

OREGON WATER WONDERLAND UNIT II SANITARY DISTRICT SEWER SYSTEM POLICY

I. INTRODUCTION

The public sewer collection system of the Oregon Water Wonderland Unit II Sanitary District, Oregon, (the District) including all real estate, equipment, sewer mains, laterals and services are owned by the District and are under the control of the District, its authorized agents, and employees. District responsibility for installation, maintenance, and quality of materials and workmanship terminates where the private property owner connects, which generally is located near the District's utility easement area. All other pipes and connections from the customer's residence and other structures which require sewer service are the customer's sole responsibility.

II. APPLICATION FOR SERVICE

Applications for new sewer connections must be submitted on the form provided by the District. The District may adopt fees and charges for new accounts which may include, but are not limited to, the cost of inspecting real property to be served with a new connection. Upon property transfer, new owners and occupants shall notify the District of updated account information and sign an application for service confirming acknowledgement of applicable District rules, regulations, and policies. All District requirements apply, however, with or without such customer acknowledgment.

III. ACCOUNTING & BILLING

Each customer supplied with sewer service by the District will be liable for charges for sewer service supplied to the premises.

The monthly sewer service user charge is authorized by ordinance and will be set by resolution and the charge will apply to each property connected to the sewer system or served by the sewer system. If service does not begin on the first day of a month, then any new users of the sewer system will be charged a prorated sewer service user charge for the first month of service.

Bills are generated on a monthly basis and are for the previous month of service. The full amount of the bill is due on or before the due date printed on the bill. The District's website describes the variety of ways customers may choose to pay their sewer bill. Mailed payments, which may take longer to reach the District, must be received by the District on or before the due date.

The District may establish a penalty for late payments. A new penalty for late payment will be assessed against an account for each month that the account remains past due and unpaid. The District may adopt other fees per resolution including but not limited to a fee for checks returned as non-payable.

If ownership changes, buyer and seller must arrange for payment of previous charges. Please contact the District for a closing bill calculation.

Owners of rental properties are legally responsible for all charges on the District's bill. State law authorizes sewer charges to become liens that attach to and run with the property. The District will direct bills to a tenant if directed to do so in writing by the owner of the rental property. If an

account in a tenant's name becomes delinquent and a lien is filed due to non-payment, then the tenant's name will be removed from the account and all future billing and correspondence will be directed to the owner of the rental property. Upon request of the property owner, the District will provide copies of billing information for the property owner's account, regardless of occupancy. The District will review the information and redact any information that is not exempt from disclosure under state public records law.

IV. FEES, CHARGES, PENALTIES

To provide funds necessary for the operation and maintenance of the District's sewer system, the District has approved resolutions establishing the following reasonable and uniform rates, charges, and penalties.

A. Connection

Sewer Service User Charge (Ordinance No. 02-01; Resolution No. 22-06)	\$80.00 (per month)
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Connection Charge (Ordinance No. 02-01; 10-03)	\$481.00
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System Development Charges (Ordinance No. 10-02; Resolution No. 11-03)	\$12,669.00
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B. Fee Rates

Inspection Fee (Ordinance No. 22-01)	\$25.00
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C. Penalties

Late Payment Penalty (Ordinance No. 22-01)	\$10.00 (per occurrence)
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Returned Check (NSF) (Ordinance No. 22-01)	\$20.00 (per occurrence)
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Violation of Sewer System Regulations (Ordinance No 02-01; 10-03)	\$500.00 (per violation)
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D. The rates, charges, and penalties listed in this policy are subject to adjustment by resolution of the District Board, as it deems necessary.

V. RESPONSIBILITIES OF CUSTOMERS

It is the property owner's responsibility to maintain all piping and plumbing fixtures in good or better condition from the property owner's dwelling or other structure requiring sewer connection to the point of connection (sewer lateral) to the District's system.

The property owner will be responsible for all costs associated with extending the property's sewer line to connect to the sewer collection system located in the public right of way.

VI. NON-PAYMENT & COLLECTION

In April, it is the District's practice to send a courtesy notice to all delinquent accounts and requiring all outstanding amounts paid by June 30th. All accounts that remain outstanding after June 30th will be provided to the County Assessor's office and the outstanding amounts will be added to the following property tax bill. The amount provided to the County Assessor may include penalties, interests, and costs related to the delinquent status of the account. Once the delinquent accounts and amounts are presented to the County Assessor, payment must be made to the County Assessor in the same manner as payment of the property owner's property tax bill and state law.

VII. DISPUTE RESOLUTION

Procedures for resolving disputes involving the customer and the District's provision of sewer services and/or associated fees, charges, and penalties are set forth below. Where the District has issued a notice of delinquency, the customer will commence the following steps within 10 days of the date of the notice.

Step 1 – Customer notifies the District Office Manager or Billing Clerk in writing and presents a thorough explanation as to why the customer feels the District is in error. The District Office Manager or Billing Clerk will thoroughly research the problem within five (5) working days of the customer request. An answer will be transmitted to the customer within ten (10) working days of the date the original complaint was received.

Step 2 – Should the customer not be satisfied with the answer received in Step 1, the customer may request a hearing before the District Board. The hearing will be held during the next regularly scheduled District Board meeting. The customer will present all information to the District Board to justify the customer's claim. The District Board will make a written decision within 10 working days of the hearing. The decision of the District Board is final.

VIII. GENERAL INFORMATION TO CUSTOMERS

The District requires all property with existing or planned houses or structures requiring sewage disposal (as further defined by Ordinance No. 02-01) and located within the District's service area to connect with the District's sewage disposal system and pay all fees and charges.

All users of the sewer system must use the system appropriately (see Ordinance No. 02-01). It is unlawful for any person to place, deposit or permit to be deposited in an unsanitary manner upon public or private property within the District, or in any area under the jurisdiction of the District, any human excrement, garbage or other objectionable waste.

It is unlawful to discharge to any natural outlet within the District, or in any area under the jurisdiction of the District, any sanitary sewage, industrial wastes or other polluted waters, except

where suitable treatment has been provided in accordance with subsequent provisions of this article.

It is unlawful to construct or maintain any privy, privy vault, septic tank, cesspool or other facility intended or used for the disposal of sewage within the corporate limits of the District, or in any area under the jurisdiction of the District.

No person or persons shall unlawfully, maliciously, willfully, intentionally, or negligently break, damage, destroy, uncover, deface or tamper with any structure, facility, appurtenance or equipment which is a part of the sanitary sewer system of the District. This section does not apply to any employee of the District during the time that employee is engaged in that employee's official employment, nor to any person or persons authorized to work in any manner thereon.

The employees of the District shall at all reasonable times have access to any premises served by the District for inspection, repair, or the enforcement of the provisions of this ordinance.

IV. PROCEDURES FOR BUILDING AND CONNECTING SEWER

Application for sewer connection along with payment of the applicable fees and charges, including a connection charge and system development charges, are required before a connection can be made. The property owner will be responsible for obtaining all County permits, which may include but are not limited to a sewer installation and electrical permit.

The property owner must provide the District with notice before sewer installation begins. The property owner or their contractor must install a gravity line from the residence, or other structure or development, as defined by District Ordinance No. 10-02, that requires connection to the sewage system, to the vacuum pod/pressure sump. The County must inspect the installation. Once approved, then the District will also inspect the installation and the property owner will pay the District's inspection fee as established by District resolution. The District's inspection will make adjustments as necessary and then turn on the connection. In all cases, the system must be tested before the line may be charged with sewage. The District will require a tracer locate wire and District inspection and written approval prior to backfilling.

A tank abandonment procedures form must be obtained from the County and completed. Then the property owner must contact the District for inspection. A copy of the pump ticket needs to be sent with the tank abandonment procedures form to the District's office.

The District will follow the most recent standards for septic connections and plumbing. The Deschutes County Community Development Department will have the most current regulations or requirements and the District will follow those.

Failure to comply with any provision in these procedures will result in a penalty as established by resolution of the District Board.