PO Box 24, Snohomish, WA 98291 • 17503 58th St SE, Snohomish, WA 98290 • 360-568-8022 • customerservice@3LWA.org • www.3LWA.org

NOTICE TO MEMBERS

Updated Association Policies — Effective January 1, 2027

Dear Member,

The Board of Trustees has approved updates to Association policy documents to bring them in line with the Association's 2026 Bylaws. The Board approved them on November 17, 2026. This notice gives members at least 30 days' written notice before the changes take effect.

Your water rates are not changing. The bi-monthly base rates and usage rates adopted May 12, 2026 (effective July 1, 2026) stay the same. The updates below change how certain policies work, starting **January 1, 2027**.

What is being updated

Document	What changed
Revenue Policy 2026–2027	Now serves as the Association's single fee schedule. The Member Policy Manual, Developer Extension Manual and Cross-Connection Control Program all refer to it for amounts. It also updates the late-fee and shutoff timeline described below.
Member Relations Policy Manual (Version 3)	Updated to match the 2026 Bylaws. Adds a new **Billing Adjustment & Appeals Policy** (how to request a bill adjustment or appeal a decision) and a new **Cross-Connection Policy** (backflow protection requirements for member plumbing).
Developer Extension Manual (2026)	Updated standards, forms and procedures for extending water mains to serve new development. This mainly affects developers and property owners planning new connections.

Changes/clarifications most members will notice

- **Late fees.** A late fee of 10% of the total unpaid balance is charged on the first business day after the due date. The minimum late fee is $1.00.
- **Shutoff timeline.** If an account is past due, a shutoff notice is sent on day 15 after the due date. Service will not be shut off earlier than day 30 after the due date.
- **Service lines.** Members are responsible for replacing a member-owned water service line made of lead or galvanized steel.
- **Service stays with the property.** Water service and membership stay with the property when it is sold or rented. They do not move with a prior owner or tenant.
- **Accessory dwelling units (ADUs).** An attached ADU may share the main home's connection. A detached ADU needs its own connection and pays the standard connection charges.

Where to read the full documents

- Online at **www.3LWA.org**
- At the Association office, 17503 58th St SE, Snohomish, during regular business hours. Printed copies are available on request.

Questions

Please contact the office at **360-568-8022** or **customerservice@3LWA.org**. Members are also welcome at the next regular Board of Trustees meeting on **Tuesday, December 8, 2026, at 6:00 PM**, at the Association office or by Microsoft Teams.

Thank you for being a member of Three Lakes Water Association.

Board of Trustees and General Manager
Three Lakes Water Association