



# MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

*Rely on us.*

TO: Commissioners Simpson, Brown, Helgeson, Manning and Mital  
FROM: Mel Damewood, Engineering Manager  
Brad Taylor, Water Operations Manager  
DATE: October 1, 2013  
SUBJECT: 2013 Water Policies & Procedures Update  
OBJECTIVE: Approval of Update with Meter & Service Installation Fees

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## Issue

EWEB Staff has conducted its annual review of our Customers Service Policies and Procedures for Water. A diverse stakeholder group thoroughly reviewed and updated the documents in order to better communicate with customers. Also, as part of this Policy Update, EWEB is requesting changes to meter installation and service installation fees.

## Background

Every year, EWEB staff reviews Customer Policy and Procedures to ensure these documents meet the needs of both EWEB and its customers. This year, only minor language changes were made in order to clarify policy.

EWEB is also in need of updating its meter installation and service installation fees **which have** not changed since June 2006.

## *History - 2006*

In 2006, EWEB staff last recommended an increase in service installation fees. Here was an excerpt from the Board backgrounder regarding those costs.

Source: May 31, 2006 Board Background:

*“Staff recommends a moderated approach to fee increases associated with water installation. These fees were last increased on July 1, 2000. There have been a number of operational changes made in the last year or so that appear to have costs trending downward at least when looking at 2005 vs. 2004 actual average costs. When comparing EWEB’s cost to other utilities, the average cost for EWEB at nearly \$2,000 per service seemed high. Staff would like to use the next two years to study this situation more fully.”*

At that time, EWEB made a compromise in response to the high perceived costs of service installations which were near \$2,000. EWEB approved the fee at \$1,450 for a ¾-inch by 5/8-inch

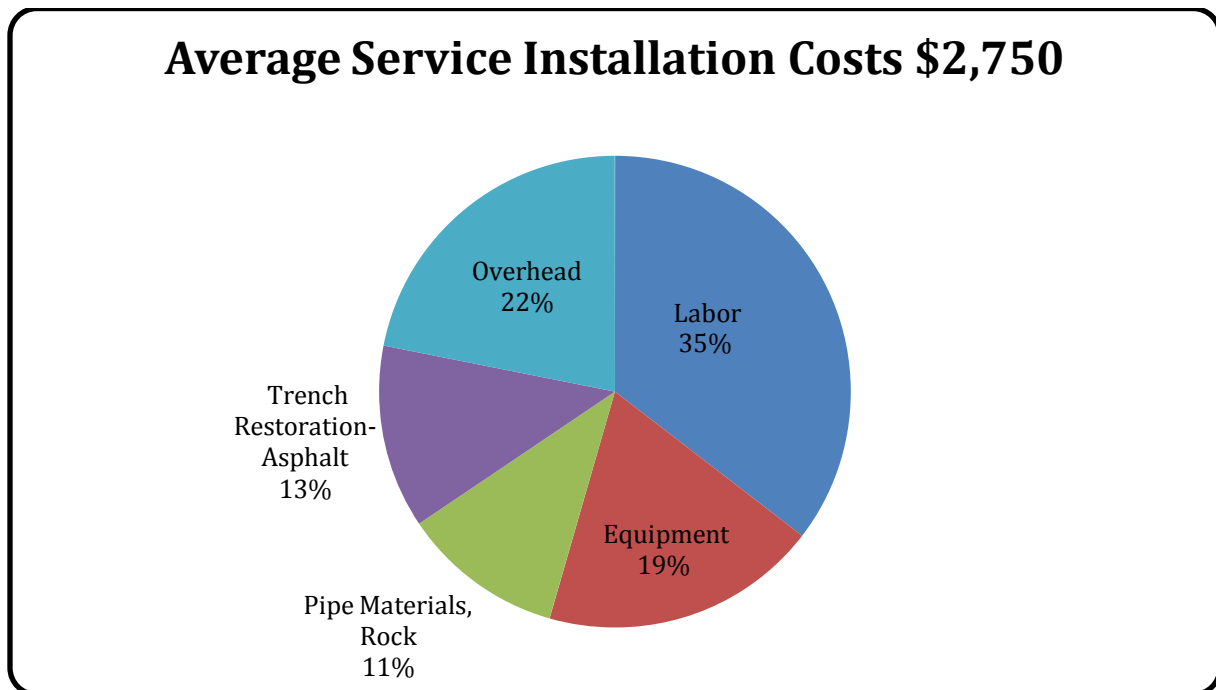
service and meter installation as its standard for residential services.

**2008** – EWEB staff reviewed the costs to satisfy the commitment stated in 2006, and decided not to move forward with an adjustment due to the economic conditions, which remained bleak over the next 4 years. The average cost of service at that time was approximately \$2,500. EWEB had very few service installations being requested in this time period so it decided not to review these charges until the timing seemed better.

**2012** - EWEB reviewed the charges in late 2012 and then decided not to pursue the service installation increases in light of the 20% rate increase proposal at the same time.

**Today** – Today, EWEB’s standards are to offer exclusively a 1-inch service line installation (previously offered 3/4-inch and 1 inch) for residential service installations. Going to one size in service allows EWEB to standardize and reduce the number of stock items in our warehouse. EWEB has also shifted from the use of copper service lines to HDPE (High Density Poly-Ethylene) in order to save material costs. The characteristics of HDPE service pipe also make using 1-inch very convenient. EWEB will still offer the choice of 5/8, 3/4 and 1 inch meters for this size of service.

In reviewing costs over the past several years, EWEB staff has calculated that the average cost of installation of a service line is \$2,750. Below is a breakdown of those costs.



Service and Meter Size	Today	Proposed
1-inch x 5/8 inch (Meter included)	\$1,450.00	\$2,750.00
1-inch x 3/4 inch	\$1,480.00	\$2,780.00
1-inch x 1 inch	\$1,550.00	\$2,850.00



conducted between the two agencies, and agreement has been reached on timing and amount. Social: Service installation fees generally impact development that is occurring in “infill” situations. This is a minority of development that is occurring. However, the City of Eugene has in its growth policies encouragement to infill existing vacant lots in lieu of expanding the UGB and building new subdivisions. Increasing costs to infill development will make it more difficult to attain this goal.

Environmental: Neutral impacts are perceived for this change in fees.

## **Discussion**

### **W-I, W-II and W-III Water Policy Changes:**

The focus of the 2013 review process was W-I, Customer Service Policies for Water, W-II, Water Main Extensions, and W-III, Water Service Charges and Rates.

A high level summary of the changes for W-I include:

*Moved Unauthorized Use of Water During Curtailment charge to Water Service Charges and Rates.*

A high level summary of changes for W-II include:

*Grammatical and clarifying changes to the policy, and changes to refunds to original developers by subsequent users to reduce administrative overhead for EWEB staff.*

A high level summary of changes for W-III include:

*Increased costs for water service installation fees and meter sets as described above.*

## **Recommendation**

EWEB management and staff recommend the approval of the Customer Policy and Procedure changes as described above. The changes have been reviewed by legal counsel. With regards to the fees as proposed above, management recommends the following:

Service Installation Fees as described above, effective January 1, 2014.

Meter Installation Fees as described above, effective January 1, 2014.

Copies of the updated policies are contained in the October 1 agenda which can be viewed at <http://www.eweb.org/boardmeetings>. The proposed changes are highlighted in yellow. Resolution No. 1319 is also included for your approval.

## **Requested Board Action**

Approve 2013 Water Policies and Procedures updates as provided in the complete review documents. Approve Resolution No. 1319 which promulgates the changes to EWEB’s Customer Policies and Procedures.

Please contact Mel Damewood at [Mel.Damewood@eweb.org](mailto:Mel.Damewood@eweb.org) if you have questions or comments.

# Appendix A - Meter and Installation Cost Comparison

	Service Install Charge			Install Meter Cost			Total Cost Including SDC's		
	Install 5/8"	Install 3/4"	Install 1"	5/8"	3/4"	1"	5/8"	3/4"	1"
<b>EWEB (Proposed)</b>	\$2,750.00 (inc. Meter)	\$2,780.00 (inc. Meter)	\$2,850.00 (inc. Meter)	\$275.00	\$305.00	\$375.00	<b>\$5,439.00</b>	<b>\$6,813.00</b>	<b>\$9,115.00</b>
<b>Portland Water Bureau</b>	\$5,600.00	\$5,600.00	\$5,600.00	-	-	-	<b>\$7,783.00</b>	<b>\$8,874.00</b>	<b>\$11,056.00</b>
<b>Tualatin Valley Water District</b>	\$2,040.00	\$2,040.00	\$2,040.00	\$260.00	\$280.00	\$340.00	<b>\$8,352.00</b>	<b>\$11,399.00</b>	<b>\$17,511.00</b>
<b>City of Salem</b>	\$1,740.00	\$1,740.00	\$1,740.00	\$257.00	\$257.00	\$257.00	<b>\$4,589.00</b>	<b>\$4,589.00</b>	<b>\$6,583.00</b>
<b>Medford Water Commission</b>	\$3,150.00	\$3,150.00	\$3,200.00	-	-	-	<b>\$4,626.27</b>	<b>\$4,626.27</b>	<b>\$6,639.71</b>
<b>Springfield Utility Board</b> Springfield rates based on pumping levels. Cost is 1 <sup>st</sup> level shown	N/A	\$1,163.00	\$2,907.00	N/A	\$422.00	\$514.00	<b>N/A</b>	<b>\$3,170.00*</b>	<b>\$5,765.00*</b>
							*Cost does not reflect Hard Surface Replacement		



**I. WATER SERVICE CONDITIONS**

This section covers the general policies, procedures, minimum requirements, and other information that pertain to all types of water service. Specific policies and procedures relating to Water Main Extensions, Service Charges, Water Rates and System Development Charges are contained in subsequent sections of this manual.

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**Eugene Water & Electric Board**

Customer Services Policies and Procedures  
Water Utility

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**A. Water Service Inquiries**

For all water service inquiries call 541-685-7000

FOR ALL UTILITY LOCATIONS,  
CALL ONE NUMBER  
1-800-332-2344  
CALL BEFORE YOU DIG



**B. Service Area**

EWEB provides water service to customers within the city limits of Eugene, Mahlon Sweet Airport and Lane Community College, and within dissolved water districts. Surplus or wholesale water sold by contract to entities outside the city does not constitute “water service” (See Water, Sale of Water). Extensions of water service to other customers outside the city limits of Eugene may be subject to city council approval on extension of water service.

**C. Ability to Provide Water Service**

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

**D. Customer Installation Responsibility**

1. Piping and Equipment

The use of water upon the premises of the customer is at the risk of the customer and the responsibility of EWEB shall cease at the point of delivery (water meter or as specified by EWEB). The customer shall furnish, own and maintain all materials and facilities required to distribute water beyond the point of delivery to points of use on the customer’s property. The customer’s installation shall conform to all requirements of governmental agencies having jurisdiction thereof, including applicable codes or ordinances, policies and procedures of EWEB, and the State of Oregon Health Authority.

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

The customer shall not place grounds or other electric connections to EWEB's water equipment. Should the customer wish to ground such connections to his/her own piping, EWEB may supply an insulation coupling to protect EWEB's employees and facilities. EWEB frequently uses nonmetallic materials in the water system. EWEB assumes no liability for failure of the customer's electrical grounds connected to the water system.

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

The customer may be required to install suitable protective or control devices whenever EWEB deems such installation necessary to protect EWEB's property, system, or that of its other customers. This includes appropriate backflow prevention equipment as





required for the protection of water quality and public health. EWEB reserves the right to refuse or discontinue water service to any customer when delivery of water could adversely affect service to other customers.

2. Special Equipment

Customers may install any special equipment desired to meet individual requirements, provided it does not adversely affect water service to other customers or EWEB facilities.

EWEB's policy prohibits any physical connection between a private water supply source and EWEB's distribution system. When potential for such connections are found to exist, EWEB shall require immediate removal of the connecting facilities and/or installation of an appropriate backflow prevention device.

3. Service Responsibility

The use of water upon the premises of the customer is at the risk of the customer, and the responsibility of EWEB shall cease at the point of delivery. The customer shall furnish, own and maintain all materials and facilities required to distribute water beyond the point of delivery to points of use on the customer's property. EWEB-owned facilities, such as metering located beyond the point of delivery, shall be maintained by EWEB.

Any customer desiring discontinuance of water service shall turn off the water supply at the customer's own shut-off valve and give EWEB notice consistent with All Utilities, Temporary Service. The customer is responsible for any damages or injuries sustained through failure to properly exclude water from the customer's premises consistent with All Utilities, Disconnection or Reconnection of Service.

Customers are responsible for protecting their plumbing during freezing weather or during extended absences from their premises.

4. Services without Customer Valve

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

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



facilities, as well as the cost for installing a customer-owned and maintained shutoff valve on the customer's side of the meter.

5. Backflow Prevention - By Customer

If, within the customer's plumbing system, there is the potential for the introduction into EWEB's water system of any substance other than the potable water supplied by EWEB; the customer shall protect EWEB's system from backflow in accordance with provisions set forth in Oregon Administrative Rules 333-061-0070.

Backflow prevention assemblies shall be required on all service connections where the customer utilizes a booster pump to deliver water to the premises.

All backflow preventers shall be installed in a manner consistent with approved EWEB design standards. Testing and maintenance of backflow preventers to insure protection of EWEB's system shall be performed according to Oregon Administrative Rules 333-061-0070. EWEB reserves the right to refuse or discontinue service to any customer whose water use or equipment present a risk of contamination to the public water supply.

6. Pressure Reducing Valve - By Customer

The customer shall provide a pressure-reducing valve if required by the Oregon Plumbing Specialty Code for the customer's location. Most codes recommend that static water pressures be regulated to less than 80 pounds per square inch.

**E. Inspection and Enforcement Program**

1. Backflow Prevention

EWEB reserves the right to inspect the customer's piping and equipment to determine the need for, or adequacy of, any required backflow preventer.

EWEB shall maintain an inspection and enforcement program to provide backflow protection between the customer's system and EWEB's system, as required by Oregon Administrative Rule 333-061-0070.

"The Manual of Cross-Connection Control," current edition, published by the Foundation for Cross-Connection and Hydraulic Research, University of Southern California and the "Accepted Procedure and Practice in Cross-Connection Control," current edition, published by the Cross-Connection Control Committee, Pacific Northwest Section, American Water Works Association, are herein adopted as guidelines for inspection and enforcement of the backflow prevention program.



2. Other Inspections

Inspection of piping or equipment for compliance with code or regulations other than those of EWEB and those relating to backflow protection is the responsibility of the governmental agency having jurisdiction thereof. Appropriate approvals and certificates shall be obtained by the owner and provided to EWEB prior to customer's connection to EWEB's point of delivery.

Nothing in these regulations shall be construed as placing upon EWEB any responsibility for the inspection of, the condition of, or the maintenance of the customer's plumbing, piping, water-using devices or other equipment downstream of the point of delivery.

EWEB shall not be liable for any leaks, loss or damage to persons or property resulting from defects in or deterioration of the customer's installation or equipment or the delivery of water service thereto. EWEB's liability for personal injury or property damage shall not extend beyond the point of delivery to the customer.

**F. Metering Service and Meter Installations**

EWEB shall own, install and maintain all necessary meters for measuring the amount of water used by the customer. Utility service supplied by EWEB at more than one location shall be metered separately and billed at each location. Full-flow metering is required on all water services unless specifically exempted elsewhere in these Policies and Procedures.

Every meter location shall be designated by EWEB. Ordinarily, the meter will be installed on public rights-of-way outside of buildings and between the property line and the curb or within the water main easement. The meter may be located on private property, but only when EWEB determines that a location within the right-of-way or easement is impractical. EWEB shall not install its meters in private lines downstream of the point of delivery with the exception of the bypass meter on a double check detector assembly.

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

For a change in size of the meter, at the request of the customer, the customer shall pay for the cost of changing meters and records.

Installation of a meter bypass shall be required on new service installations, three inches and larger, to permit routine meter testing and repair, unless specifically exempted by EWEB. At the discretion of EWEB, a meter bypass may also be required on any new or existing service, regardless of size, where interruption of service for meter testing or changing could seriously interfere with the customer's operations.



This bypass installation shall be paid for by the customer. Seasonal or irrigation meters may be exempt from this policy at the discretion of EWEB.

Meters shall be read monthly and bills will be based on consumption in units of 1,000 gallons. An official account shall be kept on the records of EWEB of all water meter readings. Such account, so kept according to federal retention requirements, shall be accepted and received at all times and places, and in courts, as prima facie evidence of the use of water by the customer and shall be the basis on which bills are calculated, except for those customers having unmetered service. Should any meter fail to register correctly the amount of water used by the customer, the amount of such use shall be estimated by EWEB from the best available evidence.

The customer shall provide access for EWEB to perform routine meter testing as required to meet EWEB distribution reliability standards. If the customer requires scheduling other than during regular business hours, (8:00 a.m. to 5:00 p.m., Monday through Friday, except on EWEB observed holidays), the customer shall pay the extra labor costs for testing and repairs.

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

A common water meter serving two or more residential living units will be served on the General Water Service Rate Schedule and shall be in the name of the common owner of the units.

For individually metered multifamily structures with four or more living units, common-use facilities and residential living units must be metered separately. This policy includes such uses as common laundry facilities, common water heater(s) or irrigation:

- a. Common-use facilities shall be served on the General Water Service Rate Schedule and shall be in the name of the owner.
- b. Residential living units shall be served on the Residential Water Service Rate Schedule.

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

If EWEB's water meter or service facilities are damaged as a result of tampering or any other cause associated with the customer's use or equipment, the customer will also be required to reimburse EWEB for the cost of repairs and estimated loss of revenue resulting from the damage. (See All Utilities, Disconnection or Reconnection of Service.)



**G. Temporary Water Service**

Temporary water service refers to water service of a short-term or transient nature, such as, incidental use during construction operations, temporary irrigation service, and special events. Customers requesting this type of service shall prepay the estimated cost of installation and removal. The customer will also be charged for the amount of water consumed based on EWEB's applicable rate schedule. Temporary Water Services that exceed 1-inch in size will be subject to review for additional charges including SDC's.

Temporary water service shall not exceed two years in duration. If the water service is used for more than two years, the water service will be considered permanent and the customer will be required to pay the appropriate SDC charge (See Water, Water System Development Charges).

In cases where temporary water service becomes permanent the charge to cover removal shall be returned to the customer.

**H. Temporary Water Service from Public Fire Hydrants**

Temporary water service from public fire hydrants shall not be permitted in cases where it serves as a substitute for a permanent water service (e.g. construction sites). Public fire hydrants (within City limits) are the property of the City of Eugene Fire Department and temporary water service from fire hydrants may be permitted. EWEB shall only permit temporary water service from designated fire hydrants and only when such water service will not adversely impact EWEB water system operations. EWEB in its sole discretion will designate the hydrant(s) available to provide temporary water service.

After an appropriate location and configuration for the type of use requested is determined, and after payment of all prevailing fees and completion of Temporary Water Meter Service Agreement, EWEB shall issue and install an EWEB owned and maintained temporary water meter and backflow preventer. Water meters and backflow preventers are to be installed and relocated by EWEB staff only.

Water meters will be read and billed on a monthly basis to collect a basic rate fee plus consumption charges in accordance with EWEB's approved water rates for the location of the installation. If damage occurs to the fire hydrant, water infrastructure, or any EWEB equipment, resulting from the use of a temporary water service, the customer obtaining such temporary service from the public fire hydrant will be responsible for the damage and the cost of repair will be billed to the customer's account.

EWEB reserves the right to deny any application for temporary water service from a hydrant and remove any temporary service meter consistent with All Utilities, Disconnection or Reconnection of Service.



**I. Hydrant Flow Tests for City of Eugene Hydrants**

All requests for flow data are assessed charges as set forth in the Water Service Charges and Rates.

EWEB will provide, to the requesting party, the gallons per minute flow of any City hydrant in the system. The gallons per minute figure may be the result of an actual Hydrant flow or the estimated flow based on the Distribution System Hydraulic Flow Model. When the requesting party is not willing to accept the Hydraulic Model Flow Results and requests a new flow test to be performed, if possible, EWEB will perform a new test and provide the results.

**J. Abandoned Service Lines**

Any service line installed by EWEB that is not used by the customer for two years following the date of installation or date of discontinuance of service shall be deemed abandoned and may be removed by EWEB at its discretion. Reinstallation of any service line that has been removed under this policy shall be in accordance with Water, Water Service Conditions, New Service Installations.

**K. New Service Installations**

Since June 1, 1934, the installation of new service lines has been performed only by EWEB. A water service line is the tap, service pipe, valves, fittings, meter, and meter box installed from the main to the point of delivery. To obtain a new or enlarged water service, customers will pay in advance all pertinent installation charges shown in Water, Water Service Charges and Rates, Water Service Installation Charges.

The ownership of new water service lines and meters shall be, and remain, with EWEB. If, at a date later than the time of installation, the customer desires any change in the water service line, the customer shall pay the estimated cost of the change with no credit allowed for material salvaged.

Scheduled installation charges for 1-inch services are shown in Water, Water Service Charges and Rates, Water Service Installation Charges. For service sizes larger than 1-inch, the charge shall be based on the estimated total cost of installation.

At the time of connection, the customer shall also pay any applicable Water System Development Charges (See Water, Water System Development Charges).



1. General Conditions Regarding Service Placement and Configuration

The size of the service line and the size of the meter shall be at the option of the customer, except that the pipe size and the meter size shall be listed in the designated rate schedule, shall be adequate to supply the customer's demands, and shall not exceed the available capacity of the water main.

The customer may order up to a 1-inch service and meter without professional certification for facilities that will be served on a Residential Water Service Rate when no residential fire sprinkler system will be installed.

The customer shall provide demands and calculations verifying the size of the service and meter from a registered professional for:

- a. Residential service orders larger than 1-inch.
- b. Facilities that will be served on a Residential Water Service Rate when a residential fire sprinkler system will be installed, regardless of whether inside or outside city.
- c. Facilities that will be served on a General Water Service Rate Schedule, regardless of whether inside or outside city.

If a larger water main is required to meet the combined customers' needs, EWEB's water main extension policy will be applied. (See Water, Water Main Extensions.)

EWEB shall determine the location of the tap to the main and shall designate the meter location. The meter shall be placed as near the main as practicable, generally within the public right-of-way or water main easement. At EWEB's discretion, the meter may be installed on private property, but only when a location within the public right-of-way or easement is impracticable. **EWEB shall repair any cuts or excavations in sidewalks and paved or unpaved streets caused by EWEB's installation of water service lines.**

For single locations (individual tax lots) where multiple units will be served, such as multiplex residential units, EWEB's policy is to provide a master meter. At the sole discretion of EWEB, individual metering may be allowed provided that unique conditions of the site allow for adequate space, housing and safe access to a meter facility. EWEB may require such facilities to be installed on the developer's property. The owner or developer will be responsible for all easements and associated costs, including but not limited to providing a sump pump and high water alarm for any multiple meter vault wired to the common-use facilities electric meter billed on the General Service Rate Schedule, each wired to a separate circuit. All equipment located inside a multiple meter vault is EWEB-owned until it exits the vault. The developer will be responsible for any customer hand valves that may be installed outside of the vault if required or desired.

When the multiple water meters serve one tax lot they are installed, labeled, and designated in EWEB's official record as the water meter serving a specific location. It is the responsibility of the owner or the owner's representative to make the water service line connection downstream of



the point of delivery to the proper unit or apartment number as labeled. It is the responsibility of any owner or manager of any multi-residential location to immediately notify EWEB of any change in numbering sequences in order to permit redesignation of meters serving various locations. Charges for redesignation shall be consistent with All Utilities, Installation or Change of Service and shall be the responsibility of the owner.

2. **Specific Conditions Regarding Installation Charges**
  - a. A pre-installed water service is a service line previously installed and paid for in conjunction with a water main extension, exclusive of the water meter. Prior to connection to a pre-installed service, the customer shall pay the scheduled charge for a meter installation. (See Water, Water Service Charges and Rates, Water Service Installation Charges.)
  - b. An unpaid service is a water service previously installed by EWEB to provide future service to an unserved property. Prior to connection to an unpaid service, the customer shall pay the applicable scheduled installation charge. (See Water, Water Service Charges and Rates, Water Service Installation Charges.)
  - c. A new service installation is a water service line connected to an existing water main to be installed at the specific request of the customer. Prior to a new service installation, the customer shall pay the scheduled installation charge for 3/4 and 1-inch services, or the estimated cost for services larger than 1-inch. (See Water, Water Service Charges and Rates, Water Service Installation Charges.)
  - d. A service which has been paid for and, at the customer's request, the meter was not set or had been set and subsequently removed due to lack of current usage, is a meter-pulled service. Prior to installing the meter, the customer shall pay the scheduled meter installation charge. (See Water, Water Service Charges and Rates, Water Service Installation Charges.)

**L. Relocation of Mains, Service Lines, Meters, and Hydrants**

Facilities owned by EWEB may be relocated or altered by EWEB, if practical, upon written request of customers, property owners or contractors. EWEB may make adjustments to its facilities without customer request should customer-initiated changes adversely affect EWEB's facilities or to bring older facilities into compliance with current EWEB installation standards. Such moves or alterations shall be made in accordance with the following:

1. EWEB facilities located on public rights-of-way, easements, or which have been established in a satisfactory manner to serve individual properties, may be relocated or adjusted upon request, but only if the person(s) requesting such relocation agrees to pay the estimated cost of such relocation.
2. Relocations or alternations for aesthetic benefits or adjustments which affect the esthetics of adjacent properties shall be made only if the person(s) requesting such adjustments agrees to pay the estimated cost of moving the facilities and if affected property owners agree, in writing, to the relocation/adjustment.
3. If the water meter is not adjacent to the property being served, the meter may be moved to a more convenient location on an existing or new main if requested by the customer.





The estimated cost of moving the meter, including installation of a new water service and elimination of any old point of delivery, shall be paid by the customer. This paragraph is not intended to permit circumvention of EWEB's extension policy. The customer may be required to pay a pro rata share of the cost of the new main, either at the time the meter is moved or upon installation of a new water main adjacent to the property.

4. EWEB's meters and valve boxes will normally be set at sidewalk or curb grade. Should the customer alter the adjacent ground level, place physical objects, (such as rocks, ties, posts, and fences) or plant shrubs in such a manner as to make it necessary, in the opinion of EWEB, to move or adjust the meter, meter box, valve box, etc., the customer shall be advised, in writing, of EWEB's intent to adjust its facilities to accommodate the customer changes and to collect the full cost of these adjustments from the customer.
5. If the customer's shrubs, trees, etc., impair EWEB's reasonable access to its meters or valve boxes, the customer shall be advised, in writing, giving a specified time in which to correct the access problem. If satisfactory corrections are not completed within the specified time, EWEB will take corrective action and the cost will be charged to the customer.
6. If a water meter or point of delivery does not meet current installation standards, the meter or point of delivery may be moved at EWEB's discretion. The cost of moving a meter or point of delivery solely to achieve current installation standards within the distribution system shall be borne by EWEB.
7. In every case if reconnecting a customers' piping requires additional upgrades other than simple reconnection required by EWEB, the cost of upgrades shall be borne by the customer.
8. When a customer's point of delivery is transferred to a water main that increases pressure thus requiring installation of a pressure reducing valve, the cost shall be borne by EWEB. The pressure reducing valve will be installed on the customer's side of the meter and will be the customer's responsibility to own, operate and maintain.
9. When a customer's point of delivery pumping level is reassigned, EWEB will notify the customer of resulting billing changes in writing. Applicable adjustments to past billing shall be consistent with All Utilities, Bill Payment, Adjustment of Utility Bill.
10. If EWEB, the City of Eugene or other permitting agency determines that a change in property use or zoning eliminates the current need for water service, EWEB will disconnect the point of delivery at customer expense.



11. If a hydrant needs to be relocated, the customer shall first obtain approval of, and make financial arrangements with, the City of Eugene Fire Department and EWEB.

Regardless of whether relocation is initiated by EWEB or the customer, the customer shall make necessary arrangements for the transfer or relocation of equipment owned by any other utility or any third party which may be involved, as well as reconnecting the customer's own facilities once the point of delivery has been relocated.

**M. Unauthorized Use of Water from Unmetered Connection**

Anyone using an unmetered water service without written permission from EWEB shall be billed an inspection fee, plus estimated charges for any unauthorized water use at the applicable volume rate. (See Water, Water Service Charges and Rates.)

If damage is found as a result of such use of services, the party responsible for said damage shall be billed for the cost of repair.

**N. Flat Rate Fire Protection Service**

Monitoring methods, other than full-flow water service consumption metering, may be permitted for fire protection systems serving private fire hydrants, hose cabinets, and/or sprinkler systems where water will be used only for emergency fire suppression. The customer will be billed a monthly "Flat Rate for Fire Protection" charge. (See Water, Water Service Charges and Rates.)

All unmetered flat rate fire protection services shall be installed in accordance with EWEB's established facilities design and backflow prevention standards. Costs incurred by EWEB in providing associated water main extensions, service line, tap, and/or isolation valve to the point of delivery shall be paid in advance of installation, in accordance with EWEB's Water Main Extension Policy. (See Water, Water Main Extensions.)

Any required service vault, detector double check valve assembly, or reduced pressure detector check assembly shall be furnished, installed, owned, and maintained by the customer. All new fire line installations shall include provision for detector check metering, either as an integral part of the required backflow device, or by a separate detector check meter to be supplied by EWEB. The customer installation shall provide for ready access to and acceptable working space for meter reading, repairs, and testing of all related facilities.

Only emergency use of water is authorized through a flat rate fire protection service. After water is used for an emergency, the customer shall notify EWEB's Water Operations Department. If water is to be used for test purposes, the customer shall notify EWEB's Water Operations Department in advance of the testing.

If water consumption is registered or evidenced without advance notification to EWEB, the customer shall be billed at the regular flat monthly charge plus an inspection fee, plus the regular consumption charge for that portion of water registered or estimated to have been used. (See Water, Water Service Charges and Rates.) The customer will also be notified of the unauthorized use, and asked to remedy the cause.



Water consumption registering on a second occasion within any 12-month period will indicate either continued unauthorized use or a leak in the customer's system. For the second month's unauthorized use, the customer shall be billed the scheduled inspection fee, plus the minimum charge for a full-flow meter, plus the consumption rate for that portion of water registered or estimated to have been used. The customer will again be notified of the unauthorized use. The customer shall be requested to immediately determine the cause of the registration and provide satisfactory verification to EWEB that the cause has been corrected.

If the customer does not satisfactorily respond to EWEB's second notice of unauthorized consumption and usage occurs for a third month within any 12-month period, the customer shall again be billed the scheduled inspection fee, the minimum charge for a full-flow meter, plus registered or estimated consumption. The customer will then be given seven days to pay EWEB the estimated cost of a full-flow meter installation. If the customer has not paid for a full-flow meter within seven days of the third notification, the water supply to the fire system will be disconnected and the fire department as well as the customer will be notified.

In the event of disconnection following the above notice procedure, installation of a fully metered service, at the customer's expense, will be required for service restoration.

#### **O. Water Shortages and Curtailment**

1. If for any reason, EWEB's water supply cannot keep up with the consumer water demands, EWEB will implement a Water Supply Shortage Contingency Plan and request either voluntary or mandatory curtailment of water use by all of its customers. Curtailment of wholesale contracts will be per separate agreements.

Voluntary curtailment will be at the customer's discretion, with EWEB providing guidelines on ways to cut back on water use.

Mandatory curtailment will be called for when EWEB's water system is at serious risk of failure. Mandatory curtailment will require the ceasing of water uses that will be described within a declaration to be issued during such an event. **In concert with implementation of the Water Supply Shortage Contingency Plan, EWEB may also activate customized curtailment agreements for large water users.**

2. Large Water User Curtailment Plans

As part of conditions of new water service, large water users (1,000,000 gallons per day or larger) will be required to develop a customized water curtailment/conservation plan that outlines the actions the customer will take in the event of a water supply shortage.

- a. The facility curtailment/conservation plan shall include information regarding on-site submetering if any.
- b. Disclosure of submeter consumption may be required to determine on-site system leakage compliance during a curtailment event.



3. New Meter Installation, Temporary and Hydrant Meter Moratorium

If for any reason, EWEB water supply cannot keep up with consumer water demands, EWEB may call for a temporary moratorium of new water services, temporary water services, or issuance of hydrant meters for temporary purposes for the duration of such a supply shortage event. EWEB may also place a moratorium on testing and flushing of new water mains during this same period.

4. Appeals of Mandatory Curtailment

EWEB may consider appeals for water usage or service installation during mandatory curtailment declarations, consistent with All Utilities, Appeals. A letter written to EWEB detailing the nature of the water consumption is required in order to be considered for an exemption of the mandatory curtailment requirements.

5. Unauthorized Use of Water during Curtailment

Anyone found using water for a curtailed use, as defined during declaration of mandatory water curtailment, and without permission from EWEB, shall be:

- a. For first violation: Issued a written request of ceasing use of water and a warning for issuance of a fine if unauthorized use continues;
- b. For second violation: See Water, Water Service Charges and Rates.



**II. WATER MAIN EXTENSIONS**

This section covers policies, procedures, minimum requirements, and information that pertain to water main extensions.

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**A. Definition**

A water main extension is a branch from, addition to, continuation or replacement of EWEB's existing water distribution system, as required to provide water service to a specified parcel or parcels of land and adjacent areas, which may include mains, services, hydrants, and other facilities necessary to serve specific parcels or developments.

**B. Availability**

Water main extensions for EWEB water service to customers within the limits of the City of Eugene, in the areas of dissolved water districts, or Mahlon Sweet Airport or Lane Community College are available in accordance with this policy. Water main extensions for EWEB retail water service to customers outside of these areas may also be subject to city council approval on extension of water service.

Extension to those customers, whose use, in the opinion of EWEB, appears to be of short or uncertain duration, shall be installed under EWEB's Temporary Service Policy (See Water Utility, Water Service Conditions, Temporary Water Service).

If there is insufficient flow at the nearest main or mains on the existing system, the developer/customer will be required to pay for a water main extension from the nearest location or locations on the existing system where there is a sufficiency of flow. The developer/customer will pay the estimated cost of the extension required to meet the added demand caused by the development.

**C. General Provisions/Requirements**

Upon written request from the developer/customer for an extension to the water system, EWEB will prepare design and cost estimates for construction of the proposed extension. The written request shall be accompanied by appropriate plans and governmental approvals. The developer/customer may design water main extensions and service installations when the following conditions are met:

1. The design must be prepared by a professional engineer registered by the State of Oregon.
2. The design shall comply with EWEB's Engineering Standards.
3. EWEB will review and approve plans and specifications.
4. EWEB will be reimbursed for costs of performing plan review and other services provided.



EWEB will require payment for engineering expenses to prepare design and cost estimates for unapproved property development plans, speculative main extension inquiries or for additional design and cost estimates requested by the developer/customer.

The design and cost estimates shall be based on the approved property development plans submitted by the developer/customer and on the assumption that the entire extension will be installed as a unit or as phased by mutual agreement, and completed within the time frame specified in EWEB's extension agreement. EWEB will specify pipe-line diameters, type of materials, locations and capacities needed for the extension. EWEB will require water mains to be extended through developments, to connect to other water mains, for reliability of service to the development and to maintain the water system integrity.

EWEB will own, operate and maintain water mains and services along public streets, roads and highways which EWEB has the legal right to occupy and on public lands and private properties across which rights-of-way, satisfactory to EWEB, have been obtained. The water main will only be installed on an easement when public right-of-way that meets the need is not reasonably available. Sole and exclusive title to any extension constructed shall be the property of EWEB, except fire hydrants belonging to the City of Eugene Fire Department.

All service lines and/or service crossings within the development will be installed at the time of the water main extension and shall be prepaid by the developer/customer.

Water service will be granted to developments or parcels of property when water mains are installed in all dedicated rights-of-way or water main easements adjacent to and/or through the development or when an agreement is accepted by EWEB, guaranteeing future developer/customer participation in the cost of all deferred portions of the required water main extension. A developer/customer will not be allowed to connect to an existing water main at a location to avoid extending the water main through or along the development.

When master metering is required for multiple tenant developments, the owner or landlord will accept direct responsibility for payment of monthly water charges prior to delivery of service. Installation, ownership and maintenance responsibility for any private water systems beyond a master meter within private property rests with the developer/customer or the subsequent property owner(s).

EWEB will not install master metering in planned unit developments (PUD's) that offer private ownership of individual structures, e.g., residential PUD subdivisions. **EWEB will require easements through the PUD properties to extend EWEB's water mains to provide service or to adjoining property as required. Metered water service may be available from these mains.**

**D. Extension Charges**

Prior to construction, each prospective developer/customer must sign a water main extension agreement and pay the estimated cost of the main extension, preinstalled services and fire hydrants. This charge is to be called "contributions in aid of construction." The contribution in



aid of construction charge will be based on estimated costs, and, if necessary, adjustments to estimated costs may occur during the construction process through application of change orders.

EWEB may install larger water mains to provide capacity for system needs and future development. In this case, the developer/customer will pay the estimated cost of the size extension required to serve the development.

When a development is separated from existing water facilities by a parcel of undeveloped property, the developer/customer will pay the estimated cost of extending the water main required to serve the development from the point of availability of an adequate supply on EWEB's water system up to and through or along the development. **The developer/customer is eligible to receive a refund in accordance with Water Utility, Water Main Extensions, Refunds to Developer/Customer.**

The developer causing an extension of water mains shall pay in full for the rights-of-way, the construction and installation of the lines, pipes and mains and all other appurtenances necessary for the extension. When a development is separated from existing facilities by a parcel of developed and served property, and EWEB has collected an equivalent main charge for the previously served property, EWEB will contribute the amount collected to the extension of water main.

**Any necessary increase in size of the water main extension pipe as determined by the EWEB Engineer or Engineering Manager, pursuant to EWEB design and construction standards, and its proportionate cost may be paid by EWEB in accordance with EWEB procedures unless such increase in size results solely from the exclusive use of any subdivision or tract development.**

#### **E. Installation**

Either EWEB or a developer/customer may construct water main extensions. If a developer/customer elects to do the construction, the following conditions must be met:

1. The water main extension must serve the developer/customer property.
2. The developer/customer will reimburse EWEB for all actual costs incurred on the project, including costs associated with design, review, inspections, start-up, and all other related services rendered in conjunction with the extension.
3. **EWEB shall either design the water main extension or approve the developer/customer's design and construction plans for the extension, which shall conform to Water Utility, Water Main Extensions, General Provisions/Requirements.**
4. The developer/customer will comply with EWEB's standards for quality of materials and workmanship and will follow EWEB's procedures. Copies of standards and procedures are available through the Water Division.





5. The customer/developer's contractor shall be pre-qualified by EWEB prior to the start of construction of the water main extension.
6. Facilities installed by the developer/customer must be inspected and approved by EWEB prior to being placed into service. The developer/customer is responsible for 100% of all inspection and testing costs.
7. The developer/customer will provide a 100% performance bond to EWEB to guarantee the workmanship and materials for one (1) year from the date of the construction inspection and approval and the payment of all project costs.
8. The developer/customer is solely responsible to obtain necessary Federal, State or local jurisdiction approvals.

**F. Subsequent Customers**

A subsequent customer is one who requests service from an existing water main, but who has not participated in paying for the installation cost of that existing water main extension.

Subsequent customers who desire permanent or temporary service connections to a water main which has a prior extension agreement in effect, or such connections to a water main previously installed at EWEB's expense for the benefit of future development, shall pay EWEB an equivalent main charge.

An equivalent main charge is half of the average current installed cost per foot of a water main multiplied by the front foot measurement of the parcel of land to be served. The water main size used for these calculations shall be six inches for single-family residential areas and eight inches for all other areas. If flow design calculations indicate a larger main is required, the cost of the larger main will be used.

A subsequent customer may be required to participate in an additional water main extension to the extremity of the developer/customer's property as well as the prescribed portion of the cost of any existing water main.

**G. Refunds to Developer/Customer**

A developer/customer shall receive a refund on a contribution in aid of construction when the following conditions are met:

1. The developer/customer has paid a contribution in aid of construction for a water main extension past unserved property; and
2. A subsequent customer has paid EWEB an equivalent main charge for connection of water service (to the previously unserved property within ten years from the date of acceptance of the installation of the main) to the main for which the developer/customer has paid the contribution in aid of construction.



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There will be no collection of subsequent customer equivalent main charges after 10 years of installation and acceptance of the water main. Refunds will be limited to the amount collected from subsequent customers. No interest will be paid on refunds to the developer/customer.



**III. WATER SERVICE CHARGES AND RATES**

For charges specific to Electric; see Electric Service Charges and Rates. For all other charges; see All Utilities Charges and Rates.

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**A. Connect/Disconnect of Water Service at Customer’s Request for Plumbing Repairs (per call-out)**

During regular business hours ..... No charge  
After regular business hours (Resolution 1221).....\$75.00

**B. Temporary Water Meter Service Charges**

Equipment Security Fee (refundable less damage/replacement) ..... 105% of equipment cost  
Installation/Relocation ..... 100% cost of 3 hours labor per incident  
Damage/Replacement ..... Charged at 100% of replacement cost for parts and labor

For applicants with credit-related concerns, an additional deposit may be required consistent with All Utilities Policies & Procedures.

Labor charges are based on Lead Water Meter Mechanic labor rates.

Billed Monthly:

Basic Charge .....EWEB Schedule 2 water rates for 3” water meter inside City  
Volume Charge ..... EWEB Schedule 2 water rates for inside the City

**C. Water Service Installation Charges**

(Resolution No. 1319)

Meter Installation Charge (New, Pulled or Size Decreased)

5/8" .....	\$275.00
3/4" .....	\$305.00
1" .....	\$375.00
1 ½" and larger .....	At Estimated Cost

Service Installation Charge (New or Preinstalled, including meter)

1" x 5/8" .....	\$2,750.00
1" x 3/4" .....	\$2,780.00
1" x 1" .....	\$2,850.00
1 ½ " and larger .....	At Estimated Cost

Service Size Enlarged

Any size ..... At Estimated Cost

**D. Elevation Charges**

Effective November, 2001, an elevation charge shall apply to all water consumed by customers served at higher level pumping systems. This charge is designed to recover the added cost of power for pumping water to elevated systems. Charges are assessed at increasing amounts at one of three Pumping Levels defined as:

Pumping Level 1 - Customers served by 800 to 850 feet pumping systems.

Pumping Level 2 - Customers served by 975 feet pumping systems.

Pumping Level 3 - Customers served by 1,150 to 1,325 feet pumping systems.

Elevation charges, if applicable, apply to all consumption and are in addition to regular flat or tiered volume rates in the Residential and General Service classes (Rate Schedules 1, 2 and 3). Customers served at Base Level (served from base reservoirs) will incur no elevation charge.



**E. Residential Water Service inside the City Limits of Eugene**

**SCHEDULE R-1**

- 1. **Applicable**  
Within the city limits of Eugene to all separately metered single-family residences, mobile homes, duplexes, triplexes, "quads", townhouses, and multifamily structures with less than four living units.

Boarding, lodging, rooming houses or group care facilities shall also qualify for residential service if not more than five private sleeping rooms are used by other than members of the customer's immediate family. When a major portion of a dwelling is regularly used for the conduct of business, the entire dwelling shall be billed on the applicable General Service schedule.

- 2. **Monthly Rate** (Resolution 1224)  
The monthly rate is composed of three charges: basic charge, volume charge and the elevation charge, if applicable. The basic customer charge shall be according to the size of meter provided.

**Basic Charge**

5/8" .....	\$ 16.50	per month
3/4" .....	\$ 17.17	per month
1" .....	\$ 22.27	per month
1-1/2" .....	\$ 34.08	per month
2" .....	\$ 61.06	per month
3" .....	\$ 137.55	per month

**Volume Charge**

First 8,000 gallons .....	\$1.510	per 1,000 gallons
The next 22,000 gallons .....	\$2.550	per 1,000 gallons
All over 30,000 gallons .....	\$4.130	per 1,000 gallons

**Elevation Charge**

Elevation charges, if applicable, on all gallons used per month, per 1,000 gallons (see Section L for additional definitions of elevation charges and pumping levels).

Services at Base Level.....		None
Services at Pumping Level 1 (800-850 feet) .....	22.0¢	per 1,000 gallons
Services at Pumping Level 2 (975 feet) .....	44.0¢	per 1,000 gallons
Services at Pumping Level 3 (1,150 to 1,325 feet) .....	65.0¢	per 1,000 gallons

**Fixed Charge**

Elevation 1 .....	\$1.00
Elevation 2.....	\$3.00
Elevation 3.....	\$5.00



- 3. Minimum Charge  
Applicable monthly basic customer charge according to size of meter provided.
- 4. General Terms and Conditions  
Service under this schedule is subject to the policies and procedures of EWEB.

**Residential Water Service Outside the City Limits of Eugene**

**SCHEDULE R-2**

- 1. Applicable  
Outside the city limits of Eugene to all separately metered single-family residences, mobile homes, duplexes, triplexes, “quads”, townhouses, and multifamily structures with less than four living units.

Boarding, lodging, rooming houses or group care facilities shall also qualify for residential service if not more than five private sleeping rooms are used by other than members of the customer's immediate family. When a major portion of a dwelling is regularly used for the conduct of business, the entire dwelling shall be billed on the applicable General Service schedule.

- 2. Monthly Rate (Resolution 1224)  
The monthly rate is composed of three charges: basic charge, volume charge and the elevation charge, if applicable. The basic customer charge shall be according to the size of meter provided.

**Basic Charge**

5/8" .....	\$ 21.45	per month
3/4" .....	\$ 22.30	per month
1" .....	\$ 28.95	per month
1-1/2" .....	\$ 44.30	per month
2" .....	\$ 79.40	per month
3" .....	\$178.80	per month
4" .....	\$305.30	per month
6" .....	\$458.10	per month
8" .....	\$663.15	per month
10" .....	\$936.59	per month

**Volume Charge**

First 8,000 gallons.....	\$1.963	per 1,000 gallons
The next 22,000 gallons .....	\$3.315	per 1,000 gallons
All over 30,000 gallons .....	\$5.369	per 1,000 gallons



**Elevation Charge**

Additional Elevation charges, as applicable, on all gallons used per month, per 1,000 gallons (see Section L for additional definitions of elevation charges and pumping levels).

Services at Base Level .....	None
Services at Pumping Level 1 (800-850 feet) .....	22.0¢ per 1,000 gallons
Services at Pumping Level 2 (975 feet) .....	44.0¢ per 1,000 gallons
Services at Pumping Level 3 (1,150 to 1,325 feet) .....	65.0¢ per 1,000 gallons

**Fixed Charge**

Elevation 1 .....	\$ 1.00
Elevation 2 .....	\$ 3.00
Elevation 3 .....	\$ 5.00



**F. General Service Inside the City Limits of Eugene**

Closed to new customers with consumption in excess of 500,000 gallons per day or 10 million gallons per month.

**SCHEDULE G-1**

1. Applicable

Within the city limits of Eugene to all commercial, industrial, and commercial irrigation uses, public buildings, churches, public and private schools, public and private hospitals, multifamily structures with four or more living units served through one meter, and their common use facilities.

This General Service schedule also applies to boarding, lodging, rooming houses or group care facilities where more than five private sleeping rooms are used by other than members of the customer's immediate family, and in instances where the major portion of a dwelling is regularly used for the conduct of business.

2. Monthly Rate (Resolution 1224)

The monthly rate is composed of three charges: basic charge, volume charge and the elevation charge, if applicable. The basic customer charge shall be according to the size of meter provided.

**Basic Charge**

5/8" .....	\$ 16.50	per month
3/4" .....	\$ 17.17	per month
1" .....	\$ 22.27	per month
1-1/2" .....	\$ 34.08	per month
2" .....	\$ 61.06	per month
3" .....	\$137.55	per month
4" .....	\$234.85	per month
6" .....	\$352.40	per month
8" .....	\$510.10	per month
10" .....	\$720.45	per month

**Volume Charge**

All gallons .....	\$ 2.590	per 1,000 gallons
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**Elevation Charge**

Additional Elevation charges, as applicable, on all gallons used per month, per 1,000 gallons (see Section L for additional definitions of elevation charges and pumping levels).

Services at Base Level.....		None
Services at Pumping Level 1 (800-850 feet) .....	22.0¢	per 1,000 gallons
Services at Pumping Level 2 (975 feet) .....	44.0¢	per 1,000 gallons
Services at Pumping Level 3 (1,150 to 1,325 feet) .....	65.0¢	per 1,000 gallons





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**Fixed Charge**

Elevation 1.....	\$1.00
Elevation 2.....	\$3.00
Elevation 3.....	\$5.00

3. Minimum Charge

Applicable monthly basic customer charge according to size of meter provided.

4. Flat Rate for Fire Protection

See Water Service Conditions, Flat Rate Fire Protection Service, for identification.

Rate per month per inch diameter of pipe .....	\$ 9.70
No charge per month shall be less than .....	\$ 38.80

5. General Terms and Conditions

Service under this schedule is subject to the policies and procedures of EWEB.



**G. General Service Outside the City Limits of Eugene**

Closed to new customers with consumption in excess of 500,000 gallons per day or 10 million gallons per month.

**SCHEDULE G-2**

1. Applicable

This schedule is applicable to residential, commercial, industrial and other general service use outside the city limits of Eugene according to whatever contract provisions may be required by EWEB.

Extension of service to new customers, outside the city limits, Mahlon Sweet Airport, Lane Community College and within dissolved water districts may be subject to city council approval on extension of water service.

2. Monthly Rate (Resolution 1224)

The monthly rate is composed of three charges: basic charge, volume charge and the elevation charge, if applicable. The basic customer charge shall be according to the size of meter provided.

**Basic Charge**

5/8" .....	\$ 21.45	per month
3/4" .....	\$ 22.30	per month
1" .....	\$ 28.95	per month
1-1/2" .....	\$ 44.30	per month
2" .....	\$ 79.40	per month
3" .....	\$178.80	per month
4" .....	\$305.30	per month
6" .....	\$458.10	per month
8" .....	\$663.15	per month
10" .....	\$936.59	per month

**Volume Charge**

Plus all gallons used per month ..... \$ 3.367 per 1,000 gallons

**Elevation Charge**

Additional Elevation charges, as applicable, on all gallons used per month, per 1,000 gallons (see Section L for additional definitions of elevation charges and pumping levels).

Services at Base Level .....	None
Services at Pumping Level 1 (800-850 feet) .....	22.0¢ per 1,000 gallons
Services at Pumping Level 2 (975 feet) .....	44.0¢ per 1,000 gallons
Services at Pumping Level 3 (1,150 to 1,325 feet) .....	65.0¢ per 1,000 gallons



**Fixed Charge**

Elevation 1.....	\$ 1.00
Elevation 2.....	\$ 3.00
Elevation 3.....	\$ 5.00

3. Minimum Charge  
Applicable monthly basic customer charge according to size of meter provided.

4. Flat Rate for Fire Protection

See Water Utility, Section W-I-13, paragraph N, for identification.

Rate per month per inch diameter of pipe .....	\$ 12.35
No charge per month shall be less than .....	\$ 49.40

5. General Terms and Conditions  
Service under this schedule is subject to the policies and procedures of EWEB.

**H. Flow Tests**

Water Control Not Required ..... Charged at one hour labor of a Senior Engineer plus appropriate overhead and administrative costs.

Water Control Required... Charged at 2 hours labor for a Utility Lead and Utility Mechanic, equipment, plus appropriate overhead and administrative costs.

**I. Unauthorized Use of Water during Curtailment**

Second Violation ..... Levied fine of \$300.00 and termination of service.

**RESOLUTION NO. 1319  
OCTOBER 2013**

**EUGENE WATER & ELECTRIC BOARD  
RESOLUTION APPROVING REVISION TO  
WATER UTILITY POLICIES & PROCEDURES.**

**WHEREAS**, The Eugene Water & Electric Board (EWEB) periodically reviews, revises and updates Customer Service policies and procedures - All Utilities, Electric and Water policies for consistency, legality, correctness and to reflect actual practices evolving as continual improvement;

**WHEREAS**, The Customer Service policies and procedures – having been reviewed by EWEB legal counsel and presented at the October 1, 2013 Regular Board Meeting and revised as follows:

1. Modifications to language in Policies W-I and W-II
2. Water Service Charges and Rates, W-III-C: Amend fee for Water Service Installation Charges; Meter Installation Charge; 5/8" \$275.00, 3/4" \$305.00, 1" \$375.00; Service Installation Charge; 1" x 5/8" \$2,750.00, 1" x 3/4" \$2,780.00, 1" x 1" \$2,850.00
3. Implementation of this policy will be effective January 1, 2014.

**NOW THEREFORE, BE IT RESOLVED**, that the Eugene Water & Electric Board does hereby resolve to adopt the revisions of Customer Service policies and procedures - Water policies as so revised.

DATED this 1st day of October, 2013.

THE CITY OF EUGENE, OREGON  
Acting by and through the  
Eugene Water & Electric Board

\_\_\_\_\_  
President

I, TARYN M. JOHNSON, the duly appointed, qualified and acting Assistant Secretary of the Eugene Water & Electric Board, do hereby certify that the above is true and exact copy of the Resolution adopted by the Board in its October 1, 2013 Regular Board Meeting.

\_\_\_\_\_  
Assistant Secretary