



# Administrative Rule

## Water Utility Service Practices and Procedures

Rule No. 12.01.080-04-01  
Effective 10/20/2016

The water service connection, including water meter, meter box and all distribution lines connected to the water meter will be owned and maintained by the city. Customer is responsible for installation and maintenance of water pipe or tubing beyond end of service connection at outlet side of water meter, and for providing clear access for purposes of meter reading.

### I. Meter Installation Fee

- A. Water utility service to new development shall not begin until customer has obtained all proper permits and paid associated fees and charges for water meter.
- B. Separate service connections will be required for each dwelling, business, or institution and multi-use building.
- C. City shall designate location of each meter. When practicable, meter and related appurtenance shall be installed on public easement or right-of-way. If meter or related appurtenance must be located on private property, property owner shall provide city with a utility maintenance easement as condition of obtaining service.
- D. Customer is responsible for any damage to meter, meter box or water service connection due to negligence during any construction phase associated with property or development. Failure to repair or pay to have repairs made shall result in termination of water utility service.
- E. City shall not be obligated to furnish and install water system facilities for all properties within Tigard Water Service Area or within city limits. The city shall, as reasonable and practicable, provide an adequate source of supply, transmission water pipelines, water storage facilities, and other improvements necessary to provide water service generally available to all areas within the Tigard Water Service Area. Water system extensions to provide water to areas outside the Tigard Water Service Area are prohibited.

### II. Master Metering

- A. City may permit master metering of more than one water service. Property owner shall designate the person or firm responsible for payment of all water charges. If payment is not made in full when due, city may terminate service even if partial payment is tendered by other occupants of premises.
- B. Master metered property with more than three private water meter service connections or with ten persons or more receiving water service, shall comply with state rules. The property owner shall verify compliance by furnishing city with a copy of the *Oregon State Public Water System* permit at time of application for service.

### III. Access to Water Meter, Water Equipment, and Fire Hydrants

- A. Service pipe within premises and throughout entire length to water meter or to property line must be kept in good condition and protected from freezing at expense of customer, lessee, or agent, who shall be responsible for all damages resulting from leaks or breaks.

- B. Each property owner is required to maintain an obstruction free zone a minimum of two feet around meter box and any other city-owned water appurtenances. Clear access to meter shall be from the street in a direct path to water meter. If city must remove obstructions to obtain access to meter, the customer shall pay costs for removal of such obstructions.
- C. Property owner shall be required to maintain an obstruction free zone of a minimum of three feet around fire hydrants located within public right of way adjacent to property. Failure to maintain area will result in city personnel clearing area described to meet city's meter reading, maintenance, and fire hydrant access needs.
- D. City shall have no liability related to the vegetation trimming or removal of obstructions required to maintain access to water meters, water appurtenances or fire hydrants.

**IV. Pressure Regulator Devices on Customer Plumbing**

- A. State regulations prevent city from repairing or replacing pressure regulator devices connected to outlet side of city water meters. Devices are deemed responsibility of property owner, including removal, repair, or replacement. Property owner should use pressure regulating devices to protect house plumbing when water supply pressure exceeds 80 psi or required by state and local plumbing code requirements.

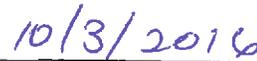
**V. Interrupted Service – Changes in Pressure**

- A. Water may be shut off at any time for repairs or other necessary work with or without notice. Conditions may cause a variation of pressure. The city will not be responsible for any damage caused by interruption of service or varying pressure.

Approved by:



Martha L. Wine, City Manager



Date