

RESOLUTION NO. 2008-18

A RESOLUTION OF THE TOWN OF GARFIELD WASHINGTON ADOPTING A DUTY-TO-SERVE STATEMENT FOR WATER SERVICE.

BE IT HEREBY RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF GARFIELD, WASHINGTON, that the attached Duty-to-Serve Statement for Water Service is adopted.

PASSED BY THE TOWN COUNCIL THIS 23rd DAY OF JULY, 2008.

TOWN COUNCIL:

APPROVED:

Jarrold Pfaff, Mayor

ATTEST:

Annie Pillers, Clerk/Treasurer

Duty to Serve Statement – 7/8/08

1.) Process for responding to service requests.

Requests for new water service are fulfilled within two weeks following payment of the required hook up fee for new service. In cases where new water mains are required, design work associated with the new main will begin within 30 days of receiving appropriate payment. Water availability requests have a 48-hour turn-around.

2.) Process by which the Town determines that its capacity is adequate to provide new water service (including sufficient water rights).

Hydraulic computer modeling is the primary tool used to determine if system capacity is adequate to provide new water service. Water demand forecasting and water system plan development also serve a role in determining whether or not water system capacity is adequate, particularly on a system-wide scale. Review of water rights, zoning, level of service requirements and water quality constraints are also considered when determining system capacity.

3.) Conditions of a non-technical nature that may affect the Town's ability to provide new water service (annexation procedures, water rights issues, local ordinances, etc.).

Municipal water service shall be available to all territories newly annexed to the Town on the same basis as all other areas within the incorporated limits of the Town. However, as a condition to the extension of service to newly annexed territories, the Town Council may require property owners to first install suitable infrastructure necessary to support water service.

As a condition of new water service for irrigation needs for cemeteries, parks, golf courses, and agriculture; and for retail, the customer must demonstrate to the Town Council that they are committed to the use of exemplary water conservation measures. In the case of irrigation needs, the new customer will need to provide an evaluation of other potential sources of water. In the event that the Town provides water service, the service will be considered an "interruptible water supply." During water system emergencies and/or dry conditions, water service may be reduced. In the case of new water purchases, the purchaser must demonstrate that they have an ongoing program designed to achieve and maintain levels of unaccounted-for water consistent with industry standards.

New water services must conform with water right limitations and are subject to approval by Federal, State, and local regulatory agencies as established by respective laws, regulations, and ordinances.

4.) The Town's procedures for granting or requesting extensions of time to complete a water service related project.

The Town has adequate resources to respond to requests for water service within its water service area and has not, therefore, had a need to establish a formal procedure for granting extensions of time during a water service related project. Procedures for granting extensions of time during a water service related project will be established under specific project agreements.

5.) Describe the procedure for handling disputes and appeals when water service requests are denied.

In the event water service is denied or is shut-off, the customer may request a hearing with the town council to request restoration of water service.