 necessary to complete a project, and

21 WHEREAS Tacoma Water provides domestic and commercial water  
22 service inside and outside City limits, and

23 WHEREAS the sale of water service, construction charges, and System  
24 Development Charges (SDC) are regulated by TMC 12.10, including ownership  
25 of water mains and appurtenances, and  
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WHEREAS pursuant to recent changes to TMC 6A.100.040, all construction charges will now be subject to additional operating costs, and

WHEREAS the proposed changes to the fee schedule include an appropriate adjustment through 2029 to align with the cost-of-service principles and cost-causation methodology of allocating the cost burden to the customer responsible for all costs incurred, and

WHEREAS in addition to the proposed fee schedule, Tacoma Water is recommending the following modifications:

- Update the language in TMC Sections 12.10.020, 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, and Customer Service Policy 19.0 Permanent Mains and Main Extension, C. Construction, D. Easements, and 22.0 Private Contract Changes, A. Responsibility for Fees, by clarifying that all taxes will be charged, including those incurred by the Division, to align with cost-of-service principles.

WHEREAS this proposal is in alignment with industry ratemaking standards and best practices, Tacoma Water's Rate and Financial Policy, as well as the PUBs Guiding Principles of Financial Sustainability (GP-2) and Rates (GP-3), and

WHEREAS this proposal maintains long-term financial stability for the utility and keeps rates stable for retail customers, Now, therefore,

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

Sec. 1. The proposed amendments and revisions set forth in Chapter 12.10 of the Tacoma Municipal Code, Sections 12.10.020, 12.10.200, 12.10.300, 12.10.310, and 12.10.315; and Customer Service Policy 19.0, all as



1 on file with the Clerk of the Board are hereby approved with an anticipated  
 2 effective date of April 7, 2025.

3  
 4 Sec. 2. The Council of the City of Tacoma is requested to pass an  
 5 ordinance approving such amendments and revisions to Chapter 12.10 of the  
 6 Tacoma Municipal Code, Sections 12.10.020, 12.10.200, 12.10.300, 12.10.310,  
 7 and 12.10.315; and to the Customer Service Policy 19.0, all substantially in the  
 8 form as set forth in the documents on file with the Clerk of the Board, and in  
 9 final form as approved by the City Attorney's Office.

10 Approved as to form:

11 \_\_\_\_\_  
 12 /s/  
 13 Chief Deputy City Attorney

14 Charleen Jacobs  
 15 Clerk

11 John O'Leary  
 12 \_\_\_\_\_  
 13 \_\_\_\_\_  
 14 Secretary

15 Adopted 2-26-25

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## RESOLUTION NO. U-11512

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2 Rates) of the Tacoma Municipal Code, Sections 12.10.020, 12.10.170,  
3 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, and  
4 updating the Customer Service Policy, to include charges associated  
5 with additional operating costs associated with these fees, all with a  
6 proposed effective date of April 7, 2025.

7 WHEREAS the City of Tacoma, Department of Public Utilities, Water  
8 Division ("Tacoma Water") requests changes to include additional operating  
9 costs associated with both water service construction charges and assets  
10 and/or cash given to City owned utilities for utility projects, and

11 WHEREAS Tacoma Water has a Water Rate and Financial Policy and  
12 Customer Service Policy to support cost of service principles and methods used  
13 to calculate and allocate costs associated with the true cost of providing  
14 service, and

15 WHEREAS the policies provide direction to ensure water rates are fair  
16 and equitable and reflect the cost of supplying service to a class of customers,  
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18 WHEREAS the policies also stipulate privately financed projects shall be  
19 responsible for all costs incurred and pay the actual charges for the work  
20 necessary to complete a project, and

21 WHEREAS Tacoma Water provides domestic and commercial water  
22 service inside and outside City limits, and

23 WHEREAS the sale of water service, construction charges, and System  
24 Development Charges (SDC) are regulated by TMC 12.10, including ownership  
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WHEREAS pursuant to recent changes to TMC 6A.100.040, all construction charges will now be subject to additional operating costs, and

WHEREAS the proposed changes to the fee schedule include an appropriate adjustment through 2029 to align with the cost-of-service principles and cost-causation methodology of allocating the cost burden to the customer responsible for all costs incurred, and

WHEREAS in addition to the proposed fee schedule, Tacoma Water is recommending the following modifications:

- Update the language in TMC Sections 12.10.020, 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, and Customer Service Policy 19.0 Permanent Mains and Main Extension, C. Construction, D. Easements, and 22.0 Private Contract Changes, A. Responsibility for Fees, by clarifying that all taxes will be charged, including those incurred by the Division, to align with cost-of-service principles.

WHEREAS this proposal is in alignment with industry ratemaking standards and best practices, Tacoma Water's Rate and Financial Policy, as well as the PUBs Guiding Principles of Financial Sustainability (GP-2) and Rates (GP-3), and

WHEREAS this proposal maintains long-term financial stability for the utility and keeps rates stable for retail customers, Now, therefore,

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

Sec. 1. The proposed amendments and revisions set forth in Chapter 12.10 of the Tacoma Municipal Code, Sections 12.10.020, 12.10.200, 12.10.300, 12.10.310, and 12.10.315; Customer Service Policy 19.0, and



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Private Contract Engineering Design Agreement and Time & Materials Agreement, on file with the Clerk of the Board are hereby approved with an anticipated effective date of April 7, 2025.

Sec. 2. The Council of the City of Tacoma is requested to pass an ordinance approving such amendments and revisions to Chapter 12.10 of the Tacoma Municipal Code, Sections 12.10.020, 12.10.200, 12.10.300, 12.10.310, and 12.10.315; to the Customer Service Policy 19.0, to update the Private Contract Engineering Design Agreement and Time & Materials Agreement, substantially in the form as set forth in the documents on file with the Clerk of the Board, and in final form as approved by the City Attorney's Office.

Approved as to form:

\_\_\_\_\_  
/s/  
Chief Deputy City Attorney  
\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Chair  
\_\_\_\_\_  
Secretary  
\_\_\_\_\_  
Adopted



## Board Action Memorandum

**TO:** Jackie Flowers, Director of Utilities  
**COPY:** Charleen Jacobs, Director and Board Offices  
**FROM:** Heather Pennington, Tacoma Water Superintendent  
**MEETING DATE:** February 26, 2025  
**DATE:** February 10, 2025

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### **GUIDING PRINCIPLE ALIGNMENT (select as many that apply):**

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

- |  |  |
|--|--|
| <input type="checkbox"/> GP1 – Diversity, Equity, Inclusion, Belonging | <input type="checkbox"/> GP8 – Telecom               |
| <input checked="" type="checkbox"/> GP2 – Financial Sustainability     | <input type="checkbox"/> GP9 – Economic Development  |
| <input checked="" type="checkbox"/> GP3 – Rates                        | <input type="checkbox"/> GP10 – Government Relations |
| <input type="checkbox"/> GP4 – Stakeholder Engagement                  | <input type="checkbox"/> GP12 – Employee Relations   |
| <input type="checkbox"/> GP5 – Environmental Sustainability            | <input type="checkbox"/> GP13 – Customer Service     |
| <input type="checkbox"/> GP6 – Innovation                              | <input type="checkbox"/> GP14 – Resource Planning    |
| <input type="checkbox"/> GP7 – Reliability & Resiliency                |  |

**SUMMARY:** Tacoma Water requests approval by the Public Utility Board (PUB) to amend and revise sections of Chapter 10 (Water Regulations and Rates) in Title 12 (Utilities) of the Tacoma Municipal Code (TMC) sections 12.10.020, 12.10.170, 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, and update the Customer Service Policy to revise certain water construction charges to include certain new or increased operating costs with an effective date of April 7, 2025.

### **BACKGROUND:**

Water Rate and Financial Policy and Customer Service Policy support cost of service principles and methods used to calculate and allocate costs associated with the true cost of providing a service. The policies provide direction to ensure water rates are fair and equitable and reflect the cost of supplying service to a class of customers. The policies also stipulate privately financed projects shall be responsible for all costs incurred and pay the actual charges for the work necessary to complete a project.

Tacoma Water provides domestic and commercial water service inside and outside City limits. The sale of water service, construction charges, and System Development Charges (SDC) are regulated by TMC 12.10 including ownership of water mains and appurtenances. Water service fees and charges are subject to the new or increased taxes incurred by Tacoma Water which will result in increased operating costs..

The proposed update to water service fees and charges is to recover additional operating costs incurred by Water related to Contributions in Aid of Construction (CIAC) – assets and/or cash provided to City owned Utilities for customer-initiated utility projects.

In addition to the proposed fee schedule, Tacoma Water is recommending the following modifications:

- Clarify the language in TMC Sections 12.10.020, 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, and Customer Service Policy 19.0 Permanent Mains and Main Extensions, C.



## Board Action Memorandum

Construction, D. Easements, and 22.0 Private Contract Charges, A. Responsibility for Fees by including any taxes incurred by the Division.

This proposal is in alignment with industry ratemaking standards and best practices, Tacoma Water's Rate and Financial Policy, as well as the PUB's Guiding Principles of Financial Sustainability (GP-2) and Rates (GP-3). This proposal maintains long-term financial stability for the utility and keeps rates stable for all retail customers.

In preparation for this request, Tacoma Water sought input from the development community and policymakers through various meetings. Tacoma Water has presented overviews and proposals in response to these additional impacts on water costs, policies, and business practices.. Adoption of the proposal by the PUB is scheduled for February 26, 2025. The first reading by the City Council is scheduled for March 18, 2025.

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? No**

**IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW IT IS TO BE COVERED.**

In late September, Tacoma Water received notice of a proposal to make certain changes to TMC section 6A.100.040. Tacoma Water investigated the financial impacts of the changes for the 2025/2026 biennium budget. It was too late at the time to adjust for the additional operating costs incurred by the Division as the budget and rates proposal was relatively complete. Consistent with policies and the PUBs direction, fees will be set to cover the added cost.

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

**ATTACHMENTS:**

- Request for Resolution
- Council Action Memorandum
- Proposed Construction Charges Ordinance Redlined
- Proposed Construction Charges Ordinance Clean
- Proposed Customer Service Policy Redlined
- Proposed Customer Service Policy Clean

**CONTACT:**

Primary Contact: Dana Larsen, Customer & Financial Services Manager  
Supervisor: Heather Pennington, Superintendent





**TO:** Elizabeth Pauli, City Manager  
**FROM:** Heather Pennington, Tacoma Water Superintendent  
Jackie Flowers, Director of Tacoma Public Utilities  
**COPY:** Tacoma City Council and City Clerk  
**SUBJECT:** Proposed Water Service Construction Charge Ordinance – Amend and revise TMC Chapter 12.10  
**DATE:** March 18, 2025

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**SUMMARY AND PURPOSE:**

Tacoma Water requests approval to amend and revise sections of Chapter 10 (Water Regulations and Rates) in Title 12 (Utilities) of the Tacoma Municipal Code (TMC) sections 12.10.020, 12.10.170, 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315 to update water service fees and charges to recover additional operating costs incurred by the Division with an effective date of April 7, 2025.

The requested changes will update water service fees and charges to recover additional operating costs incurred by Water related to Contributions in Aid of Construction - assets and/or cash provided to City owned Utilities for customer-initiated utility projects..

**BACKGROUND:**

**This Department’s Recommendation is Based On:**

Tacoma Water provides domestic and commercial water service inside and outside City limits. The sale of water service, construction charges, and System Development Charges (SDC) are regulated by TMC 12.10 including ownership of water mains and appurtenances. Water service fees and charges subject to the new or increased taxes incurred by Tacoma Water which will result in increased operating costs. .

The proposed update to water service fees and charges is to recover additional operating costs incurred by Water related to Contributions in Aid of Construction (CIAC) – assets and/or cash provided to City owned Utilities for customer-initiated utility projects

In addition to the proposed fee schedule, Tacoma Water is recommending the following modifications: Clarify the language in TMC Sections 12.10.020, 12.10.170, 12.10.200, 12.10.250, 12.10.300, 12.10.310, and 12.10.315, by including any taxes incurred by the Division.

**COMMUNITY ENGAGEMENT/ CUSTOMER RESEARCH:**

**Community Engagement**

Tacoma Water engages with the Master Builders Association of Pierce County on an ongoing basis. From these meetings, the utility communicated the changes made to TMC 6A.100. Tacoma Water has presented this proposal to the Public Utility Board on February 26, 2025.

**Customer Research**



**2025 STRATEGIC PRIORITIES:**

**Equity and Accessibility: (Mandatory)**

By working to keep fees aligned with actual utility operating costs, Tacoma Water ensures cost-of-service principles.

**Livability: Equity Index Score: Low Opportunity**

Increase positive public perception of safety and overall quality of life.

Improve access and proximity by residents to diverse income levels and race/ethnicity to community facilities, services, infrastructure, and employment.

**Explain how your legislation will affect the selected indicator(s).**

Tacoma Water’s mission is to provide clean, reliable water. Predictable, cost-of-service principles maintain financial stability for the utility, keep rates stable for all retail customers, and ensure Tacoma Water can continue to meet its mission for the long-term and ensure safety and quality of life for the community it serves.

**ALTERNATIVES:**

Alternative(s)	Positive Impact(s)	Negative Impact(s)
1. No fee adjustments		Tacoma Water will under-recover operating costs.. Any under-recovery would have to be collected from retail rates.
2.		
3.		

**EVALUATION AND FOLLOW UP:**

Tacoma Water will evaluate the actual costs and compare to charged fees on a biannual basis in order to ensure appropriate cost recovery and propose adjustments as needed.

**STAFF/SPONSOR RECOMMENDATION:**

Staff recommends the adoption of the proposed water service construction charge schedule and minor language edits.

**FISCAL IMPACT:**

Adoption of the proposed schedule attempts to achieve full cost recovery.

Fund Number & Name	COST OBJECT (CC/WBS/ORDER)	Cost Element	Total Amount
1. FUND 4600			\$2.9 million
2.			
<b>TOTAL</b>			



**What Funding is being used to support the expense?**

N/A

**Are the expenditures and revenues planned and budgeted in this biennium's current budget?**

**NO, PLEASE EXPLAIN BELOW**

In late September, Tacoma Water received notice of a proposal to make certain changes to TMC section 6A.100.040. Tacoma Water investigated the financial impacts of the changes for the 2025/2026 biennium budget. It was too late at the time to adjust for the additional operating costs incurred by the Division as the budget and rates proposal was relatively complete. Consistent with policies and the PUBs direction, fees will be set to cover the added cost.

**Are there financial costs or other impacts of not implementing the legislation?**

YES

**Will the legislation have an ongoing/recurring fiscal impact?**

YES

**Will the legislation change the City's FTE/personnel counts?**

No

**ATTACHMENTS:**

- Proposed Ordinance Redlined
- Proposed Rate Ordinance Clean

**CHAPTER 12.10**  
**WATER – REGULATIONS AND RATES**

## Sections:

- 12.10.010 Rules established.
- 12.10.020 Definitions.
- 12.10.030 Water service inside/outside City limits.
- 12.10.035 Ability to supply water within City limits.
- 12.10.040 Application for service.
- 12.10.045 Services and meters.
- 12.10.050 Establishment of service account and request for turn-on.
- 12.10.060 Billing.
- 12.10.110 Turn-on and/or - Unauthorized use.
- 12.10.115 Turn-off, turn-on - Responsibility and liability.
- 12.10.120 Turn-off, turn-on - Condemned buildings.
- 12.10.125 Damage of water service installation.
- 12.10.130 Termination of service.
- 12.10.150 Interruption of service.
- 12.10.170 Ownership of water mains and appurtenances.
- 12.10.180 Operation of private water systems.
- 12.10.200 Private contract charges.
- 12.10.220 Cross connections.
- 12.10.250 Water service construction charges.
- 12.10.275 Property-side (private) in public rights-of-way.
- 12.10.300 Fire hydrant installation and relocation.
- 12.10.301 Fire hydrant services fee.
- 12.10.302 System capacity flow testing.
- 12.10.303 *Repealed.*
- 12.10.305 Fire hydrant use (non-fire fighting).
- 12.10.310 System development charge (“SDC”).
- 12.10.315 Water main charge.
- 12.10.350 Premises not abutting a permanent water main.
- 12.10.400 Rates - Inside and outside City limits.
- 12.10.485 City not liable for damages.
- 12.10.490 Protection of public health.
- 12.10.495 South Tacoma Groundwater Protection.
- 12.10.500 Waivers - By Superintendent.
- 12.10.505 Customer service policies - Additional rules and regulations.
- 12.10.515 Violations - Penalties - Enforcement.
- 12.10.520 Severability.
- 12.10.525 Interference with and/or damage to City water system.

**12.10.010 Rules established.**

This chapter is established for the regulation of water utility service by the municipal water supply system of the City of Tacoma.

(Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.020 Definitions.**

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

“Actual cost” or “cost” of any work performed for any person or other agency or City department by the Division includes the direct cost of all labor plus fringe benefits, the direct cost of all materials plus materials overhead, the direct cost of equipment used in connection with the work, all other direct costs incurred in connection with the work, plus administrative and supervisory cost, and all applicable taxes incurred by the Division.

“Accessory dwelling unit” refers to a second subordinate dwelling added to a single-family dwelling on a single parcel of property with provisions for independent cooking, living, sanitation, and sleeping.

“Assessable unit of frontage” is defined as set forth in Chapter 35.44 of the Revised Code of Washington (or as amended).

“Authorized deposit waiver” means an approved option for residential and commercial customers to waive paying a deposit, which is normally required for electric, water, and/or commercial solid waste customers who do not meet the established criteria, as defined in the Tacoma Public Utilities Customer Service Policies. Waiver options are available for home or property owners; customers who are purchasing the property and/or home; and customers who are renting, leasing, or leasing with an option to purchase the property.

“Board” means the Public Utility Board of the Department of Public Utilities of the City of Tacoma.

“CCF” means 100 cubic feet of water (one unit or approximately 748 gallons).

“City” means the City of Tacoma.

“Commercial service” means water service to a business or businesses engaged in the manufacture and/or sale of a commodity or commodities, or the rendering of a service, including hotels, motels, hospitals, and schools.

“Contract business partner” refers to the person or persons who have sole financial responsibility with the City.

“Council” means the City Council of the City of Tacoma.

“County” means the county in which service is being provided.

“Cross connection” is any actual or potential physical connection between a public water system or the consumer’s water system and any source of non-potable liquid, solid, or gas that could contaminate the potable water supply by backflow.

“Customer” means all persons obtaining water service from the Division.

“Customer Service Policies” means the Customer Service Policies for the Division, as may be amended.

“Director” means the Director of the Department of Public Utilities of the City of Tacoma.

“Division” means the Water Division of the Department of Public Utilities of the City of Tacoma, and may also include the Department of Public Utilities.

“Fraud” means any act to deceive or defraud the Division including, but not limited to, false identity, failure to provide verifiable identification or obtaining water service and not making appropriate payments for said service.

“Frontage” refers to “frontage of property served” and shall mean the front footage of property to be served, or the short buildable side (50 LF minimum) abutting the water main. For properties not abutting the main, it shall mean the shortest buildable side (50 LF minimum).

“Industrial service” means water service to a business enterprise engaged in the manufacture of products, materials, equipment, machinery, and supplies on a substantial or major scale.

“Multiple dwelling units” means residential duplexes, triplexes, fourplexes, apartment buildings, condominiums, mobile home parks, trailer courts, or similar types of multiple dwelling unit arrangements on one parcel of land.

“Parks and irrigation service” means water service to a public park or irrigation customer with seasonal use for recreational, landscaping, and horticultural purposes or other similar uses. Irrigation shall include outdoor residential and commercial sprinkler services.

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

“Premises” means public or private property, home, building, apartment house, condominium, trailer court, mobile home park, a group of adjacent buildings utilized under one ownership on one parcel of property and under a single control with respect to use of water and responsibility for payment therefor.

“Regular working hours” means 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding City holidays.

“Residential service” means water service to a single-family or multi-family dwelling using water for domestic use, or a single-family dwelling permitted to operate a business on the same premises.

“Service installation” means all piping and fittings from the main to and including the water meter assembly. All piping beyond the meter assembly is the customer's responsibility and is not considered a part of the service installation.

“Superintendent” means the Superintendent of the Water Division of the Department of Public Utilities of the City of Tacoma.

“System” means all water source, supply, and quality facilities, transmission pipelines and storage facilities, pumping plants, distribution mains and appurtenances, vehicles, and materials storage facilities.

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

“Temporary water service” means water service obtained from a water main not abutting the parcel served or from a transmission or supply pipeline, or any main 2” or less in diameter.

“Treasurer” means the City Treasurer of the City of Tacoma.

(Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 27570 § 1; passed Dec. 19, 2006; Ord. 27522 § 1; passed Aug. 29, 2006; Ord. 27299 § 1; passed Dec. 7, 2004; Ord. 26800 § 1; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.030 Water service inside/outside City limits.**

These regulations are applicable to the Division and its customers both inside and outside the City limits, except as provided in Section 12.10.400 (Rates - Inside and outside City limits), or as otherwise specifically delineated.

(Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.035 Ability to supply water within City limits.**

All persons wishing to construct any residential premises within the City limits shall be supplied with residential service by the Division subject to the provisions of this chapter and pursuant to RCW 19.27.097.

(Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.040 Application for service.**

Applications for water service, hydrant permits, and work to be performed by the Division's staff shall be made at the Division's Permit Counter in the Public Utilities Administration Building or at such other place or places as the Superintendent may designate, by the owner or authorized agent. The application, when approved by the Division, shall constitute a contract whereby the applicant agrees as a condition of water service to comply with this chapter and the rules and regulations of the Division referred to in this chapter or as the same may be revised or amended by the Division from time to time.

(Ord. 27522 § 2; passed Aug. 29, 2006; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.045 Services and meters.**

Each premises shall be served water by a Division-installed, separate water service and meter.

The Superintendent shall have the right to refuse or discontinue water service in any situation where it is discovered that applicable codes or City standards have not been satisfied.

Each new water service connection shall require payment of the water service construction charge in accordance with Section 12.10.250 and system development charge in accordance with Section 12.10.310. Premises that have not contributed to the cost of a permanent distribution water main shall also pay the applicable water main charge in accordance with Section 12.10.315 or 12.10.350.

(Ord. 26800 § 2; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.050 Establishment of service account and request for turn-on.**

A turn-on charge, as set forth in Chapter 12.01 of this code, will establish a service account.

The customer shall be responsible for all charges on the account. The account shall remain active and accrue charges until the customer notifies the Department's Customer Service Section to close or turn off the meter or account, unless the account is delinquent. Water surcharge accounts and fire service accounts cannot be closed without Water Division authorization.

The person establishing a water service account shall be required to make a cash deposit or meet one of the authorized deposit waiver options with the City Treasurer as set under Utility Board resolution. Such deposit may be applied upon delinquent

bills owed the City Division and shall be applied to that portion first incurred. A change in the amount of the deposit or security may be required of any customer who changes his or her status of service. The acceptance of a cash deposit or security by the City shall not constitute a bar to the enforcement of the City's lien or termination rights.

(Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 27522 § 3; passed Aug. 29, 2006; Ord. 26800 § 3; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.060 Billing.**

The Director shall cause a bill to be rendered to each customer for water services rendered during the preceding period. The utility bill shall become due and payable at the City Treasurer's office or at such other places designated by the Director, within 15 days from the date an invoice is issued per TMC 12.01.030 and shall become delinquent thereafter. The Water Division shall compute any amounts due under TMC 12.10 by carrying the computation to the third decimal place and rounding to a whole cent using a method that rounds up to the next cent whenever the third decimal place is greater than four. Any invoice that becomes delinquent shall be subject to a late payment fee as set forth in TMC 12.01.030.

(Ord. 28160 Ex. A; passed July 9, 2013; Ord. 28133 Ex. A; passed Feb. 26, 2013; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 4; passed Aug. 29, 2006; Ord. 26800 § 4; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.110 Turn-on and/or Unauthorized use.**

A. If water service, with an established service account, is turned off by the Division for cause and later the water service to said premises is turned on without Division approval, upon discovery, a penalty of \$100 shall be assessed and said water service may be disconnected by the Division at the water main in the street.

B. Unauthorized use of a physically disconnected water service and/or tampering with any division appurtenance (except for fire hydrants which are covered in Section 12.10.305) may result in, a penalty of \$500 being assessed. If unauthorized use or tampering involves a physically disconnected water service and/or meter then said service may be disconnected by the Division at the water main in the street. Penalty is in addition to any fees for repair of damages as noted in Section 12.10.125.

Water service will not be reconnected in either subsection A or subsection B above until: (1) payment for all water consumed to date and the monthly meter charges as established or estimated by the division are made to the City; (2) the Division costs incurred related to disconnecting and reconnecting the service pipe are paid; and (3) the Division costs incurred related to repairing customer-caused damages are paid per Section 12.10.125.

(Ord. 28689 Ex. A; passed Sept. 1, 2020; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27570 § 2; passed Dec. 19, 2006; Ord. 27522 § 5; passed Aug. 29, 2006; Ord. 26800 § 5; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.115 Turn-off, turn-on – Responsibility and liability.**

The City shall not be liable for any damage to any person or property that may result from the turn-off or turn-on of the water service or from the service being left on when the premises may be unoccupied.

By requesting water service from the City, the customer assumes the responsibility for the flow and use of the water on his or her premises. Therefore, if water is desired to be turned off during remodeling, periods of freezing, or for other reasons, the customer agrees to turn off the water at the valve on his or her premises and the Division's turn-off valve shall not be relied upon for said purposes.

A customer's unpaid water service charges, penalties, and any cost to repair customer-caused damages to the water meter and appurtenances shall be paid at the time of application for turn-on, or a satisfactory arrangement for payment made with the City before water service to the premises is turned on.

(Ord. 26800 § 6; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.120 Turn-off, turn-on – condemned buildings.**

Whenever a premises supplied with water has been found by the appropriate authorities to be unsafe, dangerous to human life or unfit for human habitation, and notice of such finding has been received by the Division from said authorities, the Superintendent shall cause the domestic water service to such premises to be turned off. Water service to such premises shall not be restored until the owner and/or agent has secured a release or clearance from said authorities.

(Ord. 27570 § 3; passed Dec. 19, 2006; Ord. 26048 § 1; passed Mar. 25, 1997; Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.125 Damage of water service installation or Division facilities.**

The contract business partner will be liable to the Division for damages to the water service installation and any damages that are caused directly or indirectly as a result of its actions.

The cost to repair damages shall be paid prior to reconnection as set forth below:

	Effective 1/19/2009
1" Meter & smaller	\$200
1-1/2" Meter & larger	Actual Cost (Time & Material)
Other than Meters (i.e. hydrant, main, blowoff)	Actual Cost (Time & Material-)

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27570 § 4; passed Dec. 19, 2006; Ord. 27522 § 6; passed Aug. 29, 2006)

**12.10.130 Termination of service.**

Delinquency and nonpayment of one or more water service charges or customer-caused damage to the water meter and appurtenances shall be sufficient cause for termination of service by turning off the water service or reducing the flow of water to the premises. Water service shall not be turned on again until all costs incurred by the Division, plus charges and penalties are paid, or satisfactory arrangements for payment of delinquent charges and penalties has been made with the Division.

In accordance with Section 12.10.495, the Superintendent may discontinue water service to a customer determined to be in violation of the applicable provisions of the South Tacoma Groundwater Protection District (TMC 13.09).

Upon discovery of fraud, water service shall be terminated immediately and shall not be restored until the matter is resolved satisfactory to the Superintendent, or his or her designee.

All charges for water or water service shall be the personal obligation of the customer applying for or signing for and/or receiving such service and, in addition thereto, the City shall have all the lien rights granted by state laws against the premises where such service is furnished. The Superintendent shall have the absolute authority, except as limited by said state laws, to refuse to furnish service to, to discontinue service to, or to refuse to resume service to any applicant or customer on account of the failure to pay delinquent bills owing the City by such person, whether such bills cover service at the premises sought to be served or other locations.

In addition to the other authority in this chapter (or other laws) to discontinue water service or reduce flow to a customer, the Superintendent, or his or her designee, is hereby authorized to discontinue or reduce flow to a customer's premises when the customer fails to make a cash deposit or meet one of the authorized deposit waiver options with the City Treasurer as approved by Utility Board resolution.

Except as set forth in TMC 12.10.130 and 12.10.150, termination of water service to a premises shall not occur until:

1. The City has provided or attempted to provide the customer reasonable notice of the intent to terminate water service; and
2. The customer has been offered the opportunity of a hearing before a hearing officer, with the exception of Health Department directed orders which are undisputable.

Reasonable notice may be accomplished by mailing such notice to the customer using the United States Postal Service.

(Ord. 27570 § 5; passed Dec. 19, 2006; Ord. 27522 § 7; passed Aug. 29, 2006; Ord. 27299 § 2; passed Dec. 7, 2004; Ord. 27024 § 1; passed Dec. 10, 2002; Ord. 26800 § 7; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.150 Interruption of service.**

A. In case of emergency, risk of damage to property, either public or private, or whenever public health, safety, or equitable distribution or conservation due to water shortage demands, the Director or Superintendent may authorize the Division to change, reduce or limit the time for, or temporarily discontinue the use of water for any or all customers. The water service may also be temporarily interrupted during the time necessary for purposes of making repairs, extensions, or doing other necessary work on the system. Before so requiring the changing, reducing, limiting or temporary discontinuance of the use of water, the Division will attempt to notify, insofar as practicable, all water customers affected. The City shall not be responsible for any damage resulting from any interruption, change, or failure of the water supply.

B. The Public Utility Board is authorized to approve, adopt, and/or amend a Water Shortage Response Plan ("Plan") applicable to all classes of customers, which Plan is consistent with the standards in this section. Any person who violates the adopted Plan or directives issued pursuant to the Plan, including a wholesale customer who fails to adopt similar use



limitations, shall be subject to immediate reduction or discontinuance of service by the Division without notice or a hearing opportunity. All Water Shortage Response Plans previously adopted by the Public Utility Board are hereby approved and ratified.

(Ord. 27522 § 8; passed Aug. 29, 2006; Ord. 27299 § 3; passed Dec. 7, 2004; Ord. 26800 § 7; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.170 Ownership of water mains and appurtenances.**

The Division shall own, operate, and maintain all Division approved and accepted water mains and related appurtenances in established city, county, and state rights-of-way or other utility rights-of-way, including recorded easements. Any person responsible for the construction of such mains and related appurtenances shall transfer ownership to the Division upon final acceptance. Water mains and appurtenances, including recorded easements, are considered contributions for or in aid to construction, and shall be accounted for accordingly including any taxes incurred by the Division. No one may operate, remove, change, or connect to any part thereof without the approval of the Division.

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 9; passed Aug. 29, 2006; Ord. 27299 § 4; passed Dec. 7, 2004; Ord. 26800 § 8; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.180 Satellite system management.**

The Division may operate and maintain private distribution mains and other water system components outside of its service area in conjunction with its own facilities, provided an approved agreement has been entered into between the Division and the owners of such mains and components.

(Ord. 26800 § 9; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.200 Private contract charges.**

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

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

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 10; passed Aug. 29, 2006; Ord. 27024 § 2; passed Dec. 10, 2002; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.220 Cross connections.**

The installation or maintenance of any uncontrolled cross connection that may endanger the quality of the public water supply of the City is prohibited. Any such cross connection now existing or hereafter installed is hereby declared unlawful and shall be abated immediately. The control and/or elimination of cross connections shall be in accordance with the applicable sections of the Washington Administrative Code ("WAC") the Tacoma Municipal Code, and the Policies and/or procedures approved by the Division. Failure to comply with Division cross connection control requirements may result in a penalty of \$100 per occurrence, installation of an approved backflow prevention assembly at the water meter at the expense of the customer, and/or termination of water service. For purposes of this section, an occurrence is defined as failure to install, test, repair, and/or replace a required backflow prevention assembly upon written notification by the Division. Responsibility for backflow assembly testing and payment of all penalties and/or fees are the responsibility of the customer receiving the water service per the Division's utility account billing information. These penalties are intended for remedial purposes.

1. Application of civil penalties may be repeated until compliance is achieved up to a maximum of five penalties.
2. The Customer shall be given written notification by the Division:

- a. Prepared and sent by first-class mail to the Person receiving the water service per the Division's utility account billing information; or
  - b. Personally served upon the Person receiving the water service per the Division's utility account billing information; or
  - c. Posting of the written notice on the Parcel in a conspicuous manner which is likely to be discovered.
3. The Customer shall be given a minimum of 14 calendar days to respond or comply with Division requirements prior to each penalty.

The Division will assign a test due date for each backflow prevention assembly and will make every effort to provide notice to the customer of the testing due date. Annual backflow assembly testing will be required by the Division established due date regardless of the actual date previous tests were performed.

(Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 11; passed Aug. 29, 2006; Ord. 26800 § 11; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.250 Water service construction charges.**

All water service installations shall be constructed by the Division. For all service installations, the owner or applicant shall pay in advance the fixed charge or a deposit in the amount of the Division's estimated cost for the proposed work. For all estimated work the requestor will be required to sign a time and materials agreement noting their acceptance of the responsibility to pay the actual charges, ~~including any overhead and taxes incurred by the Division.~~ The amount charged for work performed on an estimated basis will be actual costs to the Division. If the actual cost is less than the estimated cost, the customer will be refunded the difference. Should the cost of the installation exceed the deposit amount, the additional amount will be billed to the customer that signed the time and materials agreement accepting the responsibility for actual charges. Failure to pay charges may result in, but not be limited to, termination of water service.

All required City, county, state, and/or other permits and fees are in addition to the charges listed below.

A. Water service construction charges on existing mains shall be as set forth below. In extraordinary circumstances where the Division determines that the fixed charges are not adequate to cover the actual costs, the water service construction charge will be based upon actual costs to the Division, including overhead and taxes.

Water Service Construction Charges on Existing Mains					
Type of Service	Effective Dates				
	1/1/2025	1/1/2026	1/1/2027	1/1/2028	1/1/2029
¾" Service with 5/8" Meter	\$4,575\$4,225	\$4,700\$4,350	\$4,850\$4,475	\$5,000\$4,600	\$5,150\$4,750
1" Service with 5/8" Meter	\$4,650\$4,275	\$4,800\$4,400	\$4,950\$4,525	\$5,100\$4,650	\$5,250\$4,800
1" Service with ¾" Meter	\$4,675\$4,300	\$4,825\$4,425	\$4,975\$4,550	\$5,125\$4,675	\$5,275\$4,825
1" Service with 1" Meter	\$4,700\$4,325	\$4,850\$4,450	\$5,000\$4,575	\$5,150\$4,700	\$5,300\$4,850
2" Service with 5/8" Meter	\$9,325\$8,525	\$9,600\$8,775	\$9,900\$9,050	\$10,200\$9,325	\$10,500\$9,600
2" Service with 1" Meter	\$10,300\$9,400	\$10,600\$9,675	\$10,900\$9,975	\$11,225\$10,275	\$11,575\$10,575
2" Service with 1.5" Meter	\$10,675\$9,750	\$10,975\$10,050	\$11,300\$10,350	\$11,650\$10,650	\$11,975\$10,975
2" Service with 2" Meter	\$11,050\$10,100	\$11,375\$10,400	\$11,725\$10,700	\$12,075\$11,025	\$12,425\$11,350
Meter Exchange from 5/8" to ¾"	\$850\$775	\$875\$800	\$900\$825	\$925\$850	\$950\$875
Meter Exchange from 5/8" to 1"	\$875\$800	\$900\$825	\$925\$850	\$950\$875	\$975\$900
Meter Exchange from 5/8" to 1.5"	\$2,500\$2,325	\$2,575\$2,400	\$2,650\$2,475	\$2,725\$2,550	\$2,800\$2,625
Meter Exchange from ¾" to 5/8"	\$600\$550	\$625\$650	\$650\$700	\$675\$750	\$700\$825
Meter Exchange from ¾" to 1"	\$875\$800	\$900\$825	\$925\$850	\$950\$875	\$975\$900
Meter Exchange from 1" to 5/8"	\$350\$325	\$500\$450	\$650\$575	\$775\$700	\$925\$825
Meter Exchange from 1" to ¾"	\$350\$325	\$425\$375	\$475\$425	\$525\$475	\$650\$575
Meter Exchange from 1" to 2"	\$2,500\$2,325	\$2,575\$2,400	\$2,650\$2,475	\$2,725\$2,550	\$2,800\$2,625
Meter Exchange from 1.5" to 1"	\$1,375\$1,275	\$1,425\$1,325	\$1,475\$1,375	\$1,525\$1,425	\$1,575\$1,475
Meter Exchange from 1.5" to 2"	\$2,500\$2,325	\$2,575\$2,400	\$2,650\$2,475	\$2,725\$2,550	\$2,800\$2,625
Meter Exchange from 2" to 5/8"	\$1,375\$1,275	\$1,425\$1,325	\$1,475\$1,375	\$1,525\$1,425	\$1,575\$1,475
Meter Exchange from 2" to ¾"	\$1,375\$1,275	\$1,425\$1,325	\$1,475\$1,375	\$1,525\$1,425	\$1,575\$1,475
Meter Exchange from 2" to 1.5"	\$1,375\$1,275	\$1,425\$1,325	\$1,475\$1,375	\$1,525\$1,425	\$1,575\$1,475
Paving*	\$3,250\$2,925	\$3,350\$3,025	\$3,450\$3,125	\$3,550\$3,225	\$3,650\$3,325
Flagging*	\$1,000\$900	\$1,025\$925	\$1,050\$950	\$1,075\$975	\$1,100\$1,000

\*In addition to construction charges, dependent on need

Service construction charges for services larger than 2-inches will be estimated based upon actual costs to the Division, including any overhead and taxes incurred by the Division.

All services and meters applied for shall be installed within two years of the application. Those customers who have not requested their water service and meter be installed within the two-year period will be required to pay the difference in all current charges and the charges paid at time of application, including the system development charge ("SDC").

Where a service stub was previously installed at the option of the Division, activation of that service shall require payment of all current fees and charges including service construction charge in effect at the time of application for service.

#### B. Installation of Services and Meters on New Mains.

The standard for residential domestic service is the installation of ¾-inch services and 5/8-inch meters. Larger service and meter sizes may be provided if requested by the customer and the Division approves the request, or if the Division determines larger service and/or meter is necessary. The developer requesting services and meters for use other than domestic service for residential will be required to provide additional information on the proposed use. Plan review will be required to determine sizing requirements. For stubs, installation occurs after successful samples and pressure tests. For meter installations, system development charges will also apply.

Installation of Services and Meters on New Mains					
Type of Installation	Effective Dates				
	1/1/2025	1/1/2026	1/1/2027	1/1/2028	1/1/2029
3/4" Service Stub	\$875\$825	\$900\$850	\$925\$875	\$950\$900	\$975\$925
1" Service Stub	\$1,600\$1,475	\$1,650\$1,525	\$1,700\$1,575	\$1,750\$1,625	\$1,800\$1,675
2" Service Stub	\$4,450\$4,075	\$4,575\$4,200	\$4,725\$4,325	\$4,875\$4,450	\$5,000\$4,575
5/8" Meter Only	\$350\$325	\$400\$350	\$425\$375	\$450\$400	\$475\$425
3/4" Meter Only	\$425\$400	\$450\$400	\$475\$425	\$500\$425	\$525\$450
1" Meter Only	\$625\$575	\$650\$600	\$675\$625	\$700\$650	\$725\$675
1.5" Meter Only	\$900\$825	\$925\$850	\$950\$875	\$975\$900	\$1,000\$925
2" Meter Only	\$1,625\$1,450	\$1,675\$1,500	\$1,725\$1,550	\$1,775\$1,600	\$1,825\$1,650
5/8" Meter, Yoke & Box	\$700\$650	\$725\$675	\$750\$700	\$775\$725	\$800\$750
3/4" Meter, Yoke & Box	\$925\$900	\$950\$925	\$975\$950	\$1,000\$975	\$1,025\$1,000
1" Meter, Yoke & Box	\$1,150\$1,375	\$1,175\$1,425	\$1,200\$1,475	\$1,225\$1,525	\$1,250\$1,575
Paving*	\$3,250\$2,925	\$3,350\$3,025	\$3,450\$3,125	\$3,550\$3,225	\$3,650\$3,325
Flagging*	\$1,000\$900	\$1,025\$925	\$1,050\$950	\$1,075\$975	\$1,100\$1,000
*In addition to construction charges, dependent on need					

(Ord. 29000 Ex. A; passed Dec. 3, 2024; Ord. 28643 Ex. A; passed Dec. 17, 2019; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27570 § 6; passed Dec. 19, 2006; Ord. 27522 § 12; passed Aug. 29, 2006; Ord. 27299 § 5; passed Dec. 7, 2004; Ord. 27024 § 5; passed Dec. 10, 2002; Ord. 26800 § 12; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

### 12.10.275 Property-side (private) in public rights-of-way.

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

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

1. The customer may arrange for a private contractor to install a new water main in the right-of-way using the private contract process noted in Section 12.10.200. The main would be designed by the Division and installed by the contractor, at the expense of the customer. Following the construction of the water main in the right-of-way, the customer's service and meter will be transferred to the new main at no charge.
2. The customer may organize with adjacent property owners to form a Local Improvement District ("LID") to install a new water main in the right-of-way. The design and construction process is similar to Option 1 above, but the project is financed and repaid over time through the Division, through the LID process.
3. The customer may obtain easements from adjacent property owners to allow relocation of its property-side (private) pipes out of the right-of-way into the easement obtained. In this option, the customer must provide verification to the Division that the easement has been recorded prior to the installation of the service and meter.
4. The Customer may arrange for the Division to design and install the necessary water main and appurtenances using the time and materials process. The Division will estimate all costs associated with design and construction of the proposed water main and appurtenances and the customer will be required to make a deposit in the estimated amount. If the final costs are more than the estimate the customer will be required to pay the balance, if the costs are less the difference will be refunded.

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27570 § 7; passed Dec. 19, 2006; Ord. 27522 § 13; passed Aug. 29, 2006)

### 12.10.300 Fire hydrant installation and relocation.

Fire hydrant installation and/or relocation shall be performed by the Division at the customer's expense. A deposit shall be paid to the Division in the amount of the Division's estimate of the cost to install or relocate a fire hydrant. If the actual cost is

less than the estimated cost, the customer will be refunded the difference. Should the cost of installation exceed the deposit amount, the customer will be billed the additional amount.

All costs, including overhead and taxes incurred by the Division to acquire the necessary City, county, state, and/or other permits to accomplish the installation or relocation are in addition to the above costs.

(Ord. 27522 § 14; passed Aug. 29, 2006; Ord. 27299 § 6; passed Dec. 7, 2004; Ord. 27024 § 4; passed Dec. 10, 2002; Ord. 26800 § 13; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

### 12.10.301 Fire hydrant services fee.

Pursuant to Chapter 70.315 of the Revised Code of Washington, the Water Division will charge and collect all costs associated with providing fire hydrant services from the customers, "Residential Service," "Commercial and Industrial – General Service," and "Commercial and Industrial – Large Volume Service" rate categories, following the rate schedules below:

Hydrant Service Fee					
Inside City of Tacoma		Outside City of Tacoma		City of University Place	
Rate Effective Dates					
1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
\$2.78	\$2.55	\$3.56	\$3.25	\$3.82	\$3.49

The customer portion of the fire hydrant service fee shall be calculated on a monthly basis, included in the Ready to Serve charge, invoiced and collected pursuant to the applicable customer service policies.

(Ord. 28999 Ex. A; passed Dec. 3, 2024; Ord. 28912 Ex. A; passed Nov. 28, 2023 (ratified and reconfirmed by Ord. 28935; passed Jan. 16, 2024); Ord. 28848 Ex. A; passed Nov. 22, 2022; Ord. 28736 Ex. A-1; passed Mar. 2, 2021; Ord. 28711 Ex. A; passed Nov. 24, 2020; Ord. 28554 Ex. A; passed Nov. 20, 2018; Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 28286 Ex. A; passed Mar. 17, 2015; Ord. 28133 Ex. A; passed Feb. 26, 2013; Ord. 27970 Ex. A; passed Feb. 1, 2011)

### 12.10.302 System capacity flow testing.

To determine the capacity of a water system at a particular location for the purpose of a supply for automatic fire sprinkler systems or for other reasons, the Division can conduct a fire flow test using two (2) or more fire hydrants. The fire flow test shall be conducted by the Division upon request and after payment of a fee in the amount of \$350. The fee shall cover the cost of performing the flow test and any necessary system cleanup created by the increased water velocities during the test.

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 15; passed Aug. 29, 2006)

### 12.10.303 Repealed by Ordinance No. 28554. Franchise hydrant service fee.

(Ord. 28554 Ex. A; passed Nov. 20, 2018; Ord. 28490 Ex. A; passed Feb. 13, 2018; Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 28286 Ex. A; passed Mar. 17, 2015; Ord. 28133 Ex. A; passed Feb. 26, 2013)

### 12.10.305 Fire hydrant use (non-fire fighting).

When water service is supplied through the use of a fire hydrant, other than for fire fighting, the proposed use must be disclosed and a permit must be obtained from the Division authorizing the hydrant use. A charge for all costs associated with hydrant and water usage shall be collected by the Division. A fire hydrant meter or a water service and meter may be required under certain circumstances as determined by the Division.

The use of the Division's hydrant without a current permit, using a restricted hydrant or failing to conform to the Division's hydrant operating procedures will result in a penalty of \$1,000 in addition to all other hydrant use charges. Refusal to pay the penalties and charges may be cause for the Division to refuse future hydrant use by the violator and/or discontinue service to the benefited premises.

Persons using a fire hydrant will be responsible for all damages to Division facilities and/or other private facilities that may result from the use of said hydrant. If the person refuses to pay the cost for all damages associated with fire hydrant use, the Division may refuse future service to the customer and/or discontinue water service to the benefited premises.

Applications for fire hydrant use for periods greater than six consecutive months for the purpose of supplying water to a business may require the business to purchase a water service connection of adequate size to accommodate the proposed water

usage as determined by the Division. Water service construction charges, SDC, and main charges shall be as specified in TMC 12.10.250, 12.10.310, and 12.10.315.

Fire hydrant use permits in Category 1 and 2 are good for a maximum of one year or until the backflow protection documentation expires, whichever comes first. Upon expiration a new permit application will be required and a new permit fee is due. Hydrant Permit charges will be as follows:

**HYDRANT USE CATEGORY AND FEE SCHEDULE**

Category	Fee
<b>Category #1</b> ** Fixed (Single) Site Construction Project	Permit Fee \$100 Meter Deposit for Hydrant \$1,000* Permittee is required to submit meter reads on a monthly basis. Monthly Water Use Charge at the Inside/Outside Commercial Rate plus the Ready to Serve Charge for a 2-Inch Meter Penalty for Unauthorized Use \$1,000
*Deposit to be refunded by the Division after return of the meter and appurtenances. All costs for hydrant and/or meter repairs/replacement caused by improper operation or theft of said equipment shall be deducted from the deposit. Refund of deposit will be initiated after payment of closing/final water bill. Costs exceeding the deposit amount will be billed to customer. ** Subcontractor would be allowed to use same permit as general contractor provided subcontractor meets all cross-connection requirements and name is disclosed at issuance of permit.	
<b>Category #2</b> *Multiple-Site Hydrant Use (Approved Hydrant Locations)	Permit Fee \$100 Monthly Water Use Charge at the Inside/Outside Commercial Rate (based on estimated consumption**) plus the Ready to Serve Charge for a 2-inch Meter Penalty for Unauthorized Use \$1,000
*Subcontractor would be allowed to use same permit as general contractor provided subcontractor meets all cross-connection requirements and name disclosed at issuance of permit. **Both general and subcontractors are required to submit a monthly log sheet of estimated water consumption per truck	
<b>Category #3</b>	
Short-Term (one day and minimal) Use	\$50 per truck per day* Penalty for Unauthorized Use \$1,000
*Approved hydrant only	

A Division-approved backflow protection assembly shall be installed by the person requesting the use of a fire hydrant. The assembly shall be accompanied by a current backflow assembly test report. The test report shall remain on the site for the duration of the hydrant use. The Division reserves the right to terminate any hydrant permit at any time for security and/or water quality control reasons.

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 16; passed Aug. 29, 2006; Ord. 27299 § 7; passed Dec. 7, 2004; Ord. 27024 § 5; passed Dec. 10, 2002)

**12.10.310 System development charge (“SDC”).**

A. A system development charge (“SDC”) shall be levied for each new water service connection to the City water system, for a service upgrade requiring a larger meter, or for any existing service with 3-inch and larger meters that exceeds 150 percent of their highest maximum annual daily average water use. The SDC fee is based on an equitable share of the cost of the entire existing water system and future facilities necessary to accommodate projected growth. This fee is established pursuant to RCW 35.92.025, the City Charter, and this chapter. SDCs are considered contributions for or in aid to construction, and shall be accounted for accordingly. The charges shall be subject to all applicable taxes, including taxes incurred by the Division. Customer water consumption amounts on and after May 9, 1999, the original effective date of Ordinance No. 26408, will be examined to determine whether additional SDC amount is owed to the Department.

B. For retail meters 5/8-inch through 2-inches, the charge will be based on customer class and meter size.

**System Development Charges – 2” Meter Size or Smaller**

Meter Size (Inches)	Residential		Commercial & Other	
	Inside City	Outside City	Inside City	Outside City
	Effective Date			
	1/1/2020	1/1/2020	1/1/2020	1/1/2020
5/8	\$809	\$970	\$1,061	\$1,273
3/4	\$1,213	\$1,456	\$1,592	\$1,910
1	\$2,022	\$2,426	\$2,653	\$3,183
1.5	\$4,043	\$4,852	\$5,306	\$6,367
2	\$6,469	\$7,763	\$8,489	\$10,187

The SDC for a multiple family dwelling unit arrangement to be served by a single meter shall be calculated by taking the number of units in the premise and multiplying by 60 percent of the SDC for a single-family dwelling (5/8-inch meter). If said premise chooses in the future to separately meter each premise the additional 40 percent of the SDC for a single-family dwelling (5/8-inch meter) shall be due and payable at the time of application for services.

For meters 3-inches and larger, estimates of anticipated average day and peak day water use will be determined by the Division. Peak day is defined as the maximum 24-hour use during summer months of June through, and including, September.

System Development Charges – 3” Meter Size or Larger		
Cost per Gallon	Inside City of Tacoma	Outside City of Tacoma
	Effective Date	
	1/1/2020	1/1/2020
Average Day	\$2.09	\$2.51
Peak Day	\$2.09	\$2.51

The SDC will be the sum of the average day use multiplied by the average day cost/gallon, and the peak day use minus average day use multiplied by the peak day cost/gallon.

As of April 23, 2001, the SDC paid for meters 3-inches and larger will be adjusted annually based on actual usage. If usage is greater than 110 percent of the anticipated average or peak day use during a 12-month period of time, an additional SDC will be charged, using the same methodology for calculating average day and peak day water use and multiplying by the respective SDC cost per gallon in effect at the time of adjustment. This requirement for an additional SDC may be waived upon satisfactory demonstration by the customer that the increased water use was temporary in nature and will return to the originally anticipated level.

#### C. SDC Exemptions:

1. New water service connections dedicated exclusively for fire protection purposes shall be exempt from payment of the SDC. The conversion of a dedicated fire service to a service for use other than exclusively for fire protection shall require the payment of the SDC as provided for in subsection B above.
2. The Division requires that all new single family dwelling residential combination domestic/fire sprinkler service and meters be served by a 1-inch service and 3/4-inch meter. If a larger size meter is required for fire protection the customer must install separate fire service and domestic services. The customer is required to pay all fees to construct said 1-inch service and 3/4-inch meter and all applicable main charges. When such use is documented through the plan review process, the SDC for a 5/8-inch meter will apply. The monthly customer charge will be at the standard charge for a 3/4-inch meter as set forth in TMC 12.10.400.
3. If a residential customer has an existing 3/4-inch x 5/8-inch service and meter an exchange to a 3/4-inch meter will be allowed if the customer's fire protection engineer determines it will provide adequate flow. All applicable fees will apply. If flow tests after the meter exchange show inadequate flow the customer will be required to pay the additional fees to retire the 3/4" service and install a new 1" service. Residential customers requesting an upgrade to an existing meter to a 3/4-inch meter for a combination domestic/fire sprinkler service will be exempt from payment of the additional SDC when such use is approved through the plan review process. The monthly customer charge will be at the standard charge for a 3/4-inch meter as set forth in TMC 12.10.400.

4. Customers who are requesting a separate water service connection and are being provided with water service by way of another Division customer (i.e., multi-premises connection), shall be exempt from payment of the SDC if:

Billing record exists showing multi-premise rate for each premise on meter.

All premises served by meter of record were constructed prior to October 7, 1991.

D. Existing Facilities:

1. Multiple dwelling unit arrangements currently being served by a single meter shall be exempt from payment of the SDC when changing to separate water service connections for each unit if the original meter was installed prior to October 7, 1991. If the existing meter was installed after October 7, 1991, the customer will be required to pay the 40 percent differential for each individual meter installed as noted in B above.

E. Credit policy for retail customers previously or currently metered:

1. When a request or requirement for a larger meter is made, an SDC credit for the existing meter will be made. The credit for meters up to 2-inches will be the current published SDC amount using the rate in place prior to the requested or required up-sizing. For meters 3-inches and larger, the credit would be calculated based on 150 percent of the highest maximum annual daily average water use derived from billing records. If billing records are not available for a specific meter, the SDC credit calculation will be based on a system-wide use data for that size meter.

2. For situations where meters 3-inches or larger exist and water use will increase, but no change in the meter is required, an SDC will not be required unless the projected use is more than 150 percent of historical use. If the projected use exceeds the 150 percent historical use quantity, an SDC will be calculated for the quantity of water in excess of the 150 percent figure. Prior written commitments to deliver a specific quantity of water, if greater than 150 percent of historical use, will be honored.

3. Credit shall be given for inactive or previously removed meters that can be verified by Division records. The credit will be determined as stated in subsection E.1 above.

Multiple dwelling unit arrangements – Credit for existing multiple dwelling unit meters shall be calculated at 60 percent of the applicable 5/8-inch meter rate per unit and applied to the required SDC if previously served by a single meter.

4. Credits as computed will be subtracted from the determined SDC amount. If an available credit exceeds the SDC amount, the balance shall remain with the parcel previously receiving water service. No refunds shall be allowed for the amount of this credit.

5. All SDC credits are non-transferable unless parcels are combined to facilitate redevelopment.

6. This section is not applicable to the Pulp Mill's existing services.

F. For wholesale meters, as sized by the Division, the SDC will be determined based on the customer's anticipated water use.

1. Estimates of anticipated average day use and peak day water use will be submitted to and approved by the Division. Peak day is defined as the maximum 24-hour use during summer months of June through, and including, September. The average and peak day SDC costs are determined by the charges set forth in the Outside City of Tacoma column of the System Development Charges table for 3" meter size or larger of this section.

The SDC will be the sum of the average day use multiplied by the average day cost/gallon and the peak day use minus average day multiplied by the peak day cost/gallon.

The SDC, as of the effective date of this ordinance, will be adjusted annually based on actual usage. If usage is greater than 110 percent of the anticipated average or peak day use during a 12-month period of time, an additional SDC may be charged using the same methodology for calculating average day and peak day water use and multiplying by the respective SDC cost per gallon in effect at the time of adjustment. This requirement for an additional SDC may be waived upon satisfactory demonstration by the customer that the increased water use was temporary in nature and that water use will return to the originally anticipated level.

2. For situations where an existing wholesale customer is increasing its purchase of water, SDC credit for existing service will be based on either maximum historic use or prior written commitments to deliver a specific quantity of water, whichever is greater.

G. SDCs for meters 2-inches and smaller are payable in full at the time the meter installation is requested. Time payments will be allowed for SDCs for meters 3-inches and larger, for up to ten years, at the discretion of the customer, as follows:

1. When a down payment of 20 percent or more is initially paid, the Division will accept annual payments, with interest, on the unpaid balance calculated using the then current prime rate of interest less 2 percent.



2. When a down payment of at least 10 percent, but less than 20 percent, is initially paid, the Division will accept annual payments, with interest, on the unpaid balance calculated using the then current prime rate of interest.
3. The time payment agreements shall provide that this obligation constitutes a lien on the benefited premises and that the City has the right to terminate water service for any nonpayment of the amounts due on the outstanding balance. In addition, unless the customer is a financially stable public entity, the customer shall be required to provide security such as a financial guarantee bond to guarantee payment of the SDC or make incremental prepayments of the SDC plus interest on the balance of the outstanding total amount of the SDC.

H. Rate Adder to Recover Capital Costs Not Covered by the SDC. In addition to paying the SDC set forth in this section, a customer who proposes to use water for a new or enlarged power plant, and who does not use best available water conservation technology (BAWCT), shall be required to pay, in addition to the applicable water rate, an adder to such rate in accordance with the Division's Customer Service Policy for New Power Plants. The adder shall be calculated to recover over a period of 20 years a portion of the capital costs that are not covered by the SDC for such customer. This present value of the adder (spread over 20 years) will be equivalent to an SDC on that portion of the customer's water consumption that is in excess of the amount of water the customer would have consumed had BAWCT been used. Said customers shall also be required to enter into a water service agreement with the Division, and such agreement shall be submitted to the Public Utility Board for approval.

(Ord. 28643 Ex. A; passed Dec. 17, 2019; Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 28286 Ex. A; passed Mar. 17, 2015; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27570 § 8; passed Dec. 19, 2006; Ord. 27522 § 17; passed Aug. 29, 2006; Ord. 27299 § 8; passed Dec. 7, 2004; Ord. 27024 § 6; passed Dec. 10, 2002; Ord. 26872 § 1; passed Nov. 6, 2001; Ord. 26800 § 14; passed Apr. 10, 2001; Ord. 26408 § 1; passed Apr. 27, 1999; Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.315 Water main charge.**

Where all or a portion of the premises to be served has not been previously assessed or contributed its share towards the cost of installing a permanent distribution main to serve such premises, or the property does not abut a distribution water main, water service shall be provided upon payment of a water main charge, including all applicable taxes incurred by the Division, as provided for in this section, in addition to a water service construction charge, in accordance with TMC 12.10.250 and the SDC in accordance with TMC 12.10.310.

If the main is a temporary main and is not acceptable for meeting the water requirements of the customer, the service will be installed and connected to the nearest water main that is acceptable in accordance with TMC 12.10.350, Water main charge - Premises not abutting a water main. If the temporary main is a supply or transmission pipeline, the water service will be installed in accordance with the Customer Service Policies (Direct Service From Supply and Transmission Pipelines).

Credit shall be given for the portion of the property which has been previously assessed or has contributed its share toward the cost of installing a permanent water main. Water main charge shall be based on the frontage of the property served, as determined by the Division, in accordance with the following schedule and subject to the following terms and conditions:

**A. Residential Service.**

The water main charge shall be based on the frontage of the property served. The minimum charge shall be based on 20 front feet and the maximum charge on 100 front feet.

<b>Commencing 1/1/2007</b>
\$50/per front foot

**B. Commercial Service.**

Where the property is zoned for the same, the water main charge shall be based on the entire frontage of the property served. The minimum charge shall be based on 50 front feet.

<b>Commencing 1/1/2007</b>
\$50/per front foot

**C. Industrial Service.**

Where the property is zoned for the same, the water main charge shall be based on the entire frontage of the property served. The minimum charge shall be based on 50 front feet.

<b>Commencing 1/1/2007</b>
\$55/per front foot

D. Water main charges for services abutting a permanent main shall be considered revenue of the Division.

The water main charge herein above provided for shall be credited to and considered as a benefit to the specific property served by said connection. Said property so benefited shall be described and recorded as a part of the Division's permanent records pertaining thereto.

(Ord. 29000 Ex. A; passed Dec. 3, 2024; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 18; passed Aug. 29, 2006; Ord. 27299 § 9; passed Dec. 7, 2004; Ord. 26800 § 14; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.350 Premises not abutting a permanent water main.**

Where the premises to be served is not abutting a permanent water main (as described in the Customer Services Policies) and said premises owner has not previously paid a water main charge, the water service connection will be constructed by the Division to the nearest available temporary or permanent water main that is acceptable for meeting the water requirements of the customer upon application and payment of a temporary water main charge as provided for in TMC 12.10.315 in addition to a service construction charge, in accordance with TMC 12.10.250 and the SDC in accordance with TMC 12.10.310. The water main charge shall be paid to the Division in accordance with and subject to the same terms and conditions as detailed in TMC 12.10.315 above.

All water main charges received where no main abuts subject parcel shall be deposited by the City in the Water Main Deposit Fund and shall be credited to and considered as a benefit to the specific property served by said connection. The property so benefited shall be legally described and recorded as part of the Division's permanent records pertaining thereto.

When a public road is improved or resurfaced by a person where there is currently no water main or said public road has a temporary water main as defined in the Customer Service Policies, it shall be the person's responsibility to extend the water main/system to the extent of the road improvements or to a point that meets the approval of the Division. Said water main/system may be extended using the private contract process, TMC 12.10.200, or by the LID process as set forth in RCW 35.44, and Division standards.

If a permanent water main exists or is being constructed between the existing service and the specific benefited property, said service may be relocated to the permanent main at a point closer to the benefited property at no charge, provided the owner reroutes its property-side water pipe between the new meter location and the property.

Upon the installation of permanent mains, the main charge collected by the City shall be applied toward the payment for said mains for the benefit of the properties in accordance with Division records. The temporary water service will be relocated by the Division to the permanent main abutting the benefited property at no charge. The owner must reroute its property-side water pipe between the new meter location and the property and make the connection. If the property owner does not agree to relocate its property-side water pipe at the time of main installation and requests a service relocation at a later date, the work will be done at the expense of the property owner.

(Ord. 27522 § 19; passed Aug. 29, 2006; Ord. 27299 § 10; passed Dec. 7, 2004; Ord. 26800 § 15; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

#### **12.10.400 Rates – Inside and outside City limits.**

The standard charge for water supplied inside and outside the City for residential, and commercial/industrial use shall consist of a customer charge, also termed a "monthly ready to serve charge," based on the meter size together with the rate for the quantity of water used, and public fire protection fees, where applicable. The standard charge for wholesale shall consist of a monthly ready to serve charge based on contracted peak capacity together with a rate for the quantity of water used.

For water supplied to a single premises which contains multiple dwelling units, i.e., two or more houses under the same ownership, duplexes, apartment buildings, condominiums, mobile home parks, trailer courts, industrial buildings, etc., the monthly charges will be the same as indicated above.

When water is being supplied to an existing multiple premises, i.e., two or more separate premises being served by one service and meter, the "monthly ready to serve charge" will be based on either the existing meter size or on a 5/8-inch meter size for each premises served, whichever is the greater charge.

When more than one service supplies a premises, the consumption of water for each meter shall be computed separately.

A. Standard charges:

1. The monthly ready to serve charge shall be calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies in accordance with the following schedule for residential, commercial/industrial, and commercial/industrial large volume.

<b>Residential, Commercial &amp; Large Volume - Ready to Serve Charge</b>						
Meter Size (Inches)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
5/8	\$30.40	\$31.97	\$36.70	\$38.55	\$39.42	\$41.41
3/4	\$44.21	\$46.68	\$53.28	\$56.21	\$57.22	\$60.37
1	\$71.83	\$76.10	\$86.42	\$91.51	\$92.82	\$98.29
1.5	\$140.88	\$149.65	\$169.28	\$179.77	\$181.82	\$193.09
2	\$223.74	\$237.91	\$268.71	\$285.68	\$288.62	\$306.85
3	\$417.08	\$443.85	\$500.72	\$532.81	\$537.82	\$572.29
4	\$693.28	\$738.05	\$832.16	\$885.85	\$893.82	\$951.49
6	\$1,383.78	\$1,473.55	\$1,660.76	\$1,768.45	\$1,783.82	\$1,899.49
8	\$2,212.38	\$2,356.15	\$2,655.08	\$2,827.57	\$2,851.82	\$3,037.09
10	\$3,179.08	\$3,385.85	\$3,815.12	\$4,063.21	\$4,097.82	\$4,364.30
12	\$4,663.66	\$4,967.18	\$5,596.62	\$5,960.81	\$6,011.32	\$6,402.50
20*	\$16,572.49	\$17,649.70	\$19,886.98	\$21,179.63	\$21,360.28	\$22,748.70

\* Customers who elect to receive service from the City through a 20” meter are subject to a minimum daily flow rate equivalent to 0.30 MGD, calculated monthly and assessed at the applicable Large Volume rate.

The monthly ready to serve charge shall be in accordance with the following schedule for parks and irrigation.

<b>Parks &amp; Irrigation - Ready to Serve Charge</b>						
Meter Size (Inches)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2023	1/1/2024	1/1/2023	1/1/2024	1/1/2023	1/1/2024
All	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

The monthly ready to serve charge shall be in accordance with a wholesale customer’s contracted peak capacity in MGD times the monthly rate.

<b>Wholesale – Ready to Serve Charge</b>		
Range in MGD (million gallons per day)	Rate Effective Dates	
	1/1/2025	1/1/2026
For each MGD of contracted peak capacity	\$3,188.34	\$3,395.58

2. The schedule of rates for water used shall be as follows and billed to the nearest CCF (100 cubic feet or approximately 748 gallons):

<b>Residential Service</b>						
Range in CCF (100 cubic feet)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
For each CCF of water consumption during the winter months of October through and including May	\$2.769	\$2.977	\$3.323	\$3.572	\$3.569	\$3.837
For the first five CCF of water consumption per month during the summer months of June through and including September	\$2.769	\$2.977	\$3.323	\$3.572	\$3.569	\$3.837
For each CCF of water consumption over five CCF during the summer months of June through and including September	\$3.461	\$3.721	\$4.154	\$4.465	\$4.461	\$4.796

<b>Commercial and Industrial - General Service</b>						
Range in CCF (100 cubic feet)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
For each CCF of water consumption	\$2.783	\$2.973	\$3.340	\$3.568	\$3.587	\$3.832

<b>Commercial and Industrial - Large Volume Service *</b>						
Range in CCF (100 cubic feet)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
For each CCF of water consumption	\$2.210	\$2.410	\$2.652	\$2.892	\$2.849	\$3.106

\* Customers may qualify for this rate based on an established consumption history greater than 65,000 CCF annually.

<b>Parks and Irrigation Service</b>						
Range in CCF (100 cubic feet)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
For each CCF of water consumption	\$5.637	\$5.971	\$6.764	\$7.165	\$7.266	\$7.696

**B. Wholesale Service.**

Wholesale water service may be provided to community water systems that are in compliance with state Department of Health regulations. All wholesale water agreements are subject to Tacoma Public Utility Board approval. Any customer purchasing wholesale water must adopt or commit, in writing, to a water conservation and water shortage response program substantially equivalent to the Division's program as a condition of service.

1. Water Rates.

A wholesale water service customer with contractual agreement from Tacoma Water may choose either a rate schedule below with a corresponding ready to serve charge as described in Section A1 for an outside city customer or a market-based price set by Tacoma Water staff based on an analysis of the wholesale system and their supply alternatives. All wholesale contractual agreements with market-based pricing shall be approved by the Tacoma Public Utility Board and Tacoma City Council.

a. Constant Use Customer:

Wholesale Constant Use Customer		
Range in CCF (100 cubic feet)	Rate Effective Dates	
	1/1/2025	1/1/2026
Per CCF for winter months (October - May)	\$1.598	\$1.766
Per CCF for summer months (June - September)	\$1.998	\$2.208

This option may be considered by those customers using water on a year-round basis where their average summer day use divided by their average winter day use results in a summer/winter use ratio of 2.5 or less.

b. Summer Season, Peaking:

Wholesale Summer Season, Peaking		
Range in CCF (100 cubic feet)	Rate Effective Dates	
	1/1/2025	1/1/2026
For each CCF of water consumption	\$2.996	\$3.311

This option will be used for those customers using relatively large amounts of water in the summer months and little or no water in winter months. The ratio of average summer day use divided by average winter day use shall be greater than 2.5.

For purposes of these rates, summer-use months are defined as June through September and winter-use months are October through May.

Existing customers will be classified into one of the two rate schedules upon annual review of their usage patterns. New customers will select a rate based upon anticipated use. This selection will be subject to revision if usage is not consistent with the above options after a six-month period.

2. Additional Water.

Additional or new water may be provided by the City to a wholesale customer conditioned upon satisfying the following:

- a. For every new customer of the wholesale customer that is provided with water from City’s surplus supply, the wholesale customer shall remit to the City (on a monthly basis or by other arrangement as agreed to by the Superintendent) the appropriate SDC for said customer based on meter size in accordance with TMC 12.10.310.
- b. That, in lieu of satisfying subsection A above, in the event the wholesale customer is in a water deficient status or later becomes water deficient as determined by the Superintendent in consultation with wholesale customer, then the Superintendent shall establish a SDC equivalent for said wholesale customer. This SDC equivalent shall not be less than what the total “retail customer equivalent” would have been for the total deficiency.
- c. That the City and wholesale customer shall enter into a letter agreement setting forth the above requirements and committing the wholesale customer to remit the SDC payment to City. The wholesale customer may be required to provide City with periodic reports, certified to be accurate, detailing pertinent data.

C. Emergency Intertie Service.

Requests for one-way and two-way emergency intertie service between the City and another purveyor will be considered.

The Superintendent may enter into specific agreements, specifying the terms under which water will be furnished or accepted by the Division. Water furnished to a purveyor through an emergency intertie service will be billed as a wholesale service with a ready to serve charge and rate for water used. Billing will be at the constant use rate for up to 30 days. If use exceeds 30 days the Superintendent will have the discretion to change the constant use rate to the summer season peaking rate. Said agreement shall provide that neither party shall be liable for failure to deliver water to the other at any time.

D. Fire Protection Service.

When a customer does not receive domestic water from the Division and requests a fire service from the Division the appropriate regular domestic service rates shall apply as detailed above. In addition all regular construction fees, main charges and SDC shall apply. Where City water is used for domestic purposes, such customers are entitled to a separate fire service at the regular fire service rate, payable monthly as follows:

Fire Protection Service - Ready to Serve Charge							
Meter Size (Inches)	Inside City of Tacoma		Outside City of Tacoma		City of University Place		Maximum Allowable Monthly Water Usage for Testing and Leakage, CCF
	Rate Effective Dates						
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026	
2	\$33.95	\$36.36	\$40.74	\$43.63	\$43.76	\$46.87	2.99
3	\$49.45	\$52.96	\$59.34	\$63.55	\$63.74	\$68.26	2.99
4	\$82.61	\$88.48	\$99.13	\$106.18	\$106.48	\$114.04	2.99
6	\$185.32	\$198.49	\$222.38	\$238.19	\$238.86	\$255.84	2.99
8	\$329.89	\$353.34	\$395.87	\$424.01	\$425.20	\$455.43	2.99
10	\$515.98	\$552.66	\$619.18	\$663.19	\$665.06	\$712.33	2.99
12	\$825.31	\$883.97	\$990.37	\$1,060.76	\$1,063.76	\$1,139.37	2.99

Where such fire service is provided, the monthly rate shall include usage of up to a maximum of 2.99 units of water per month. The 2.99 units of allowable water use is for incidental water use for monthly leakage and system testing and is the maximum amount allowed in a single month. In any month where the total consumption is in excess of the amount shown above, the rate for water consumed shall be as noted below.

Fire Protection Service						
Range in CCF (100 cubic feet)	Inside City of Tacoma		Outside City of Tacoma		City of University Place	
	Rate Effective Dates					
	1/1/2025	1/1/2026	1/1/2025	1/1/2026	1/1/2025	1/1/2026
For each CCF of water consumption	\$4.158	\$4.158	\$4.990	\$4.990	\$5.359	\$5.359

If the Water use in excess of the maximum monthly allowable amount was used in extinguishing fires of incendiary or accidental origin and the customer at the location where the use occurs gives written notice to the Division within ten days from the time of such fire the customer shall pay only for actual water used at the rate noted above. If the Division is not notified the Division will conclude that water is being used for purposes other than extinguishing fires and charge the additional fee noted below of 12 times the monthly rate.

Whenever water from the Division is available on a premise through a service being charged the rate for fire protection only and is used for purposes other than extinguishing fires of incendiary or accidental origin including ongoing leakage of the fire service line and the amount of water used is in excess of the amount shown in the table above, 12 times the ready to serve charge for the specific service in question shall be the monthly minimum charge and the charge for water consumed shall be as noted in the "Fire Protection Service – Rate per CCF" table above. Waivers may be granted from the assessment of the 12 times the ready to serve charge for leaks or other accidental use upon written request with all supporting documentation but the charge for water consumed shall not be waived.

Nonpayment of invoices related to the construction of or monthly use of a fire service will result in the service being turned off and notification of the appropriate fire official who may then disallow occupancy of the premise.

Unauthorized use of water through a detector check meter more than once per calendar year may be cause for installation of a turbine meter assembly, UL/FM approval for fire service assemblies at the expense of the customer. Within the City of Tacoma, whenever water is used for purposes other than extinguishing fires, the amount of water used may be subject to the appropriate sanitary sewer charge as defined in TMC 12.08, in addition to the rates noted above and assessment of the 12 times the ready to serve charge.

Should the unauthorized use continue, including leakage in excess of the maximum amount of water allowed, the service will be considered as other than standby fire protection and be billed in accordance with the type of use pursuant to this section, and shall be subject to payment of the applicable SDC pursuant to TMC 12.10.310. Refusal to pay for the installation of the fire line meter and/or the SDC shall result in termination of service pursuant to TMC 12.10.130.

When a customer desires a fire service for the protection of a premises and the domestic water for said premises is provided from another source, the applicable single-family residential, multi-family residential, or commercial/industrial rates shall apply for the requested fire protection service inside and outside the City, respectively. When any outlet for fire protection purposes is installed on a residential, commercial or industrial service, no rebate will be allowed for water used for extinguishing a fire.

**E. Meter Tests.**

If a customer has informed the Division that its water consumption has been above its normal billing consumption and verification discovers no leaks on the customer facilities, the customer may request that the Division test the meter. If the test discloses the meter is accurate within the American Water Works Association (“AWWA”) specifications, the customer will be billed for the test and their water bill will not be adjusted. If the test discloses the meter is not accurate within the AWWA specifications and the inaccuracy is the cause of the recorded high consumption, the customer’s water bill will be adjusted and credit given for the excessive consumption and the customer will not be billed for the test. The charge for testing meters shall be added to the customer’s bill as follows:

Meter Size	Cost
1-inch and smaller	\$75.00
>1-inch	*Estimated Cost

\* The customer shall pay a deposit in the amount of the Division’s estimated cost.

If the actual cost differs from the estimated cost, the customer will be refunded or billed the difference.

The Division will not test meters owned by others.

**F. Low Pressure or Low Flow Concerns.**

The customer may request the Division to conduct a flow and pressure test on the service to its premises. If the cause of the problem is found to be located on the property side of the meter yoke outlet, the customer will be invoiced for a fee of \$25. If the test discloses that the low flow and/or pressure is caused by Division facilities, the Division will attempt to correct the problem and the customer will not be charged.

**G. Low-income Senior and/or Low-income Disabled Residential Rate Discount.**

Residential customers who qualify as low-income senior or low-income disabled shall be eligible for a 35 percent reduction from the regular residential water rates. The determination of low-income senior and low-income disabled shall be made as set forth in TMC 12.06.165 for City Light Division (d.b.a. “Tacoma Power”) customers. Customers must submit an application for review and acceptance by the authorized administering agency to qualify for this reduction. For the water rate discount, there is no requirement that a customer be a Tacoma Power customer or submit to an energy audit.

**H. Water System Acquisition.**

A water system may be acquired by the City under an agreement between the water system owner(s) and the City with Board and City Council approval. When all or a portion of the acquired system requires upgrading equal to Division standards, the agreement shall provide for funds to achieve compliance with said standards. Under the agreement, a surcharge may be levied by the City for a period of time or an LID may be formed in accordance with RCW Title 35. The surcharge shall be an additional charge equivalent to the Ready to Serve charge per month times a multiplier. The current surcharge areas include:

Former Water System	
Andrain	Total Monthly Charge equal to the Ready to Serve charge per month until paid in full.
Curran Road	Total Monthly Charge equal to the Ready to Serve charge per month until paid in full.

(Ord. 28999 Ex. A; passed Dec. 3, 2024; Ord. 28967 Ex. A; passed May 14, 2024; Ord. 28912 Ex. A; passed Nov. 28, 2023 (ratified and reconfirmed by Ord. 28935; passed Jan. 16, 2024); Ord. 28848 Ex. A; passed Nov. 22, 2022; Ord. 28736 Ex. A-1; passed Mar. 2, 2021; Ord. 28711 Ex. A; passed Nov. 24, 2020; Ord. 28643 Ex. A; passed Dec. 17, 2019; Ord. 28554 Ex. A; passed Nov. 20, 2018; Ord. 28490 Ex. A, passed Feb. 13, 2018; Ord. 28423 Ex. A; passed Apr. 11, 2017; Ord. 28413 Ex. A; passed Mar. 21, 2017; Ord. 28305 Ex. A; passed Jul. 14, 2015; Ord. 28286 Ex. A; passed Mar. 17, 2015; Ord. 28133 Ex. A; passed Feb. 26, 2013; Ord. 27971 Ex. A; passed Feb. 8, 2011; Ord. 27970 Ex. A; passed Feb. 1, 2011; Ord. 27778 Ex. A;

passed Jan. 6, 2009; Ord. 27570 § 9; passed Dec. 19, 2006: Ord. 27522 § 20; passed Aug. 29, 2006: Ord. 27299 § 11; passed Dec. 7, 2004: Ord. 27137 § 2; passed Sep. 9, 2003: Ord. 27076 § 1; passed Apr. 8, 2003: Ord. 27024 § 7; passed Dec. 10, 2002: Ord. 26872 § 2; passed Nov. 6, 2001: Ord. 26800 § 16; passed Apr. 10, 2001: Ord. 26409 § 1; passed Apr. 27, 1999: Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.485 City not liable for damages.**

The Division reserves the right to require any customer to install as a condition of water service a pressure reducing valve, backflow prevention assembly, pressure relief valve or similar devices at any location where the Superintendent determines a need to protect the Division's facilities, water quality or customer's service.

The City shall not be liable for damages and allowances will not be made for loss of production, sales or service in case of: (1) water pressure variations, (2) revisions to pressure within the system, (3) operation of the City's source of water supply or means of distribution fails or is curtailed, suspended, interrupted or interfered with, or (4) for any cause reasonably beyond the Division's control. Pressure variations, equipment failure, failure to supply, curtailment, suspension, interruption or interference shall not constitute a breach of contract on the part of the City, or in any way affect any liability for payment for water made available or for money due on or before the date of such occurrence. The customer shall notify the Division as soon as possible in the event of unusual occurrences. The Division reserves the right to make system modifications as deemed necessary for the operation and maintenance of the system.

When water service is turned on or left on at the request of the customer, or the Division discontinues service for "nonpayment" or "no contract," the Division shall not be liable for damages incurred to the premises because of such actions.

If a water meter or other Division pipes and equipment is located on the customer's premises, as a condition of water service the customer agrees not to make claim against nor sue the City for any damages due to water leakage and shall hold the City harmless from any and all claims and litigation which allege damages resulting from water leakage occurring at such meter, pipes, and equipment.

The responsibility for customer facilities installed by the Division for the benefit of the customer shall be that of the owner of the premises served and the City shall not be liable for any part of the cost nor for any damage resulting from its use.

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.490 Protection of public health.**

The Superintendent may arrange for a periodic inspection of the water system in coordination with the appropriate State Director of Health. The Superintendent shall from time to time promulgate, publish and enforce such rules and standards deemed necessary by the Division to protect the municipal potable water supply from pollution. Copies of such rules and standards, and amendments thereto, shall be placed on file with the Clerk of the Public Utility Board.

(Ord. 27299 § 12; passed Dec. 7, 2004: Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.495 South Tacoma Groundwater Protection.**

Upon receipt of written request and documentation from the Director of the Tacoma-Pierce County Health Department, or his or her designee, that a customer is in violation of the requirements of TMC 13.09, the Superintendent may order water service to be discontinued.

(Ord. 27522 § 21; passed Aug. 29, 2006)

**12.10.500 Waivers – By Superintendent.**

The Superintendent is authorized to grant minor waivers to specific requirements contained in this chapter. The Superintendent may grant a minor waiver upon Division initiation or upon a clear demonstration by the applicant that such waiver will not be in conflict with the intent and spirit of this chapter.

(Ord. 26048 § 1; passed Mar. 25, 1997.)

**12.10.505 Customer service policies – Additional rules and regulations.**

The Superintendent, with the approval of the Director, may promulgate and enforce Customer Service Policies and related additional rules and standards as may be deemed appropriate to implement this chapter, to encourage conservation and the efficient use of water, and for further clarification of service.



Legal criminal enforcement shall be vested in the Police Department of the City, and all prosecutions for violations hereof shall originate in the Municipal Court of the City of Tacoma. The penalties provided herein are in addition to any civil remedy provided at law.

(Ord. 27522 § 22; passed Aug. 29, 2006; Ord. 27299 § 13; passed Dec. 7, 2004; Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.515 Violations – Penalties – Enforcement.**

Any person violating any of the provisions relating to the rate schedules, general provisions, and customer service policies governing the sale of water shall be deemed guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine in any sum not exceeding \$1,000.00, or imprisonment for a period not to exceed one year, or both; and, in addition to the penalty herein above provided, the service to the premises of any person found guilty of violating these provisions shall be discontinued. The person violating same shall be liable for all damages resulting and for all water used by reason of such violation.

Legal criminal enforcement shall be vested in the Police Department of the City and all prosecutions for violations hereof shall originate in the Municipal Court of the City of Tacoma. The penalties provided herein are in addition to any civil remedy provided by law.

(Ord. 26800 § 17; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

**12.10.520 Severability.**

If any clause, sentence, paragraph, subdivision, section or part of the provisions relating to the rate schedules, general provisions and customer service policies governing the sale of water shall for any reason be adjudged to be invalid, such judgment shall not affect, impair, or invalidate the remainder of this chapter.

(Ord. 26048 § 1; passed Mar. 25, 1997)

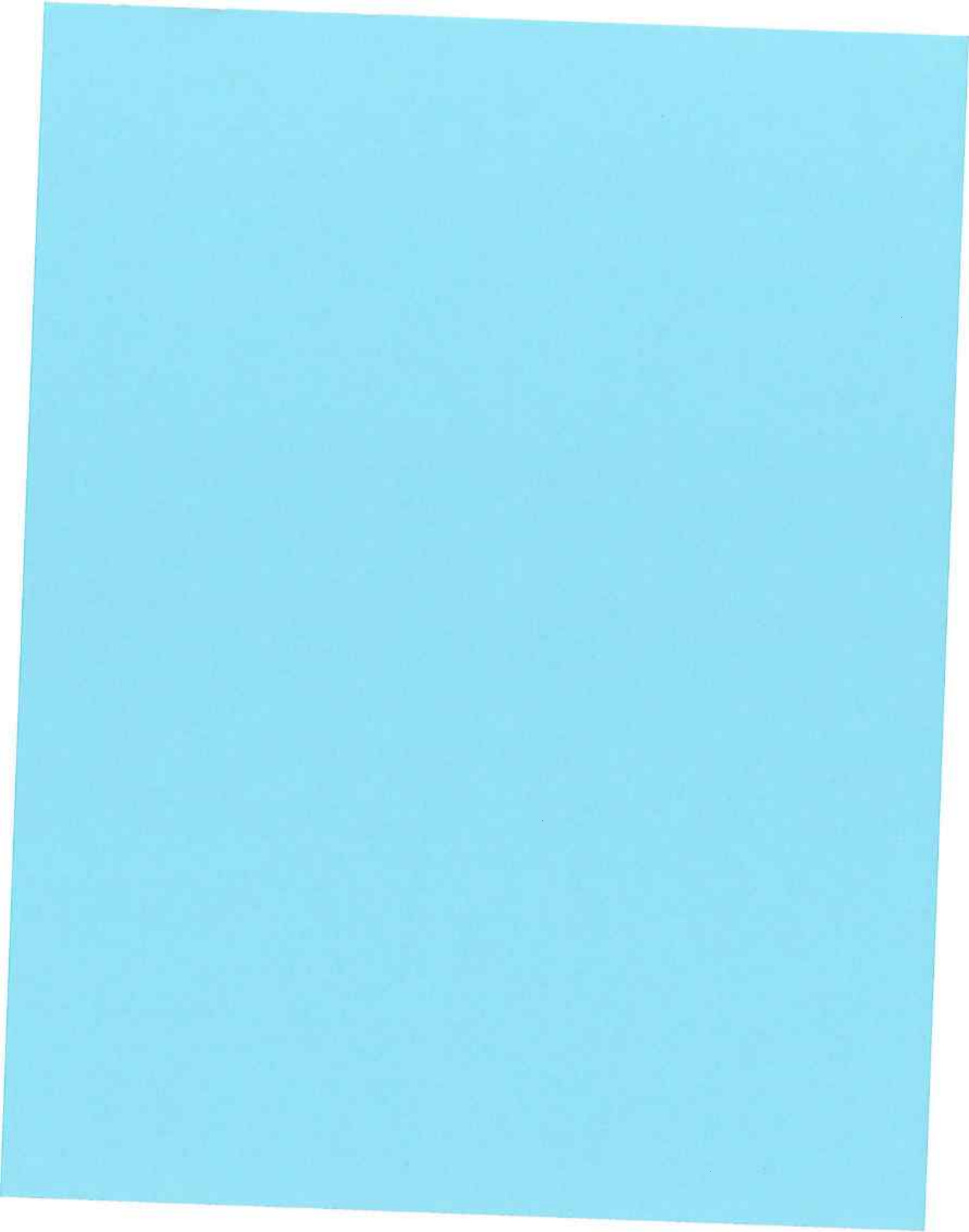
**12.10.525 Interference with and/or damage to City water system.**

Any person causing damage to any property belonging to the Division shall be liable to the Division for any and all damages resulting either directly or indirectly therefrom.

It shall be unlawful for any person to willfully disturb, break, deface, damage or trespass upon any property belonging to or connected with the water system of the Division in any manner whatsoever.

It shall be unlawful for any person to build, store, maintain or keep any goods, merchandise, materials or rubbish that will interfere with the access to or operation and maintenance of any water facilities, or any of their appurtenances.

(Ord. 27299 § 14; passed Dec. 7, 2004; Ord. 26048 § 1; passed Mar. 25, 1997)



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

**July 2020**

Adopted by Public Utility Board Resolution U-11181 on July 22, 2020

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## CUSTOMER SERVICE POLICIES

### DEFINITIONS

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

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

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

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

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

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

**CCF** - 100 cubic feet (approximately 748 gallons).

**CITY** - The City of Tacoma.

**COMMERCIAL SERVICE** - Water service to a business or businesses engaged in the manufacture and/or sale of a

city commodity or commodities, or the rendering of a service, including hotels, motels, hospitals and schools.

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

**COUNCIL** - The City Council of the City of Tacoma.

**COUNTY** - The county in which service is being provided.

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

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

**CUSTOMER** - All persons obtaining water service from the Division.

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

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

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

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

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

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

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

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

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

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

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



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

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

**PSI** - Pounds per square inch.

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

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

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

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

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

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

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

**TREASURER** - The City Treasurer of the City of Tacoma.

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

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

## **1.0 EFFECTIVE DATE**

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

## **2.0 STATEMENT OF GENERAL POLICY**

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

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

## **3.0 RESOURCE AVAILABILITY**

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

### **A. Water Efficiency**

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

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

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

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

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

#### **4.0 SERVICE WITHIN THE DIVISION'S RETAIL SERVICE AREA**

A. Service Inside Tacoma City limits:

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

B. Service Outside Tacoma City limits:

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

C. Water Availability Certificates:

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

#### **5.0 SERVICE OUTSIDE THE DIVISION'S RETAIL SERVICE AREA**

A. Service Area Expansion:

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

A request for extension of service must be submitted.

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

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

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

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

B. Satellite Service:

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

**6.0 SERVICES AND METERS**

A. General:

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

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

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

B. Ownership and Maintenance:

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

C. Inspection of Customer Premises:

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

D. Customer Shut-Off Valves:

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

E. Fire Protection:

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

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



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

F. Location and Utility Separation:

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

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

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

i. Location in Rights-of-Way:

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

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

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

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

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

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

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

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

## **7.0 ESTABLISHMENT OF SERVICE ACCOUNT**

### **A. Establishment:**

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

### **B. Multiple Dwelling Units:**

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

## **8.0 BILLING**

### **A. Billing Policy:**

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

### **B. Leak Adjusts:**

When excessive water consumption verified by the meter registration is caused by broken or leaking customer property side pipes, irrigation lines or plumbing either within or extending to the premise, an adjustment may be made for one billing period upon request by the customer and approval of the Division.

The customer requesting the leak adjust must make the request within 60 days of the end of the billing period for which the adjustment is being requested. Only one such leak adjustment will be made within an 18 month period.

An adjustment will be for only one month in the case of monthly billing and two months in the case of bimonthly billing. When two months are being adjusted the two months must be within the same billing period. In circumstances as determined by the Superintendent or designee, the Division may allow additional billing period adjustments.

The credit allowed for the leak adjust shall be calculated using the previous year's actual usage for the same billing period at the subject premise. If the previous year's actual use is unavailable the Division will use an average use for a similar period or a similar customer as determined by the Division.

## **9.0 SERVICE TURN-ON**

### **A. Install Status:**

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

### **B. Billing Initiated:**

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

### **C. Multiple Services in One Location:**

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

### **D. Turn On Requirements:**

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

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

### **A. Temporary Turn-on/Turn-off:**

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

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

B. Customer Turn On:

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

C. Fire Service Turn Off:

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

D. Penalty for Self Turn On:

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

E. Penalty for Unauthorized Use with No Account:

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

F. Virtual Disconnect and Reconnect:

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

- Service disconnections
- Service reconnections after a service disconnect

## **11.0 DIRECT SERVICE FROM SUPPLY AND TRANSMISSION PIPELINES**

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

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

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

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

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

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

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

C. Existing Customers Outside Division's Service Area:

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

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

## **12.0 INTERTIES**

A. Wholesale:

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



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

B. Emergency:

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

### **13.0 CROSS CONNECTIONS**

A. Regulations:

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

B. Cross Connections Control Requirements:

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

Division for protecting the water supply from backflow. The Division will inspect the installation of all new and replaced backflow prevention assemblies to ensure compliance with Division standards.

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

C. Backflow Prevention Assembly Installation

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

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

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

D. Backflow Prevention Assembly Testing

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

#### **14.0 SERVICE TO CUSTOMERS WITH CRITICAL MEDICAL CONDITION**

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

A. Medical Seal/Critical Medical Conditions:

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

B. Fire Hydrant Permits Not Issued:

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

C. Notification to Customer:

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

#### **15.0 NEW SERVICE CONNECTIONS**

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

A. Application for Service:

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

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

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

B. Water Main in Street:

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

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

C. No Water Main in Street

- i. Where the premise to be supplied abuts a street in which a permanent or temporary water distribution main has been installed, the charges for service connection shall be in accordance with TMC 12.10, Water Service Construction Charges, System Development Charges and Water Main Charge
- ii. Where the premises to be supplied with water is located near or abuts upon a street and/or rights of way in which there is no water main, a temporary service shall be installed and connected to the nearest available water main that is capable of meeting the customer's water requirements. The owner or agent of the premises to be supplied, if outside the Tacoma City limits shall at their expense install a water main extension in the public street right-of-way or install and maintain their property side pipe out of the public street right-of-way in an easement from the meter to the premises to be served and pay a Water Service Construction Charge in accordance with TMC 12.10.250, a System Development Charge in accordance with TMC12.10.310 and a Water Main Charge in accordance with TMC 12.10.350 (Premises Not Abutting a Water Main). A copy of the recorded easement must be provided to the Division before water service will be sold or installed.
- iii. The service is considered temporary until a permanent main and service is installed in the right-of-way abutting the customer's premises. Use of the temporary service shall terminate immediately thereafter. When an improvement within the public street right-of-way requires the removal or readjustment of the customer's

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

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

D. Prior to Paving

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

**16.0 WATER SERVICE CONSTRUCTION**

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

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

B. Option #2:

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

C. General Requirements

i. Fixed Fees not Adequate:

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

ii. Permit Fees:

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



iii. Low Pressure Service Size:

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

iv. Temporary Services:

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

## **17.0 EXISTING SERVICE CONNECTIONS**

A. Two or more Premises being served:

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

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

B. Change In Structure Or Water Use:

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

C. Inactive Services:

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

D. Transfers - Active and Inactive Services:

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

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

E. Meter Tests:

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

F. Meters - Overloaded:

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

G. Meter Exchanges:

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

H. Low Pressure or Low Flow Concerns:

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

**18.0 WATER SYSTEM ALTERATIONS CAUSED BY OTHERS**

A. Notice of Work:

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

B. Responsibility for Costs:

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

**19.0 PERMANENT MAINS AND MAIN EXTENSIONS**

A. Definition:

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

B. Extensions:

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

C. Construction:

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

D. Easements:

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

## 20.0 TEMPORARY MAINS

A. Definition:

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

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

B. Temporary Main Abandonment:

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

**21.0 CONTRIBUTIONS TO WATER MAIN CONSTRUCTION BY PRIVATE DEVELOPMENT**

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

A. Privately Development Projects:

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

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

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

B. Local Improvement Districts (LIDs):

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



boundaries of the L.I.D.

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

## **22.0 PRIVATE CONTRACT CHARGES (PRIVATELY FINANCED MAIN CONSTRUCTION)**

### **A. Responsibility for Fees:**

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

### **B. Protecting New Facilities:**

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

C. Expiration of Plans:

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

**23.0 FIRE HYDRANT USE (NON-FIRE FIGHTING)**

A. Permit:

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

B. Penalty:

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

C. Damages:

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

D. Long-Term Use:

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

E. Backflow:

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

**APPROVED:**

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