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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,

Chad Rissman
Customer Service Engineering Supervisor
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

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

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

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.

![Water Chamber Illustration]

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.

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.
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:

### Squilchuck System

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>SDC (in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8&quot;</td>
<td>$2,995</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$7,448</td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>$14,977</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$23,963</td>
</tr>
</tbody>
</table>

### General & Dryden Systems

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>SDC (in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8&quot;</td>
<td>$2,372</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$5,930</td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>$11,859</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$18,975</td>
</tr>
</tbody>
</table>

### Upper Sunnyslope System

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>SDC (in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8&quot;</td>
<td>$2,372</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$5,930</td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>$11,859</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$18,975</td>
</tr>
</tbody>
</table>

### Eaglerock System

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>SDC (in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8&quot;</td>
<td>$2,372</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$5,930</td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>$11,859</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$18,975</td>
</tr>
</tbody>
</table>

### Chelan Falls System

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>SDC (in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8&quot;</td>
<td>$2,950</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$7,375</td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>$14,750</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$23,600</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Domestic Water Meter Size</th>
<th>Chamber and Meter Fee</th>
<th>Meter Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8&quot;</td>
<td>$3,360</td>
<td>$390</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$3,420</td>
<td>$440</td>
</tr>
<tr>
<td>1 ½&quot;</td>
<td>$4,230</td>
<td>$550</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$4,620</td>
<td>$720</td>
</tr>
<tr>
<td>2&quot; and larger turbine or compound*</td>
<td>T&amp;M</td>
<td>T&amp;M</td>
</tr>
</tbody>
</table>

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:

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

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:

<table>
<thead>
<tr>
<th>Wastewater System</th>
<th>SDC per ERU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dryden (b)</td>
<td>$4,343</td>
</tr>
<tr>
<td>Lake Wenatchee/Peshastin</td>
<td>$4,796</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Wastewater System</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lake Wenatchee/Peshastin</td>
<td>$11,600</td>
</tr>
</tbody>
</table>

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.
WATER/WASTEWATER AVAILABILITY

A water or wastewater availability assessment will need to be completed to determine if the District has sufficient resources to serve an additional service. Determination of water or wastewater availability is a requirement of the building permit process if you are considering building a new home.

Contact Customer Service Management group at (509) 661-8400 to complete a Water Availability Checklist to ensure water is available to your property. This service is free.
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:

- **RED**: Electric
- **YELLOW**: Gas – Oil
- **ORANGE**: Telephone – CATV
- **BLUE**: Water
- **GREEN**: Sewer
- **PURPLE**: Reclaimed Water
- **PINK**: Survey
- **WHITE**: Proposed excavation
NEW SERVICE APPLICATION

237 N. WECHATCHEE AVE
VENATCHEE, WA 98851
(509) 865-3111 FAX (509) 865-3172

NEW CONSTRUCTION ACCOUNT AND SERVICE APPLICATION

The following billing information is required for establishing 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  [ ] Wind  [ ] Well  [ ] Spa  [ ] Units

Building type: [ ] Site Built  [ ] Manufactured  [ ] Garage/Shop  [ ] Other

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

Will your residence have any of the following? [ ] New Construction  [ ] Substitution or Repair of Water Main

- Domestic Water Booster Pump  - Radiant Floor Heating  - Domestic Water Booster Pump  - Water Main Repair
- Water Softener/Treatment  - Pool/Fountain/Tub  - Auxillary Water Supply  - Irrigation Sprinkler Equipment
- Septic System  - Irrigation System  - Irrigation System  - Irrigation System

Is there an existing backflow protection assembly on the property? [ ] Yes  [ ] No

---

**ELECTRICAL SECTION:

Check one: [ ] Please activate** (no deposit)  [ ] Temporary (service to be activated after deposit paid)

Check one: [ ] Meter Base Size (gpm) - Check or [ ] Other: ____________________________

METER BASE SIZE (gpm): [ ] 100  [ ] 200  [ ] 300  [ ] 400  [ ] 500  [ ] 600  [ ] Other

---

**WATER SECTION:

Account #: ____________________________  City Code: ____________________________  Tax Code: ____________________________
Residential Service: [ ] Yes  [ ] No  [ ] Other
Residential Schedule: [ ] Residential  [ ] Industrial  [ ] Commercial

---

**CUSTOMER - PLEASE READ:

[ ] This is an electrical permit. Call the City of Wenatchee at (509) 663-3174 or at the State at (888) 666-4100

[ ] All required fees must be paid in full prior to connection and activation of your service(s).

[ ] Customer is responsible for contacting telephone and TV cable for installation.

[ ] Entrance into the water chamber is only allowed by District personnel. It is strongly suggested that applicant install an auxiliary valve to shut off the water prior to the property.

[ ] It may take up to two weeks for installation of a new electrical or water service.

[ ] Connection fees are based on type of service you indicate, any change may require new fees.

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 all other 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 otherwise of disturbance of the supply, electrical supply or wastewater systems 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: ____________________________

FUD REPRESENTATIVE: ____________________________  DATE: ____________________________

WWW APPLICATION: YELLOW  WWW DEPARTMENT: PUD  ELECTRICAL  BLUE  CUSTOMER COPY: WHITE