

# WATER/WASTEWATER

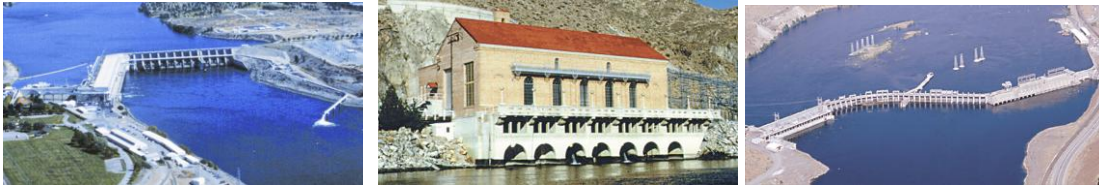
## Service Connection and General Information



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# WELCOME LETTER



## **PUBLIC UTILITY DISTRICT NO. 1 of CHELAN COUNTY**

P.O. Box 1231, Wenatchee, WA 98807-1231 • 327 N. Wenatchee Ave., Wenatchee, WA 98801  
(509) 663-8121 • Toll free 1-888-663-8121 • [www.chelanpud.org](http://www.chelanpud.org)

To Our Customer:

Welcome to Public Utility District No. 1 of Chelan County. We look forward to working with you to provide water and/or wastewater service to your property.

Our mission is *“To provide utility products and services at a low cost to our customer/owners consistent with a high level of quality, reliability and customer satisfaction.”*

Enclosed please find:

- Customer Service Engineer Contacts
- General Service Connection Information
- Water and Wastewater Availability Information
- Fees & Charges Information

Thank you for contacting Chelan County PUD for your utility services. We look forward to assisting you.

Sincerely,

A handwritten signature in black ink, appearing to be 'CR' with a long horizontal stroke extending to the right.

Chad Rissman  
Customer Service Engineering Supervisor

# PUD WATER/WASTEWATER SERVICE AREA



Chelan County PUD provides water service to customers in Chelan Falls, Chelan Ridge, Dryden, Ollala Canyon, Monitor and portions of Wenatchee including Sunnyslope and Squilchuck areas. The District also provides wastewater service to Lake Wenatchee, Peshastin and Dryden.

## PUD CONTACTS

### PUD Office Locations

- *Wenatchee (Main Office)*  
327 N Wenatchee Avenue  
Wenatchee, WA 98801  
(509) 663-8121
- *Leavenworth*  
222 Chumstick Highway  
Leavenworth, WA 98826  
(509) 548-7761
- *Chelan*  
1034 E Woodin Avenue  
Chelan, WA 98816  
(509) 682-2581

### PUD Department Locations

- *Customer Service Engineering*  
327 N Wenatchee Avenue  
Wenatchee, WA 98801  
(509) 663-8121
- *Customer Service* (Billing questions, credit payment arrangements & opening/closing accounts.)  
327 N Wenatchee Avenue  
Wenatchee, WA 98801  
(509) 661-8002
- *PUD Trench Inspector*  
327 N Wenatchee Avenue  
Wenatchee, WA 98801  
(509) 661-8011

### Other Contacts:

#### *Telephone*

Frontier : (800) 483-4000

#### *Gas*

Cascade Natural Gas : (800) 552-0615

#### *Water*

Contact your local provider.

#### *Cable*

Contact your local provider.

### Electrical Inspections:

#### *Washington State Department of Labor and Industries*

519 Grant Road

East Wenatchee, WA 98802

(509) 886-6500

24 hr. Inspection Line: (509) 886-6520

### Northwest Utility Notification Center

"Dig Council"- (800) 424-5555

Chelan County PUD offices are open during regular business hours Monday through Friday, 8 a.m. to 5 p.m.

Call toll-free anywhere in the United States. 1-888-663-8121

# CUSTOMER SERVICE ENGINEERS

## Customer Service Engineering Office Location

Chelan County PUD – Service Building  
327 N Wenatchee Avenue  
Wenatchee, WA 98801  
General Phone: (509) 663-8121  
Fax: (509) 661-8116

## Customer Service Engineer Responsibility Areas

- Water: Ollala Canyon & Dryden  
Wastewater: Peshastin, Lake Wenatchee & Dryden  
Pat Thompson  
(509) 661-4555
- Water: Portions of Wenatchee, Monitor  
Sunnyslope & Squilchuck  
Tammy Fisher  
(509) 661-4617
- Water: Chelan Falls and Chelan Ridge  
Jim Ramella  
(509) 661-4223
- Water: Chelan Falls and Chelan Ridge  
Chris Peterson  
(509) 661-4675
- Area backup and Capital Projects County wide  
Jeff Mitchell  
(509) 661-4160
- Capital Projects County wide  
Darren Wurl  
(509) 661-4218



## Customer Service Engineering Supervisor

- Chad Rissman  
(509) 661-4480

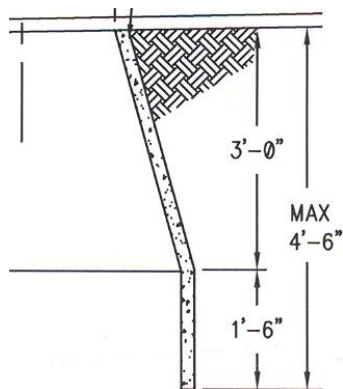


## WATER SERVICE LINE REQUIREMENTS

The customer must install a water service line from the Customer's home to the water chamber. The customer shall connect their water line to the polyethylene service line exiting the chamber (where available). Where no polyethylene service line exits the chamber, the customer shall route their service line under the bottom of the chamber and leave 2 feet of pipe inside the chamber so District personnel can make the final connection. A meter will not be installed until the customer has installed the service line and all fees have been paid.

If you have any questions regarding the location of the meter chamber or service line, or if you need assistance, please contact a Customer Service Engineer.

A typical water chamber is illustrated below.



NOTE: CUSTOMER SIDE OF CHAMBER SERVICE LINES SHALL BE 1" K-COPPER OR CTS-POLY ETHYLENE. IF CUSTOMER CHOOSES OTHER PIPE MATERIAL IT MUST REMAIN 5 FEET AWAY FROM CHAMBER. CUSTOMER MUST SUPPLY K-COPPER OR CTS POLYETHYLENE INTO CHAMBER.

### **CUSTOMER RESPONSIBILITY CHECKLIST**

- Contact Customer Service Management group at (509) 661-8400 to complete a Water Availability Checklist to ensure water is available to your property.
- Set up an account for billing and pay fees at the Customer Accounting Department in Wenatchee, Chelan or Leavenworth.
- Contact a Customer Service Engineer to determine meter chamber location if necessary.
- Install water service line to the chamber as described above. Call the 'One-Call Center' (800) 424-5555 for utility locations prior to digging. *Washington Law requires you to locate all utilities on your site before you begin digging.*

### **CHELAN COUNTY PUD RESPONSIBILITIES**

- Provide and install a water meter (and chamber if necessary).

# WASTEWATER SERVICE LINE REQUIREMENTS

Chelan County PUD requires the customer to provide, install and connect a 4-inch sewer service line to the septic tank prior to District personnel approving and activating service.

The customer shall install a 4-inch residential sewer PVC line to the septic tank and make a connection at the connection point on the septic tank. Once connection is made, the customer is required to call the Treatment Plant Operator to schedule inspection of the connection. Your account and sewer system will not be activated until the connection has been approved.

If you have any questions regarding the connection to the septic tank or if you need assistance, please contact our Water Resource Engineer.

## **CUSTOMER RESPONSIBILITY CHECKLIST**

- Ask the Water Resource Engineer (509) 661-4022 to complete a Wastewater Availability Checklist to ensure wastewater service is available to your property.
- Set up an account for billing and pay fees at the Chelan PUD Customer Accounting Department in Wenatchee, Chelan or Leavenworth.
- Contact our Water Resource Engineer (509) 661-4022, Peshastin Treatment Plant Operator (509) 548-6390, or Lake Wenatchee Treatment Plant Operator (509) 763-3580 to determine septic tank location if necessary.
- Install and connect wastewater customer service line to the septic tank. Call the 'One-Call Center' **(1-(800)-424-5555)** for utilities locations prior to digging. *Washington law requires you to locate all utilities on your site before you begin digging.*
- Contact our Peshastin Treatment Plant Operator (509) 548-6390, or Lake Wenatchee Treatment Plant Operator (509) 763-3580 for inspection of connection point.

## **CHELAN COUNTY PUD RESPONSIBILITIES**

- Provide and install septic tank.
- Complete inspection of septic tank/wastewater service line connection point.

# WASTEWATER SERVICE LINE REQUIREMENTS

Chelan County PUD requires the customer to provide, install and connect a 4-inch sewer service line to the septic tank prior to District personnel approving and activating service.

The customer shall install a 4-inch residential sewer PVC line to the septic tank and make a connection at the connection point on the septic tank. Once connection is made, the customer is required to call the Treatment Plant Operator to schedule inspection of the connection. Your account and sewer system will not be activated until the connection has been approved.

If you have any questions regarding the connection to the septic tank or if you need assistance, please contact our Water Resource Engineer.

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- Ask the Water Resource Engineer (509) 661-4022 to complete a Wastewater Availability Checklist to ensure wastewater service is available to your property.
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- Contact our Water Resource Engineer (509) 661-4022, Peshastin Treatment Plant Operator (509) 548-6390, or Lake Wenatchee Treatment Plant Operator (509) 763-3580 to determine septic tank location if necessary.
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- Contact our Peshastin Treatment Plant Operator (509) 548-6390, or Lake Wenatchee Treatment Plant Operator (509) 763-3580 for inspection of connection point.

## **CHELAN COUNTY PUD RESPONSIBILITIES**

- Provide and install septic tank.
- Complete inspection of septic tank/wastewater service line connection point.

# WATER SYSTEM DEVELOPMENT CHARGES

Effective January 1, 2008

Note: A new water service fee is a Service Development Charge (SDC) plus a meter installation fee. All fees must be paid prior to connection.

System development charges (SDCs) for the water system are determined for an equivalent residential unit (ERU).

Fees will be calculated as follows:

<b>Meter Size</b>	<b>Squilchuck System</b>
5/8"	\$2,995
1"	\$7,448
1 1/2"	\$14,977
2"	\$23,963

<b>Meter Size</b>	<b>General &amp; Dryden Systems</b>
5/8"	\$2,372
1"	\$5,930
1 1/2"	\$11,859
2"	\$18,975

<b>Meter Size</b>	<b>Upper Sunnyslope System</b>
5/8"	\$2,372
1"	\$5,930
1 1/2"	\$11,859
2"	\$18,975

<b>Meter Size</b>	<b>Eaglerock System</b>
5/8"	\$2,372
1"	\$5,930
1 1/2"	\$11,859
2"	\$18,975

<b>Meter Size</b>	<b>Chelan Falls System</b>
5/8"	\$2,950
1"	\$7,375
1 1/2"	\$14,750
2"	\$23,600

When a 3-inch or larger meter is requested, please check with a Water Department Engineer for the SDC charge.

**Olalla Canyon Water System** has no SDC charge as there are only 30 connections allowed for the system and all were accounted for by the LUD.

**Chelan Ridge Water System** has no SDC for properties within the system as defined by the October 1996 Ownership Transfer Agreement. Properties outside the original system shall pay the 1" SDC charge for the Main System. There will be a 1" meter charge.

PLEASE NOTE: All fees are subject to change.

# WATER CONNECTION FEES

Effective January 1, 2011

## CHAMBER AND METER FEE

<i>Domestic Water Meter Size</i>	<i>Chamber and Meter Fee</i>	<i>Meter Fee</i>
5/8"	\$3,360	\$390
1"	\$3,420	\$440
1 1/2"	\$4,230	\$550
2"	\$4,620	\$720
2" and larger turbine or compound*	T&M	T&M

Notes:

1. The Chamber and Meter Fee shall be paid when (1) the District must install a new chamber to serve the property, or (2) the District or District's Contractor previously installed the Chamber designated to serve the property.
2. The Meter Fee shall be paid for installations where a chamber has been previously installed in accordance with District requirements to serve the property (such as subdivisions and other property developments), and the District did not pay the costs of the installation.
3. When an applicant requests two meter services (size 5/8" and 1" meter only) and the District determines both services can be installed in one meter chamber, the applicant shall pay (1) Chamber and Meter Fee and (1) Meter Fee.
4. Costs for installation of 2" and larger turbine and compound meters shall be determined on a time and materials basis, please contact the Water Department Engineer for the proper Chamber and Meter fee.
5. Additional costs will be charged for unforeseen conditions or complex installations requiring extraordinary labor, equipment, or materials.
6. In addition to Chamber and meter fees, customers will be required to pay a System Development Charge (SDC). SDCs shall be paid prior to connection. Additional information regarding SDCs can be found in the [Water Rate Schedules](#).

PLEASE NOTE: All fees are subject to change.

# WASTEWATER SYSTEM DEVELOPMENT CHARGES

Effective January 1, 2008

## WASTEWATER SYSTEMS SDCS

System development charges (SDCs) for the wastewater systems are determined based on the volume and composition of wastewater discharged compared to that of a typical equivalent residential unit (ERU). Unless specifically provided for otherwise, SDCs for connections involving more than one ERU are weighted according to the ERUs calculated for the service at the new connection. An ERU shall be defined as 250 gallons per day, not exceeding any pollutant concentrations for high strength wastewater set forth in Section 78F of the Utility Service Regulations.

Each single family or duplex living unit shall be defined as one ERU. Each residential unit in a multifamily structure with three or more residential units shall be considered 0.8 ERU (Dryden system) and one ERU (Peshastin and Lake Wenatchee systems) ERU equivalencies for any other connection will be determined by the District using the following formula:

$$(\text{flow in gpd} / 250\text{gpd}) \times [0.38 + 0.387 \times (\text{BOD in ppm} / 250\text{ppm}) + 0.233 \times (\text{TSS in ppm} / 250\text{ppm})] = 1 \text{ ERU}$$

The minimum SDC per connection shall be based on one ERU.

System development charges shall be paid prior to connection. The SDCs for each ERU are as follows:

Wastewater System	SDC per ERU
Dryden (b)	\$ 4,343
Lake Wenatchee/Peshastin	\$ 4,796

Lake Wenatchee LUD #4 and Peshastin LUD #7 customers that **did not originally** sign up for a Part B connection to the system and now connect shall pay the above fee per Equivalent Residential Unit (ERU).

## STEP TANK FEE

Wastewater System	Cost
Lake Wenatchee/Peshastin	\$ 11,600

Includes septic tank effluent pump (STEP) system (maximum 1,500 gallon size). Where wastewater amounts require a larger tank, the STEP tank fee shall be determined by the District on a cost-reimbursement basis. This is a shared cost fee that each connection shall pay even though more than one connection may be made to a single STEP tank.

PLEASE NOTE: All fees are subject to change.





## Call two full working days before you dig!

It's required by law,  
and you could be held liable for any  
damages to utility services.

# 1-800-424-5555

At no charge to you, **Northwest Utility Notification Center** (Dig Council) will mark where power, water, gas lines, and other utilities are located on your property, using the following color codes:

<b>RED</b>	.....	Electric
<b>YELLOW</b>	.....	Gas – Oil
<b>ORANGE</b>	.....	Telephone – CATV
<b>BLUE</b>	.....	Water
<b>GREEN</b>	.....	Sewer
<b>PURPLE</b>	.....	Reclaimed Water
<b>PINK</b>	.....	Survey
<b>WHITE</b>	.....	Proposed excavation

# NEW SERVICE APPLICATION



**CHELAN COUNTY  
PUBLIC UTILITY DISTRICT  
POWER**  
327 N. WENATCHEE AVE.  
WENATCHEE, WA 98801  
(509) 663-8121 FAX (509) 664-4872

## NEW CONSTRUCTION ACCOUNT AND SERVICE APPLICATION

The following billing information is required for establishing all electric, water and wastewater accounts and services. This includes temporary electrical services.

Customer:  New  Current and/or previous customer

Customer Name: \_\_\_\_\_ Spouse/Contact Person: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work/Message Phone: \_\_\_\_\_

Driver's License No.: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Please check all utility services you are applying for:  Electrical  Water  Wastewater

Service Address\*\*: \_\_\_\_\_ Subdivision and/or Lot #: \_\_\_\_\_

Building Permit #: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

\*\*Official service address must be provided prior to installation / activation of service.

Please complete the below section for **ELECTRICAL** service only. Check all that apply.

**Service will be:**  New  Altered  
**Service type:**  Residence  Business  Irrigation \_\_\_\_\_ #hp  Wind Motor \_\_\_\_\_ #hp  Well \_\_\_\_\_ #hp  
**Building type:**  Site Built  Manufactured  Garage/Shop  Condo \_\_\_\_\_ # Units

Please complete the below section for **WATER** service only. Check all that apply.  
 Will your residence have any of the following?  New Construction  Home Sprinkler or  Sprinkler System  
 Domestic Water Booster Pump  Radiant Floor/Driveway Heating  Domestic Water for  Tanker System  
 Water Softener/Treatment  Pool/Fountain/Hot Tub  Auxiliary \_\_\_\_\_ Spring  Laundry Dialysis Equipment  
 Frost Free Hydrant  Livestock Drinking Tank  Photo Studio \_\_\_\_\_ Salon \_\_\_\_\_ Hot Water Heating System

Is there an existing backflow protection assembly at this location? Yes  No

<b>ELECTRICAL SECTION:</b>	
Check one: <input type="checkbox"/> Please activate** (see above)	<input type="checkbox"/> Do not activate
Check one: <input type="checkbox"/> Temporary (see fees required at the end of this form)	<input type="checkbox"/> Permanent
Meter Base Size (amps) - Check one: <input type="checkbox"/> 100 <input type="checkbox"/> 200 <input type="checkbox"/> 400 <input type="checkbox"/> Other _____	Size - _____
GRAY AREAS: FOR OFFICE USE ONLY	
Account #: Electrical/Water/Wastewater	City Code: _____ Tax Code: _____
Route #: Electrical _____	Industrial Schedule # _____
Electrical Transmission Fee: _____	Water SDC (Service Development Cost): _____
Electrical Secondary _____	Water Meter/Chamber Fee: _____
Electrical Altered Service Fee: _____ <small>(*This includes service pole, handhole, etc. including, misc.)</small>	Water Other: _____
Grand Total for Electrical: _____	Grand Total for Water Fees: _____
<b>CUSTOMER - PLEASE READ:</b>	WW SDC (Service Development Cost): _____
♦ This is not an electrical permit. Call the City of Wenatchee at (509) 664-3374 or the State at (509) 886-6300.	WW Inspection Fee: _____
♦ All required fees must be paid in full prior to connection and activation of your service(s).	Grand Total for Wastewater Fees: _____
♦ Customer is responsible for contacting telephone and TV cable for installation.	COMMENTS: _____ _____
♦ Entrance into the water chamber is only allowed by District personnel. It is strongly suggested that applicant install an auxiliary valve to shut water off to the property.	
♦ It may take up to two weeks for installation of a new electrical or water service.	
♦ Connection fees are based on size of service you indicate, any change may increase costs.	

The undersigned applicant hereby applies for electrical/water/wastewater connection to the above described property. The applicant is the owner of the described property or the authorized agent of the owner. By signing this application, the applicant agrees, as a condition of the Chelan County PUD No. 1 providing and continuing service to the above described property, to comply with all provisions of the current resolutions, or latest revision thereof, and other such rules and regulations now existing or which may be established from time to time governing the public electrical, water or wastewater system. Furthermore, the applicant agrees to waive claims against the Chelan County PUD No. 1 or its agents or employees for damages and/or loss of production, sales or service, in case of water pressure variations, or the disruption of the water supply, electrical supply or wastewater system for repair, routine maintenance, power outages, and other conditions normally expected in the operation of the electrical, water or wastewater system.

AMOUNT RECEIVED: \$ \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_

\_\_\_\_\_  
PUD REPRESENTATIVE DATE

WHITE - APPLICATIONS YELLOW - WWW DEPARTMENT PINK - ELECTRICAL BLUE - CUSTOMER COPY