

**POLICY #3110. PURCHASE OF NEW MEMBERSHIPS****I. PURPOSE**

The purpose of this policy is to outline the establishment of memberships in the Camano Water Association (CWA).

**II. REAL PROPERTY IN CAMANO WATER ASSOCIATION SERVICE AREA**

The CWA Articles of Incorporation and Bylaws specify that property may be owned in the CWA service area without a CWA membership. However, to enable water service to each equivalent residential unit (ERU), the property owner must purchase a membership. One membership entitles the holder to one hookup on that ERU. CWA files with Island County at least one record of the membership for this parcel.

For a single-family residential unit, the hookup is no greater than 5/8" x 3/4". Multiple erus on the same property will require meters sized according to the uniform building code (UBC).

**III. APPLICATION FOR MEMBERSHIP**

Upon acquisition of property within the CWA service area, a person or organization must complete the CWA Application for Membership in Camano Water Association for continuation of water service. Whether new or already existing, this membership and its unique number is attached to that particular parcel and is not transferable separate from the parcel.

For a new property, or for a sale of property with which there is no existing CWA membership, for which the property owner wants to enable water service, the property owner completes the application for membership in CWA and pays the Membership Fee according to the current Fee Schedule.

For an existing membership undergoing a change in property ownership, the Transfer Title Fee and County Filing Fee are charged at close of escrow according to the current Fee Schedule.

Membership purchases shall be made in cash or check. The membership must be purchased and funds validated before the hookup is provided.

In the case of the sale of any Garrison properties (per a special agreement between CWA and Garrison, the previous water company owner), a New Membership Fee is

due rather than the Transfer Title Fee. A predetermined number of memberships are guaranteed for Garrison properties.

If no memberships are currently available, the member will be placed on the membership waiting list (see Section VII, Membership Waiting List and Surrendered Memberships, below).

#### **IV. FEE SCHEDULE**

New members are given a copy of the CWA Fee Schedule for standby, hookup, and water service. If appropriate, Developers and Membership Fees for subdivisions are also provided.

#### **V. STANDBY**

Until there is a hookup, the new member is billed a Standby Fee which can be paid bimonthly or annually. Once there is a hookup, members are billed a minimum fee for two months water use plus the calculated cost for water used beyond the minimum.

#### **VI. HOOKUPS**

Hookup Fees are due upon application for a hookup. The membership must be purchased before the hookup is provided. Application for membership by the owner/developer must be made in advance of hookup.

#### **VII. MEMBERSHIP WAITING LIST AND SURRENDERED MEMBERSHIPS**

CWA has a fixed total number of hookups allotted by the State Department of Health (DOH). CWA cannot sell memberships beyond this allotment.

If all of CWA's allotted hookups (memberships) have been sold, memberships become available only if one or more members surrender memberships or if DOH allots additional hookups to CWA.

A membership can be surrendered to CWA if the member wants to surrender the right to water, that is, the right to a hookup for that particular parcel. While CWA does not pay the member for the surrendered membership, the obligation to pay Standby Fees ceases.

#### **Revision History:**

Originated: 2/28/2006

Revised: 4/20/2010

Camano Water Association  
82 W. Monticello Dr.  
Camano Island, WA 98282  
360-387-9136

APPLICATION FOR MEMBERSHIP IN  
CAMANO WATER ASSOCIATION

The undersigned, being the owner(s) of real estate in the County of Island, State of Washington, described as follows:

\_\_\_\_\_

or being entitled to possession thereof under a contract to purchase, or being in the process of purchasing the same, hereby apply (applies) for membership in Camano Water Association, and in consideration of a grant of membership agree(s) to be bound by the terms, conditions and prerequisites of membership and of the termination thereof expressed in the Articles of Incorporation and By-Laws of Camano Water Association, which are by reference made a part hereof, and of any amendments to either thereof, and agree(s) to pay any and all water charges and assessments, made under and in accordance with said By-Laws upon membership real property as defined in said By-Laws, or for water service thereto during the existence of the membership granted hereunder, and agree(s) that such charges and assessments shall be and remain a lien upon said membership real property until paid, which lien may be foreclosed in the manner provided by statute for foreclosure of real estate mortgages.

This membership must be transferred with, and is only transferable with, the membership real property to which it is attached. The membership shall run with the land, and the rights and responsibilities hereunder shall inure to the benefit of and bind the parties, their heirs, successors and assigns.

DATED this \_\_\_\_ day of \_\_\_\_\_, 200\_\_.

\_\_\_\_\_  
Signature of Applicant(s)

\_\_\_\_\_  
Address of Applicant(s)

State of Washington     )  
  ) ss.  
County of                    )

On this day personally appeared before me \_\_\_\_\_ and \_\_\_\_\_, to me know to be the individual(s) described, who executed the within foregoing instrument, and acknowledged that \_\_\_\_\_ signed the same as free and voluntary acts and deeds, for the uses and purposes herein mentioned.

GIVEN under my hand and official seal this \_\_\_\_ day of \_\_\_\_\_, 200\_\_.

\_\_\_\_\_  
Notary Public in and for the State of  
Washington, residing at

Application for Membership approved and Membership No. \_\_\_\_\_ issued this \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_.

CAMANO WATER ASSOCIATION  
By \_\_\_\_\_  
President - Vice President - Secretary

**POLICY #3120. WATER AVAILABILITY****I. PURPOSE**

The purpose of this policy is to detail the process for determining and approving water availability for an individual parcel or for a subdivision.

**II. WATER AVAILABILITY FOR AN INDIVIDUAL PARCEL**

A member wishing to build on a parcel must submit Island County's Water Availability form to Camano Water Association (CWA) for approval.

Before CWA will approve a Water Availability form for a member, the member must already own the parcel in question, and own a CWA membership for that particular parcel.

**III. WATER AVAILABILITY FOR A SUBDIVISION**

Before CWA will approve a Water Availability form for subdivision of a parcel, the following conditions must be met:

- CWA must have sufficient DOH-allotted memberships available to serve the subdivision.
- The member must own the property to be divided.
- The member must own at least one CWA membership for the property.
- The member must have committed to pay all required Membership and Developers Fees if Island County grants the subdivision.

CWA will reserve the appropriate number of memberships until Island County acts.

Upon acceptance of the subdivision by Island County, the member/owner is obligated to immediately pay, at the then current rate, one Membership Fee and one Developers Fee for each additional resulting parcel.

*Example:* When being subdivided into four pieces, five acres with one existing membership requires three additional Membership Fees and three Developers Fees.

**Revision History:**

Originated: 2/28/2006

Revised: 4/20/2010

**POLICY #3130. MEMBERSHIP FOR MULTIPLE PARCELS IN A SUBDIVISION****I. PURPOSE**

The purpose of this policy is to detail the process for obtaining Camano Water Association (CWA) memberships for multiple parcels in a subdivision under development.

**II. MEMBERSHIP WAITING LIST**

Any CWA member possessing more than one parcel or planning to subdivide an existing parcel when none of the DOH-allotted memberships are currently available, may be added to the waiting list for additional memberships. The member signs the waiting list and pays the CWA Annual Wait List Fee. There will be no hookup until a membership is secured for the parcel in question.

A member who owns multiple platted parcels without memberships must buy a membership for any parcel on which a water hookup is desired before paying for the water hookup.

**III. HOOKUP FOR GROUNDS MAINTENANCE**

A developer may reserve one membership for a hookup to be used to maintain the grounds for the development. Water used will be charged at CWA's standard rates to the developer until the developer no longer owns any property in the subdivision and until there is an entity (a member or homeowner's association) that will be responsible for the water bill.

**Revision History:**

Originated: 2/28/2006

Revised: 4/20/2010

**POLICY #3210. FEE SCHEDULE AND COMPUTATIONS****I. PURPOSE**

The purpose of this policy is to identify the process regarding the Fee Schedule and computations for services provided by the Camano Water Association (CWA).

**II. FEE SCHEDULE AND COMPUTATIONS**

- A. Fees will be set, reviewed, and adjusted by the Board of Trustees and published in a Fee Schedule.
- B. The Fee Schedule is printed on the back of the member's bimonthly water bill.
- C. The Fee Schedule can also be obtained from the CWA office.

**Revision History:**

Originated: 4/20/2010

**POLICY #3220. BILLING****I. PURPOSE**

The purpose of this policy is to detail Camano Water Association (CWA) billing practices.

**II. BILLING SCHEDULE AND DUE DATES**

Water bills are mailed to members bimonthly (every other month). Bills are due upon receipt, and become past due as stated on the bill.

**III. BILLING RATES**

Basic water rates are available at the CWA office.

Other fees — including Membership Fee, Developers Fee, Service Interruption Fees, Annual Service Fees, Hookup Fees, Standby Fees, and more — are billed according to the current Fee Schedule, which is printed on the back of each CWA bill. The Fee Schedule is also available from the CWA office.

**IV. PARTIAL BILLINGS**

Partial bills for new customers and closing bills shall be prorated based on the billable percentage of the billing period. This proration is done by the title company upon transfer of property title.

There is an Interim/Special Meter Reading Fee for a meter reading between normal cycles, for example, for a billing question or for a property transfer as part of the closing costs.

**V. SERVICE BILLING RESPONSIBILITY**

The member is always responsible for the account balance. Bills may be sent to the member or their designee as appropriate.

To transfer the billing name, the member should call the office and pay the Billing Name Change Fee per the current Fee Schedule.

**Revision History:**

Originated: 4/20/2010

**POLICY #3230. LATE FEES****I. PURPOSE**

The Camano Water Association (CWA) Board of Trustees established the Late Payment Fee, in part, to place the administrative costs necessary to collect late payments directly on those late-paying members, and not on the general CWA membership. The purpose of this policy is to establish the assessment and waiving of Late Payment Fees.

**II. LATE FEE AND PAST DUE NOTICE**

Members can pay CWA bills by mail or by hand-delivery to the CWA office or mail box. To be considered on time, all payments must be received before close of business on or before the due date. Office hours are posted on the bill.

If a past-due account is not settled or if payment arrangements are not made within 10 days of the due date of the second billing cycle, the Late Payment Fee will be added to the account and a Past Due Notice for the entire balance will be mailed. This Past Due Notice will include the Late Payment Fee and show the Disconnect Date (approximately two billing cycles past the due date).

A Late Payment Fee is assessed to CWA members who do not pay their bimonthly water service bill or their Annual Standby bill by the due date. The amount of the Late Payment Fee is established in the current Fee Schedule.

According to the Application for Membership, the Bylaws, and the Articles of Incorporation, CWA may place a lien on property if payments are delinquent, or revoke the membership if payments are delinquent for more than one year.

**III. LATE PAYMENT FEE WAIVERS**

The Board of Trustees may direct that the Late Payment Fee be waived.

The CWA Business Manager may give special consideration and waive a Late Payment Fee for only the following circumstances:



- It is known or suspected by the System Manager or Business Manager that the CWA meter reading or billing system is at fault.
- Unusual or unique circumstances exist which warrant special consideration for a member and that charging a Late Payment Fee will compromise the fairness of applying a Late Payment Fee.

Whenever the Business Manager waives a Late Payment Fee, that action shall be logged and reported to the Board of Trustees at the next regular meeting.

**Revision History:**

Originated: 9/3/1996

Revised: 4/20/2010

**POLICY #3240. WATER SERVICE INTERRUPTIONS****I. PURPOSE**

The purpose of this policy is to detail the process and conditions for the Camano Water Association (CWA) turning water service off or on, and for disconnecting and reconnecting water service.

**II. MEMBER REQUESTED SERVICE INTERRUPTION**

Members may request that water be turned off or on for a period of time, for example, for an extended absence. The Turn Water Off At Box and Turn Water On At Box fees apply per the current Fee Schedule.

**III. LOCK OUT AND UNLOCK OF WATER SERVICE**

CWA shall generally abide by the rules and procedures outline in WAC 480-110-355. If the bill is not paid in full prior to the disconnect date, or after cause for disconnect exists, then the Disconnect Water Service notice will be taken to the door of the service address and the meter will be shut off. A lien will also be placed on the property.

The Turn Water Off At Box Fee is listed in the current Fee Schedule.

Accounts that have water service locked (disconnected) for non-payment will be charged the Turn Water On At Box Fee per the current Fee Schedule for resumption of service.

No service restoration will occur outside of normal office hours, Monday through Friday. Normal office hours are stated on the water bill.

**IV. DISCONNECT AND RECONNECT WATER SERVICE**

If a client wants to completely remove water service, the Disconnect (Revert To Standby) Fee is applied.

To reconnect water service from standby, the Reconnect (Revert To Hookup) Fee is applied.

**Revision History:**  
Originated: 4/20/2010

**POLICY #3310. SERVICE REPAIRS****I. PURPOSE**

The purpose of this policy is to specify the parameters and responsibilities of water service repairs made by the Camano Water Association (CWA).

**II. METER AND PREMISES ISOLATION REPLACEMENTS**

- A. There is no charge for replacement of meters that have failed from normal use and cause.
- B. Meters and/or premises isolation devices damaged by customer, contractor, delivery vehicles, etc., will be repaired or replaced by CWA and the customer will be billed for time and materials.

**III. METER BOXES AND ANGLE STOPS**

When meter boxes, angles stops, etc., are broken by the customer, contractor, delivery vehicle, etc., the System Manager will determine whether the repair or replacement is to be made by CWA or the customer.

If CWA makes the repairs/replacements, the customer will be billed for time and materials.

**IV. SERVICE LINES**

All repairs and/or replacements of services lines, etc., from meters or premises isolation devices to building structures, are the responsibility of the customer.

**V. SPECIAL METER READINGS AND CREDITS FOR LEAK ADJUSTMENTS**

- A. There will be no charge for re-reading the meter due to customer request (high billings, etc.).
- B. There will be no charge for checking for a leak at the request of a customer. Such leak checks will take place during normal office hours.

- C. Customers are eligible for a one-time-only credit for leak adjustments every five years. The credit will be issued to the account if the leak is fixed in a timely manner and if repair receipts are provided at the Business Manager's discretion.
- D. There will be no charges for customer emergency callouts (requests for temporary shutoff due to broken pipes, etc.) if the emergency is on the CWA side of the meter. Charges incurred for leaks on the customer side will be based on the discretion of the Board of Trustees.

**Revision History:**

Originated: 4/20/2010

**POLICY #3320. CUSTOMER COMPLAINTS OF WATER QUALITY****I. PURPOSE**

The purpose of this policy is to identify the process regarding customer complaints of water quality to the Camano Water Association (CWA).

**II. COMPLAINT INVESTIGATION**

CWA will not charge to investigate complaints of sand, odor, clarity, etc.

**III. DOCUMENTATION OF CUSTOMER COMPLAINTS**

Customer complaints are to be logged in writing. Information shall include the customer name, date, and nature of the complaint, for example, sand, sediment, odor, etc.

**Revision History:**

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