

# FOX ISLAND MUTUAL WATER ASSOCIATION

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Foxislandwater.org

## SERVICE POLICY

Revised January 2024

### GENERAL INFORMATION

Fox Island Mutual Water Association (FIMWA) will furnish water to a property owner in its service area after the required *basic connection* and *membership fees* are paid. A property owner who has paid the required fees becomes a *member* of the Fox Island Mutual Water Association.

### WATER SERVICE

1. A separate metered service connection is required for each primary residence, auxiliary dwelling unit, church, school, commercial building, or other building of similar use.
2. FIMWA will make a diligent effort to render an uninterrupted supply of water to its members. Water service may be shut off or interrupted for repairs, construction, damage prevention, or other similar situations. When water shut-off is planned, FIMWA will attempt to give advance notice to affected members.
3. FIMWA will not be responsible for any damage that may result from any interruption of water service, regardless of whether the member has been given advanced notice or not.

### WATER SERVICE CONNECTION

1. Only authorized FIMWA personnel shall install meters and construct the water service line between the Meter or Double Check Valve Assembly (DCVA) and the water main.
2. A water connection shall be placed at the most appropriate point near the water main, as determined by FIMWA.
3. It shall be the member's responsibility to extend the water line from the Meter/DCVA to the building being served with water. Also, it is the member's responsibility to connect the service line to the DCVA without disturbing the DCVA or the water meter assembly.
4. FIMWA personnel or its representatives shall have access to the member's property at reasonable hours for the purpose of reading, inspecting, connecting, setting, disconnecting, repairing or removing the water meter, DCVA or any other FIMWA property.

### FEES, SERVICE CHARGES, & OTHER PAYMENTS

#### 1. Membership Fee

The FIMWA membership fee is \$ 200.00. This fee is transferable, as stated in the FIMWA By-laws. Full payment of the *Membership Fee* must be made prior to the water service connection.

#### 2. Basic Connection Fee

Applicant members requesting a water connection will be required to pay a *basic connection fee*. At the time of this policy revision, the fee was \$7,500.00 per connection.\* This fee is neither refundable nor transferable. The basic connection fee covers the costs of installing a meter, DCVA, as well as paying for a portion of the cost of wells, pumps, and reservoirs in the system. Full payment of the basic connection fee must be made prior to the water service connection. Because this fee is subject to change, be certain to contact FIMWA for the current basic connection fee amount.

\* The basic connection fee was increased June 1, 2023.

#### 3. Water System Improvement Costs

It is the policy of FIMWA to have the property owner or developer pay for any required water system improvements. In the event that a water main is not adjacent to a member's property line, or if system improvements are required in order to provide water service, the property owner or developer shall contact FIMWA to discuss any improvements and associated costs.

#### 4. Quarterly Water Service and Consumption Fees

The *quarterly water service fee*, adopted in 2020, is set at \$110 per quarter. In addition to this basic meter fee, there is a \$15 Capital Improvement fee and an additional water consumption surcharge that is assessed for water usage above 1,200 cubic feet per quarter. The rate schedule is listed below. (Note: 100 cubic feet of water = 748 gallons of water)

00 to 1,200 cubic feet	\$ 110.00 per meter per quarter
1,201 to 4,000 cubic feet	\$ .65 per 100 cubic feet
4,001 to 7,000 cubic feet	\$ 1.10 per 100 cubic feet
7,001 to 10,000 cubic feet	\$ 2.00 per 100 cubic feet
10,001 to 13,000 cubic feet	\$ 3.00 per 100 cubic feet
13,001+ cubic feet	\$ 5.00 per 100 cubic feet

The quarterly water service fee and surcharge are subject to change, so contact FIMWA for the updated fees.

#### 5. First Billing

The *quarterly water service fee* will be assessed after a new service connection has been installed. The initial billing will be pro-rated based on the date of installation.

## **REASONS FOR SERVICE DISCONTINUATION**

1. If the *quarterly water service and consumption fee* payment for any connection is more than six (6) months in arrears, FIMWA will conclude that the non-payment constitutes a formal notice by the applicant that the water service connection has been abandoned. Therefore, any commitment made by FIMWA to provide water service is null and void. Under these conditions, FIMWA may enter the property to remove the meter assembly.
2. FIMWA reserves the right to discontinue water service for the following reasons:
  - A. for nonpayment of fees;
  - B. for use of water for purposes or properties other than that specified in the member's application;
  - C. for tampering with FIMWA property;
  - D. for willful waste of water through improper or imperfect piping or other cause;
  - E. for failing to meet FIMWA's standards;
  - F. for failing to comply with other applicable codes and regulations;
  - G. for nonpayment of any proper charges assessed, including deposits;
  - H. for refusal to comply with the provisions of WAC 480-110-305, giving FIMWA access to the premises;
  - I. for violation of FIMWA rules and service agreements;
  - J. for use of equipment that adversely affects FIMWA's service to other members;
  - K. for obtaining or using FIMWA's services fraudulently;
  - L. for violation of FIMWA's cross connection program.
3. If FIMWA determines the use of its service has been obtained fraudulently, the following actions may be taken:
  - A. FIMWA may discontinue service without notice.
  - B. If the member makes an immediate payment for the estimated amount of service taken fraudulently and all costs resulting from such fraudulent use, FIMWA may continue such service.
4. If FIMWA detects a second fraudulent-use offense by a rate-payer, FIMWA may refuse to reestablish service. The burden of proof of the member obtaining or using water fraudulently shall be on FIMWA, in the case of an appeal to the Board of Directors. This rule shall not be interpreted as relieving the member or other person of civil or criminal responsibility.

## **PROCEDURES FOR SERVICE DISCONTINUATION**

1. FIMWA reserves the right to discontinue water service in the cases of (a) danger to life or property; (b) fraudulent use of water or service; (c) and impairment of service.
2. Except in case of danger to life, or property, no water service will be disconnected on Saturdays, Sundays, legal holidays, or on any other day that FIMWA cannot reestablish service on the same or following day.
3. FIMWA shall provide written notice of water service disconnection either by mail or personal delivery to the service address. One of the following procedures will be followed:
  - A. If FIMWA elects to send the notice by mail, service shall not be disconnected prior to the eighth day following the mailing of the notice.
  - B. FIMWA will make a good-faith effort to contact the member (or water user) to advise of the impending disconnection and reason for such action. A contact log shall be maintained by FIMWA to show all contact attempts, including telephone numbers called, home visits, dates, and times.
4. When a FIMWA employee is dispatched to disconnect service, that person shall be required to accept payment for a delinquent account at the service address, if tendered in cash. The employee shall not be required to dispense change for cash tendered in excess of the amount due and owing. Any excess payment shall be credited to the customer's account.
5. FIMWA may assess a reasonable fee for the disconnection visit to the service address. If FIMWA dispatches an employee to discontinue service, and the member pays the delinquent amount to the dispatched employee, a \$25.00 service charge may be assessed by FIMWA to cover expenses incurred. Notice of the amount of such fee shall be provided within the notice of disconnection.
6. Whenever service is provided through a master meter, or whenever FIMWA has reasonable grounds to believe service is being provided to someone other than the customer of record, FIMWA shall undertake all reasonable efforts to inform the service-address occupants of the impending disconnection. If service is to other than the subscriber of record, then the service user(s) may request a fifteen-day (15) extension by FIMWA in order to arrange for continued service.
7. Service may not be disconnected while a member is pursuing any remedy or appeal provided for by these rules, as long as all undisputed fees are paid when they are due.
8. As provided in this Service Policy, or if the Board so orders, water service shall be restored when the causes of discontinuance have been removed and payment of all proper charges due have been made, pending resolution of any bona fide dispute between FIMWA and the member over the propriety of disconnection.
9. When service has been discontinued for failure of the member to comply with FIMWA's Service Policy, including account non-payment, a charge of \$25.00 will be assessed for restoring service during FIMWA's office hours. An after-hours reconnection will be assessed a \$75.00 service charge. The reconnection charge must be paid before service is restored.

## **MISCELLANEOUS**

1. A service fee of \$25.00 will be charged for any check returned to FIMWA by the bank.
2. A fee of \$25.00 will be charged for lost Certificate of Membership documents.
3. A Late fee of \$30 will be assessed if payment has not been received by the quarterly billing due date.