

Three Lakes Water Association Member Relations Policy Manual

Revised: August 24, 2026

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Introduction

This document describes the policies that the board of trustees have approved for the general management of Member facing relationship and transactional issues. All policies were approved by the board of directors and are binding on the General Manager, Employees, and the Board of Trustee's. The Board of Trustees may change these policies at any time through specific actions (approved motion) supported by the board.

Policy Intent

The policies defined document standards and direction deemed by the Board of Trustees to provide governance of Association resources, their effective use, and ensure activities are aligned with Member interests.

Accountability

- It is the General Manager's responsibility to carry out the policies herein unless otherwise defined by the specific policy.
- The General Manager is responsible for implementing any procedure necessary to effect the policy and enforce its direction with contractors as needed.
- It is the specific Officer, Standing Committee, and the Board of Trustees overall to effect the oversight needed to ensure compliance with policy.

Overview of Document Chapters

Member Relations	Member Business	Communications
•Water Users Policy •Water Users Agreement •Meter Replacement Program •Revenue Policy •Developer Extension •Certificate of Water Availability •Fire Flow Availability and Residential Fire Suppression Sprinkler •ADU	•New Share and Transfer Policy •Share Revocation and Reinstatement •Water Facility Damage •Water Facility Relocation •Final Member Read •Delinquent and Shutoff •Hydrant Use •Locate Request	•Social Media •Website •Consumer Confident Report

Conflicts Across Policy

- If there is a conflict in the policy terms, the newer policy shall be senior in the policies interpretation

Member Relations Chapter

Water Users Policy

Purpose: This policy sets forth rules and regulations for water use by Members and their properties connected to the potable water system owned and operated by the Three Lakes Water Association, a nonprofit corporation, hereinafter called the Association.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Member Relations/Comm	3 Years

Background

- Water User Policy in one of the foundational policies which set standards for Members in water use.

Definitions

- NA

Policy Description

- Specific Membership and Association Conditions Must be met for services
- As a condition of receiving water service from the Association, Members shall adhere to the rules and regulations contained herein, as presented in Association By-laws, Association Articles of Incorporation and local, state and federal regulations applicable to the connection to and receiving service from a potable water system.
- The Association shall furnish, subject to the limitations set out in the By-laws and those hereinafter provided for, such quantity of water as the Member may desire in connection with his/her occupied property.
- Members shall install and maintain at his/her own expense a service line which shall begin at the Association's meter and extend to the approved dwelling or place of use. The service line shall connect with the distribution system of the Association at the nearest place of desired use by the Member, provided the Association has determined in advance that the system is of sufficient capacity to permit delivery of water at that point. Members shall install and maintain a private pressure reducing valve on their private service line to limit pressure to 80 pounds per square inch (psi) or lower as desired, or as otherwise required by local code. Members should also install a private shut-off valve on their private service line between the meter and the connection to the water system plumbing for structure(s) on the property.
- Members shall pay for water service at such rates, time, and place as shall be determined by the Association.

- Service Connections and Meters — The Association shall provide and install a shut-off valve and a water meter for each service connection, all at the Member's expense. Service connections are governed by the following rules:
 - Principal Dwelling: Each tax parcel shall be served by one (1) service connection and meter for the principal dwelling unit.
 - Attached Accessory Dwelling Units (AADUs): An ADU that is structurally attached to the principal dwelling unit with at least one shared common wall does not require a separate service connection or meter. The attached ADU may share the existing service connection and meter of the principal dwelling unit.
 - Detached Accessory Dwelling Units (DADUs): A Detached ADU requires its own dedicated service connection and meter. The Member must apply for a new service connection prior to construction or occupancy. Connection fees per the Revenue Policy apply.
 - Water Adequacy: For any ADU, the Member must provide a Letter of Water Availability from the Association showing adequate flow, consistent with SCC 30.28.010.
 - No Unauthorized Connections: Except as expressly permitted under items 2 and 3 above, no Member may allow additional connections to their service line.
- Members shall be fully responsible for any damages or other consequences, whether to public or private property, or to the Association water system, as a result of the Member's operation of the Association's shut-off valve.
- The Association shall have final jurisdiction in any question of location of any service line connection to its distribution system; shall charge additional base rates per meter size plus overages and/or shut-off Member's meter who allows additional connections to their service line; shall determine the allocation of water to Members in the event of a water shortage; may shut-off water to a Member who allows a connection or extension to be made to his/her service-line for the purpose of supplying water to another dwelling or place of use as served by the Association. In the event the total water supply shall be insufficient to meet all of the needs of the Members, or in the event there is a shortage of water, the Association may pro-rate the water available among the various Members on such basis as is deemed equitable by the Board of Trustees and may also post a schedule of hours covering use of water for garden purposes by particular Members and require adherence thereto or prohibit the use of water for garden purposes; provided that, if at any time the total water supply shall be insufficient to meet all of the needs of all of the Members, the Association must first satisfy all of the needs of all Members for domestic purposes before supplying any water for livestock purposes and must satisfy all the needs of all Members for both domestic and livestock purposes before supplying any water for garden purposes.
- Members shall comply with the requirement of the Washington State Department of Health, such that no other present or future source of water will be connected to any water lines served by the Association's waterline and that Member shall disconnect from his/her present water supply prior to connecting to and switching to the Association's system.
- The Member may connect service lines to the Association's distribution system and may commence to use water from the system on the date that the water is made available to the Member by the Association. Water service charges to the Member, whether or not the Member has

completed the service line connection, shall commence on the date that the service is made available, and the meter is in place.

- The failure of a Member to pay water charges duly imposed shall result in the automatic imposition of the following penalties: (1) Non-payment from the due date will be subject to a late penalty per the Revenue Policy, or other applicable policy. (2) Continued non-payment will result in the water being shut-off per the Revenue Policy, or other applicable policy. (3) Disconnection and reconnection fees shall be charged as established in the Revenue Policy, or other applicable policy. (4) In the event it becomes necessary for the Association to pull the meter and terminate or revoke Member's share for nonpayment, all past due through current charges including costs for pulling and reinstalling the meter must be paid in full per the Revenue Policy, or other applicable policy.

Note Regarding Applicable Laws and Regulations

- The ADU service connection provisions of this policy are consistent with: SCC § 30.28.010, Snohomish County Planning Bulletins #12 and #13 (revised June 2025), RCW 36.70A.696 (Washington State Growth Management Act, ADUs), and WAC 246-290 (Washington State DOH, Group A Public Water Systems).

Monitoring/Reporting Requirements

- The General Manager shall prepare and manage any necessary forms needed for member acknowledgement and agreement.
- Secretary shall record forms and records associated with compliance to the policy.

Specific Control Processes

- A Member facing form shall be recorded in Association records with the Members signature affirming their understanding of the policy in force at that time of signature.

Certificate of Water Availability Policy

Purpose: Address the manner and conditions which enables the Association to declare water service availability to a property, and to provide the official Certificate of Water Availability confirming water service for Snohomish County and Washington State permit requirements.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Member Relations/Comm	3 Years

Background

- Three Lakes Water Association (the Association), a Group A public water system operating under WAC 246-290, issues this Certificate to satisfy the water availability documentation requirement of SCC § 30.28.010(1)(c) and applicable Washington State Department of Health requirements.

Definitions

- NA

Policy Description

- The Association issues a Certificate of Water Availability to confirm water service availability for a given property and proposed use, subject to the conditions set forth below. The General Manager issues this Certificate on behalf of the Association and its Board of Trustees.

Section 1. Type of Service Confirmed

- OPTION A: Single-Family Residence — No ADU. One (1) water service connection and meter for the principal dwelling unit only.
- OPTION B: Single-Family Residence + Attached ADU (AADU). The attached ADU may share the existing service connection and meter of the principal dwelling. No additional connection required.
- OPTION C: Single-Family Residence + Detached ADU (DADU) — New Connection Required. A DADU requires its own dedicated service connection and meter. Connection fees per Section 2 apply.
- OPTION D: Multi-Family, Duplex, Condominium, or Subdivision — Developer Extension Required. Each individually-titled dwelling unit or lot requires its own dedicated service connection, meter, and Association membership.

Section 2. Connection Fee Schedule (Applies to Options C and D)

- See Revenue Policy for current fee schedule.

Section 3. Conditions and Limitations

- This Certificate is valid for six (6) months from the date of issuance. Fees in effect at the time of connection (not at issuance) shall apply.
- This Certificate is valid only for the property, parcel, and use described above. Any change in proposed use requires a new Certificate.
- This Certificate is not transferable to subsequent property owners unless expressly re-issued by the Association.
- Issuance does not constitute approval of a service connection. A separate connection agreement and payment of all fees are required.

Section 4. Regulatory Notice

- This Certificate satisfies water availability documentation requirements under: SCC § 30.28.010(1)(c), WAC 246-290, RCW 36.70A.696, and Snohomish County Planning Assistance Bulletins #12 and #13 (revised June 2025).

I. Request for Water Availability

- The Association's form shall be used to request and confirm or deny water availability from the Association.
- The form shall be submitted, with payment of the fee per connection set in the Revenue Policy, to the Manager in order to receive a response letter. Snohomish County will sometimes request a certificate of water availability from an existing member who wants to make changes on their property. A letter of water service is generated and mailed, at no charge, to confirm that the Association currently provides water service to the Member as long as there is no material change to the purpose of the water service or location of the meter.

II. Response to Water Availability

- The response form shall be filled out to respond to the applicant.
- The response shall be valid only to the applicant.
- The letter shall be valid for only six months from the date it is signed by the Manager.
- Rates and charges per the Revenue Policy are subject to change without notice.
- Any comments or conditions pertaining to the water availability shall be noted, and the response signed and dated by the Manager.

III Responsibility of Applicant

- All fees and requirements shall be met prior to any service being provided.

Monitoring/Reporting Requirements

- The General Manager shall prepare and manage any necessary forms needed for member acknowledgement and agreement.
- Secretary shall record forms and records associated with compliance to the policy.

Specific Control Processes

- The General Manager is the authorized issuer of Certificates of Water Availability.
- All Certificates issued shall be retained in Association records.

Revenue Policy Management

Purpose: Describe fundamental elements of producing and communicating Revenue Policy to Members outlining water rates, fees, and other charges.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Relations/Comm	3 Years

Background

- The Association reviews and revises rates, fees, and other charges at least annually and produces a schedule of charges labeled as “Revenue Policy”. The core elements of this review are described in the Finance/Administration Policy Manual.

Definitions

- NA

Policy Description

- The Association must maintain a complete schedule of fees and charges related to water services and conduct of the business of the Association
- The Board must approve all membership fees, water rates, developer fees, connection, site facility charges, general facility charges and any such charges or allocation of revenue for capital or operating, or loan service needs.
- The General Manager is authorized to set Other Service Fees and Charges for the conduct of on-going water system needs of less than \$150 per incident. This includes but is not limited to insufficient funds, past due notices, special work charges, shut-off, hydrant use, certified letters, duplicate billing, and copy fees, etc. This charges are often miscellaneous services that association provides, incentives or penalties in the normal conduct of business to encourage efficiencies in workflow or recover costs.

Monitoring/Reporting Requirements

- See Specific Revenue Policy Document for a specific period for the schedule of fees labeled Revenue Policy which is a standalone document.

Specific Control Processes

- See also Finance/Administration Policy for Rates

Water Meter Replacement Program

Purpose: This program is designed to make sure older water meters are rotated out of the System with newer meters. After a certain age, the water meter may no longer accurately register the water being used or it may have a battery that no longer works.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
08/11/2026	20260901-UC1 Spec Board Meeting	Mbr Relations/Comm	3 Years

Background

- The radio read replacement program began in 2011 and the estimated manufacturer battery lifespan of the meters was 10 years. Based on this lifespan, the Association shall implement an aggressive program beginning in 2020 to replace those meters registers which have reached their manufacturer's battery lifespan.

Definitions

- NA

Policy Description

- Method
 - Staff shall prepare a list of water meters that have the highest cubic foot readings in the system. The goal is to replace or repair those meters that have a higher reading than the manufacturer's lifespan of the meter.
- Replacement
 - When a water meter is changed, a form shall be completed and given to the Staff responsible for billing to allow for the updating of the billing system.
 - From time-to-time water meters will become faulty before the targeted lifespan. They shall be repaired or replaced as scheduled by the Manager.

Monitoring/Reporting Requirements

- NA

Specific Control Processes

- NA

Developer Extension Policy

Purpose: For Developer Interactions, this policy highlights the development and maintenance of a Developer Extension Manual describing specifications for new development projects			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
08/11/2026	20260901-UC1 Spec Board Meeting	Mbr Relations/Comm	3 Years

Background

- The manual is a separate document defining the expectations for developers and by extension ADUs.

Definitions

- NA

Policy Description

- Manual - Adoption and Application:** The Board of Trustees has adopted a Developer Extension Manual, dated March 2018, including an Application for Developer Extension and Developer Extension Agreement, design and construction standards and related information and requirements. Property owners and/or developers interested in service for more than one connection per existing parcel where the parcel is served by an existing 6 inch or smaller main, or where the parcel is not served by an existing water main shall initiate their request for service by completion and submittal of an Application for Developer Extension, with the associated fee.
- Manual – Purchase:** A developer that enters into a Developer Extension Agreement shall purchase a Developer Extension Manual at the cost set by per the Revenue Policy.

Monitoring/Reporting Requirements

- NA

Specific Control Processes

- NA

Fire Flow Availability and Residential Fire Suppression Sprinkler System Policy

Purpose: <u>Address fire flow availability requests and the conditions under which the Association provides water supply to residential fire suppression sprinkler systems.</u>			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Relations/Comm	3 Years

Background

- The Association's system provides domestic water as its primary purpose. Fire suppression capacity is secondary and subject to current system conditions. Available volumes may change as the system is expanded or modified.

Definitions

- Fire Flow: The rate (gpm) available for fire suppression at a specified location under defined conditions.
- Fire Flow Duration: The period that fire flow can be sustained based on available storage at the time of determination.
- Residential Fire Suppression Sprinkler System: An in-residence sprinkler system supplied from the Association's service connection.
- Indemnity Agreement: A recorded agreement protecting the Association from liability related to sprinkler system operation.

Policy Description

- See specific policy statements below

I. Fire Flow Availability

- Upon written request, the Association shall indicate the available fire flow rate and duration at a specified location.
- Fire flow availability shall be determined by the Association's civil engineer using the current hydraulic model, at the requesting party's expense. Field fire flow tests shall not be used.
- The determination shall establish fire flow rate (gpm) under maximum day demand conditions, subject to minimum 20 psi system pressure and maximum 8 fps velocity. Duration is based on current fire suppression storage capacity divided by available flow rate, rounded down to the nearest half-hour.
- The fee for fire flow availability determination shall be per the Revenue Policy, including the anticipated engineering invoice.

II. Residential Fire Suppression Sprinkler System

- The Association shall allow sprinkler system supply via a single service line and meter, branched to serve both residential plumbing and the sprinkler system.
- Sprinkler system supply requires a recorded Indemnity Agreement in the form approved by the Board. The Board may approve exceptions where unusual circumstances warrant.
- Meter and service line size is determined by the fire suppression system designer and plumbing fixture requirements. Minimum service line size is one inch.
- The Member shall furnish, install, and maintain backflow prevention (including annual testing) on both supply lines beyond the meter. A double check valve assembly is the minimum for the sprinkler supply line.
- Connection fees (GFC, SFC) and monthly charges shall be per the Revenue Policy based on meter size.
- Water service and sprinkler supply are subject to interruption without notice. The Association assumes no liability.
- Water service, including sprinkler supply, shall be shut off for non-payment per Association policy.
- The Indemnity Agreement shall be recorded with the Snohomish County Auditor before approval. Recording fees per the Revenue Policy.
- These requirements apply to new service applications and existing services where sprinkler systems are proposed or discovered.
- If an existing sprinkler system is discovered and the Member does not comply within 60 days of written notice, the Board shall determine appropriate action.

Monitoring/Reporting Requirements

- The General Manager shall maintain a log of all fire flow determinations and sprinkler connections, including Indemnity Agreement recording status.
- Annual backflow testing compliance for sprinkler-served properties shall be tracked and reported to the Board annually.

Specific Control Processes

- The Board-approved Indemnity Agreement form shall be maintained on file and updated as needed.
- All Indemnity Agreements shall be recorded before meter installation.
- All fees are set by the Revenue Policy.

Accessory Dwelling Unit (ADU) Policy

Purpose: Establish requirements for water service connections, water availability documentation, and fees for Accessory Dwelling Units (ADUs) on properties served by the Association, consistent with Washington State and Snohomish County requirements.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
7/14/26	202607-05	Member Relations/ Comm, Secretary	3 Years

Background

- Washington State law (RCW 36.70A.696) requires local jurisdictions to allow ADUs in areas zoned for single-family residential use. Snohomish County Code (SCC) § 30.28.010, last amended by Ord. 25-014 (March 2025), governs ADU development in Snohomish County, including water availability documentation requirements.
- SCC § 30.28.010(1)(c) requires that ADU development be subject to physical and legal availability of water, and that the applicant provide documentation that the water supply is potable and of adequate flow. The Association's Certificate of Water Availability satisfies this requirement.
- This policy is adopted consistent with the Association's Water Users Policy (Revised June 2026), which establishes service connection rules for Attached ADUs (AADUs) and Detached ADUs (DADUs).

Definitions

- ADU (Accessory Dwelling Unit):** A secondary residential unit located on the same lot as a principal single-family dwelling, either attached to or detached from the principal structure.
- AADU (Attached ADU):** An ADU that is structurally part of the principal dwelling, sharing at least one common wall. An AADU may share the existing service connection and meter.
- DADU (Detached ADU):** An ADU that is a separate, freestanding structure on the same lot as the principal dwelling. A DADU requires a dedicated service connection and meter.
- Certificate of Water Availability:** The Association's official letter confirming availability of water service for a proposed use, required by Snohomish County for all ADU building permits.
- Water Adequacy Documentation:** Written documentation demonstrating that the existing or proposed service connection provides sufficient capacity (flow and pressure) for both the principal dwelling and the ADU.

Policy Description

The following provisions govern ADU water service connections and associated requirements.

Certificate of Water Availability — Required for All ADUs

- Before applying for any Snohomish County building permit for an ADU (attached or detached), the Member or applicant shall obtain a Certificate of Water Availability from the Association.
- The Certificate shall specify the service type: Option B (AADU — shared connection) or Option C (DADU — new dedicated connection), per the Certificate of Water Availability Policy.
- The Certificate is valid for six (6) months from the date of issuance. A new Certificate is required if the building permit application is not submitted within the validity period.

Attached ADU (AADU) — Shared Service Connection

- An AADU that is structurally attached to the principal dwelling may share the existing service connection and meter serving the principal dwelling. No new service connection is required for an AADU.
- No additional connection fees (GFC, SFC, or membership share) apply to an AADU sharing an existing service connection.
- The Member must submit Water Adequacy Documentation to the Association demonstrating that the existing service connection provides sufficient flow and pressure for both the principal dwelling and the AADU. Documentation shall be provided before occupancy of the AADU.
- The Member remains responsible for all water charges billed through the shared meter. The Association shall not establish a separate account for an AADU sharing an existing connection.

Detached ADU (DADU) — Dedicated Service Connection

- A DADU shall have its own dedicated service connection and meter. A shared service connection with the principal dwelling is not permitted for a DADU.
- The Member must submit a Service Connection Application to the Association and receive written approval before construction or occupancy of the DADU.
- Full connection fees apply to each DADU service connection, per the Revenue Policy (membership share, GFC, SFC).
- Each DADU service connection shall have its own Association account and shall be billed independently from the principal dwelling.
- The service connection size shall be determined by the plumbing fixture count for the DADU and confirmed with the Association before installation.

Zoning and Zone-Based Limitations

- The number of ADUs permitted on a parcel is governed by Snohomish County zoning regulations (SCC § 30.28.010). Urban zoning designations generally permit up to two ADUs per parcel (one AADU and one DADU). Rural and resource zones may restrict DADU development based on minimum lot area requirements.

- The Association does not determine ADU zoning eligibility. Members and applicants are responsible for confirming zoning eligibility with Snohomish County Planning & Development Services (PDS) before submitting a Certificate of Water Availability request.
- The Association shall issue a Certificate of Water Availability based on the proposed service type regardless of zoning, but the Certificate does not constitute a zoning determination or building permit authorization.

Regulatory References

- SCC § 30.28.010 — Accessory Dwelling Units (Snohomish County Code, last amended Ord. 25-014, March 2025)
- Snohomish County Planning Assistance Bulletins #12 (Detached ADUs) and #13 (Attached ADUs), revised June 2025
- RCW 36.70A.696 — Washington State Growth Management Act, Accessory Dwelling Units
- WAC 246-290 — Washington State Department of Health, Group A Public Water Systems

Monitoring/Reporting Requirements

- The General Manager shall maintain a log of all ADU-related Certificates of Water Availability issued and all ADU service connections completed, including service type (AADU/DADU), parcel, date, and fee collected.
- ADU connection activity shall be reported to the Board annually.

Specific Control Processes

- All ADU connection fees are set by the Revenue Policy.
- The Certificate of Water Availability form and letter template shall include ADU service type options (Option B/C) per the Certificate of Water Availability Policy.
- Water Adequacy Documentation submitted by Members shall be filed in the respective property record.

Member Business Chapter

Other

New Share and Transfer Policy and Procedures

Purpose: Establish procedures for issuing new membership shares, transferring shares upon ownership change, and governing related Member responsibilities.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Rel/Comm	3 Years

Background

- Each service connection is associated with a membership share tied to the property. This policy governs share creation, issuance, and transfer consistent with the Association's By-Laws and Washington State law.

Definitions

- Membership Share:** Certificate of membership entitling the holder to water service; one share per service connection.
- GFC:** General Facilities Charge paid when a new share is issued. See Revenue Policy.
- SFC:** Site Facilities Charge covering meter installation. See Revenue Policy.
- Developer Extension:** Multiple connections or new main project; see Developer Extension Policy.

Policy Description

- See subsections below

I. New Share Procedures — Existing Main

- Property owners shall complete a Certificate of Water Availability Request form per the Certificate of Water Availability Policy.
- The General Manager shall review and respond per the Certificate of Water Availability Policy.
- Payment for the share, GFC, and SFC per the Revenue Policy shall be collected at scheduling.
- The share shall be issued to legal property owner(s) per Snohomish County Assessor records at time of meter installation. Billing begins at meter installation.
- Share purchase date is the date of GFC and share payment. Parcel number used if no address is established.
- All legal owners' names shall appear on the share per Snohomish County Assessor records.

II. New Share Procedures — Developer Extension

- Developers seeking multiple connections or new main service shall first initiate a Developer Extension Application.
- Following Board approval, a Certificate of Water Availability response shall be issued.
- Shares shall be issued upon payment of the membership share and GFC per the Revenue Policy.
- Billing begins at Developer Extension completion or end of the Agreement term, or installation of meter, whichever is earlier.

III. Share Transfer Procedures

- When property changes ownership, the share must be transferred.
- Written requests for an estimated final bill shall be made via email or mail. Final bills are not prorated.
- Share transfer shall be prepared when the sale is verified with Snohomish County Assessor records or a recorded deed.
- The seller's signature is preferred; if the sale is verified, Staff may proceed without it.
- All new legal owners' names shall appear on the new share per Snohomish County Assessor records.

IV. Name Changes and Special Circumstances

- Name removal: If Snohomish County Assessor records support the removal, records shall be updated without a transfer. If not, referred to the General Manager.
- Marriage: Name change only = no transfer. New legal owner added = transfer required.
- Divorce: Legal document confirming ownership required before transfer.
- Death: Surviving spouse already on share = note the change. Power of attorney = no transfer. Other heir = documentation required.

V. Member Responsibilities

- All Members shall comply with the Water Users Policy. Non-compliance may lead to share revocation.
- All Members shall complete and maintain a current Cross-Connection Control Checklist and allow inspection when requested.
- Members shall notify the Association in writing of ownership changes or cross-connection changes.
- Members are responsible for costs to repair Association facilities disturbed by Member activity.

Monitoring/Reporting Requirements

- The General Manager shall maintain complete share records and summarize activity in the quarterly Board report

Specific Control Processes

- Share records shall be maintained in the Association's member management system and backed up regularly.
- Fees are set by the Revenue Policy.

Share Revocation and Reinstatement Policy

Purpose: Establish the conditions, process, and requirements for revoking a membership share due to non-payment and for reinstating service and share membership thereafter.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Relations/Comm	3 Years

Background

- Share revocation is taken only after repeated non-payment and failed collection efforts. All dollar thresholds are set by the Revenue Policy.
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Definitions

- Share Revocation: Formal cancellation of a membership share due to non-payment.
- Delinquent Account: An account exceeding the share revocation warning threshold set by the Revenue Policy.
- Reinstatement: Restoration of a revoked share and water service upon payment of all amounts owed.

Policy Description

- See specific policy statements below

I. Share Revocation

- When a delinquent balance exceeds the revocation warning threshold (set by Revenue Policy) and no contact has been made, a first warning letter shall be sent by certified mail, stating a deadline and notifying the Member of risk of revocation.
- If no response, the Board shall be notified and a second warning letter sent by certified mail with a final revocation deadline.
- On the revocation date, if the account balance is not zero, the share is revoked.
- The General Manager shall schedule meter removal and lockoff. Meter removal costs per the Revenue Policy shall be assessed to the account.
- If not reinstated within 12 months, service may be severed. Reinstatement after severance requires a new connection at full current fees.

- All revocation costs are due upon reinstatement. The share may only be reinstated to the revocation-date owner; ownership change forfeits reinstatement rights.

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II. Share Reinstatement

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- Reinstatement requires full payment of all accrued charges, penalties, and meter costs per the Revenue Policy, by cashier's check before reinstatement work is scheduled.
- A deposit equal to estimated reinstallation cost shall be collected before work commences. Overpayments are refunded by account credit.
- If the Member elects not to reinstate, a new share may be purchased at full current fees per the Revenue Policy.
- If ownership has changed, the share cannot be reinstated; the new owner must apply for a new share.
- A running record of billing cycles and penalty fees shall be maintained in the Member's file.

Monitoring/Reporting Requirements

- The General Manager shall report accounts in revocation proceedings to the Board at each regular meeting.
- A revocation log shall track warning date, Board notification, revocation date, meter removal date, and reinstatement date.

Specific Control Processes

- All dollar thresholds and fees are set by the Revenue Policy.
- Certified mail records for revocation warning letters shall be retained in the Member's file.

Water Facility Damage Procedure

Purpose:			
To prescribe actions in the event of damage to water facilities			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Mbr Relations/Comm	3 Years

Background

- Third-party damage to water facilities requires immediate response to protect safety and system integrity, and consistent documentation for cost recovery.

Definitions

- Water Facilities:** All equipment and appurtenances of the Association's distribution system.
- Responsible Party:** The individual, entity, or insurer responsible for the damage.

Policy Description

- See below

I. Initial Assessment

- Staff shall investigate and assess damage on site. Photographs shall be taken upon arrival.
- Staff shall establish a safe perimeter around the damaged area.
- Staff shall shut off water at the meter, hydrant, or mainline valve as required.
- Staff shall assess and repair facilities if feasible; otherwise, a contractor shall be hired with Staff supervision.
- Staff shall collect responsible party information, insurance info, and witness contacts.
- An incident overview document shall be submitted to the Office Administrator.

II. Follow-up Procedure

- Staff time and contractor costs shall be compiled. Staff time shall be charged at rates set by the Revenue Policy.
- An invoice shall be submitted to the responsible party or their insurer for reimbursement.
- A case file shall be maintained until payment is received and the matter is resolved.
- If the responsible party does not pay, the General Manager shall report to the Board for direction.

Monitoring/Reporting Requirements

- The General Manager shall report damage incidents, costs, and recovery status in the monthly report.
- Open damage claims shall be reported at each Board meeting until resolved.
-

Specific Control Processes

- Staff time billing rates are set by the Revenue Policy.
- All incident documentation shall be retained for a minimum of 7 years.

Water Facility Relocation Request Policy

Purpose: Establish the process and Member obligations for requesting relocation of Association water facilities from their current location.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Member Relations/Comm	3 Years

Background

- Members may request facility relocation to accommodate construction or landscaping. Relocation is at the Association's discretion and at the Member's expense.

Definitions

- Water Facility:** Association-owned appurtenances serving a Member's property, including the meter, meter box, shutoff valve, and service line to the meter.
- Relocation Deposit:** A deposit covering estimated contractor costs, collected before scheduling work.

Policy Description

- Relocation Request and Agreement
- The Member shall submit a written relocation request to the General Manager. Approval is at the General Manager's discretion.
- The Member shall meet with the General Manager on site. The Member shall mark easements and right-of-way. The final location is determined by the General Manager.

Deposit, Scheduling, and Reconciliation

- The Member shall make a deposit equal to or greater than the estimated contractor cost before the contractor is scheduled.
- The contractor is scheduled at the Association's and contractor's availability per Developer Extension Manual standards.
- If actual cost exceeds the deposit, the Member pays the balance within 30 days of completion.
- If the deposit exceeds actual cost, the Member is refunded the overpayment by check, approved at the next Board meeting.

Monitoring/Reporting Requirements

- The General Manager shall maintain a relocation request log including approvals, deposits, costs, and refunds

Specific Control Processes

- All relocation work shall be performed by Association-hired contractors per the Developer Extension Manual standards.

Final Meter Read Policy

Purpose: Establish the process for completing a final meter read and preparing a final or estimated bill for Members selling or transferring their property.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Relations/Comm	3 Years

Background

- A final meter read ensures the outgoing Member's account is accurately closed before a share transfer is processed.

Definitions

- Final Meter Read:** A meter read taken as close as possible to the closing date to calculate the final bill.
- Estimated Bill:** A prorated estimate of charges through the expected closing date.
- Closing Agent:** A realtor, escrow agent, or legal representative managing the property sale.

Policy Description

- A final meter read shall be completed once a written request has been submitted to the Association for an estimated or final bill process.
- The final meter read date is determined by the closing agency and Staff.
- The meter shall be read as close to the closing date as possible and kept as a record in the Association office in the address file for that property.
- Staff shall calculate the amount due for the water volume consumed and any previous balance due on the account for the requested estimated or final bill process.
- At the time a final bill is requested, a final bill shall be created and mailed to the member who is selling it. The due date on the bill shall be one month from the calculation.
- If unpaid by the due date, late fees shall accrue per the Revenue Policy and the account shall be rebilled monthly.
- All request and calculation documents shall be filed in the service address file.

Monitoring/Reporting Requirements

- Staff shall track outstanding final bill balances and report unpaid amounts over 60 days to the General Manager.

Specific Control Processes

- All late fee amounts are set by the Revenue Policy.
- Final bill records shall be retained in the service address file.

Delinquent and Shutoff Policy

Purpose: Establish a consistent and equitable process for managing delinquent Member accounts, including penalty assessment, shutoff procedures, payment arrangements, and reinstatement of s			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Relations/Comm	3 Years

Background

- Timely payment is essential to the Association's operations. This policy establishes a graduated response from penalty assessment through shutoff, with opportunities for payment arrangements.
- All dollar thresholds and fees are set by the Revenue Policy, which is reviewed annually.

Definitions

- Delinquent Account:** An account with a balance unpaid after the due date.
- Penalty Fee:** A late payment fee assessed per the Revenue Policy.
- Shutoff Threshold:** The minimum unpaid balance triggering a shutoff notice, set by the Revenue Policy.
- NSF (Non-Sufficient Funds):** A payment returned for insufficient funds.

Policy Description

- See below

I. Delinquent

- Penalty Fee:** A penalty per the Revenue Policy is assessed on unpaid balances after the due date. If the balance is below the minimum threshold set by the Revenue Policy, no penalty is assessed. Previously: '10% fee' and '\$1.00 minimum' — now references Revenue Policy.
- NSF:** Staff shall contact the Member to arrange repayment. If no contact, Staff shall leave notice. Shutoff may follow if the account meets the shutoff threshold.

II. Shutoff

-
- Notices:** Shutoff notices shall be sent when the account exceeds the shutoff threshold set by the Revenue Policy. A site dispatch fee per Revenue Policy applies if Staff is dispatched.
- Shutoff Execution:** Meter shall be shut off and locked if no payment or arrangements are made. To restore service in the field, the Member must pay to bring the account below the Revenue Policy threshold.

- Legal Considerations: The Association is a private nonprofit utility, not regulated by the UTC. State utility shutoff restrictions may not apply directly. The General Manager shall monitor applicable legislation and recommend Board action if warranted.

-

III. Arrangements for Payment to Avoid Shutoff

- Phone arrangements are allowed at Staff discretion based on the Member's history and situation.
- Written arrangements are required for Members who have failed to honor prior verbal arrangements.
- Field arrangements require a good-faith partial payment at the time of arrangement.
- Members who repeatedly fail to honor arrangements may be required to pay in full before the shutoff date, at the General Manager's discretion.
-

IV. Payments

- Turn-On During Business Hours: Account must be below the Revenue Policy threshold before service is restored. Service restored within 24 hours. After-Hours Turn-On: Additional fee per Revenue Policy applies. Account must be below the Revenue Policy threshold.
- NSF History: NSF fee per Revenue Policy applies. Second NSF = cash/money order/cashier's check only for 6 months.

Monitoring/Reporting Requirements

- The General Manager shall report shutoff accounts, active payment arrangements, and NSF activity in the monthly report.
- Accounts approaching the revocation threshold shall be reported to the Board per the Share Revocation and Reinstatement Policy.

Specific Control Processes

- Fees and thresholds are set by the Revenue Policy.
- Shutoff notice documentation shall be retained in the Member's file.

Hydrant Use Policy

Purpose: Establish requirements and procedures for authorized use of Association fire hydrants, including permitting, approved uses, backflow prevention, and penalties for unauthorized use.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
08/11/2026	20260901-UC1 Spec Board Meeting	Member Relations/Comm	3 Years

Background

- Hydrants are installed primarily for fire suppression. Temporary use for other purposes requires a permit to protect system integrity and ensure backflow prevention.

Definitions

- Hydrant Permit: Written authorization for temporary use of a specific hydrant for a specified purpose and date.
- Backflow Prevention Device: A tested and tagged device required on all hydrant connections.
- Unauthorized Use: Any hydrant use without a current, valid Hydrant Permit.

Policy Description

- Policy Provisions outlined below

Issuance of Hydrant Permit

- Allowed Uses of a Hydrant
 - For Fire Department emergency fire prevention or suppression.
 - During construction, the use of water for dust control and pipeline filling, testing and disinfection.
 - For hydro-seeding water supply
- The Hydrant Permit must be purchased before any water can be drawn (except for Fire Department for emergency fire prevention or suppression).
 - The application for the permit must be completed by the applicant, who shall be responsible for use and payment under the permit conditions.
 - The applicant must provide an approved backflow prevention device which has been tested and tagged by the tester prior to hydrant use or an approved air gap. The device type and use must also be approved by the Association Cross-Connection Control Specialist or Manager.

- 3. The applicant must supply their own proper fitting hydrant wrench and shall be aware of the proper operation of valves and hydrants.
 - The hydrant must be manned at all times when in use.
 - The hydrant must be free for the Fire Department whenever required.
 - The applicant shall agree to pay for any damage to the system involving the hydrant in use, including theft, as a condition of permit approval.
- Fees shall be paid before water can be drawn. These include the following:
 - Permit Fee
 - Minimum Usage Fee (deposit)
- The applicant's permit may only be used for the date it was issued for and only be used for the approved hydrant.

II. Violation of Unauthorized Use of Water

- No member shall be permitted to use or draw any water from the Association's hydrant facilities without following the above conditions. A penalty fee shall be assessed as established per the Revenue Policy.
- Violation fees will double with each unauthorized use.
- Unauthorized use may result in revocation of future permit privileges at the General Manager's discretion.

Monitoring/Reporting Requirements

- The General Manager shall maintain a Hydrant Permit log and report unauthorized use incidents to the Board.

Specific Control Processes

- All Hydrant Permit and penalty fees are set by the Revenue Policy.
- Hydrant Permit records shall be retained on file.

Locate Request Policy

Purpose: Establish requirements for utility locate requests for excavation near Association water facilities, consistent with Washington State law (RCW 19.122).			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Mbr Relations / Comm	3 Years

Background

- RCW 19.122 requires excavators to call 811 at least two business days before excavating, and requires utilities to mark their facilities in response. This policy establishes the Association's locate response obligations and damage procedures

Definitions

- Locate Request: A notification to 811 by an excavator prior to digging.
- Standard Locate: Normal response window of two full business days.
- Emergency Locate: Response required within two hours.
- Purveyor: The Association, as owner/operator of underground facilities

Policy Description

- Excavators shall call 811 at least two full business days before excavating per RCW 19.122.
- The Association shall mark all appurtenant water facilities in blue per Washington State law and 811 rules.
- Standard locates: marked within two full business days. Emergency locates: marked within two hours.
- Contractors performing excavation on behalf of the Association shall also be required to call 811.

Monitoring/Reporting Requirements

- The General Manager shall maintain a locate request log and document excavation damage incidents per the Water Facility Damage Procedure.

Specific Control Processes

- The Association's locate response process, marking materials, and emergency contact information shall be documented and kept current by the General Manager

Member Communications Chapter

Social Media Policy

Purpose: Establish standards for the Association's use of Facebook and other social media platforms as supplementary communication channels, consistent with the Website Policy designating www.3lwa.org as the Association's primary communication vehicle.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
7/14/2026	202607-07	Secretary, Member Relations/Comm	3 Years

Background

- The Association maintains a presence on Facebook and may use other social media platforms from time to time as supplementary channels to reach Members and the broader community. This policy establishes standards for what is posted, who may post on behalf of the Association, how Member interactions are managed, and how social media content relates to authoritative content on the Association's website.
- Per the Website Policy (revised July 2026), the Association's website (www.3lwa.org) is the primary and authoritative source for all official Association information. Social media platforms are supplementary channels that amplify and direct users to website content; they are not substitutes for official notice, policy, or regulatory communication.

Definitions / Governing Principles

- Social Media Platform:** Any third-party platform (including Facebook, Instagram, Nextdoor, X/Twitter, or similar) used by the Association to communicate with Members or the public.
- Official Notice:** Any communication required by the Association's By-Laws, Member Policy Manual, or Washington State law to be provided to Members.
- Content Administrator:** The General Manager or a designated Staff member authorized to post on behalf of the Association on social media platforms.
- Page Administrator:** The individual(s) granted administrative or management access to the Association's social media account(s).

Policy Description

- Social media platforms are supplementary communication channels. They shall be used to amplify, summarize, and link to content published on the Association's website. Social media posts shall never be the sole or primary source of official Association information.

Content Standards

- All substantive posts about Association matters — including rates, fees, policies, meeting notices, service disruptions, and regulatory matters — shall be published on the Association's website first. Social media posts on these topics shall include a direct link to the relevant page on the website.
- Social media posts shall be consistent in tone with the Association's communications: factual, respectful, and focused on member service and community information.
- The following content shall NOT be posted on Association social media platforms: (a) official notices or binding communications that have not been published on the website; (b) financial or legal information that has not been reviewed by the General Manager; (c) content that discloses individual Member account information; (d) political opinions, endorsements, or partisan content; (e) content that could create legal liability for the Association.
- All posts shall be reviewed by the General Manager or designated Content Administrator before publication.

Official Notice — Website Primacy

- No official vote, ballot, formal notice of meeting, rate change, policy adoption, or other binding Association action shall be communicated exclusively through social media.
- Social media posts referencing a formal Association action shall state that the official notice is published on the Association's website and shall include the relevant URL.
- In the event of a conflict between information posted on social media and information published on the Association's website, the website shall govern.

Member Interactions and Comments

- Association social media pages are public-facing platforms. The Association reserves the right to moderate comments and remove posts that contain: (a) profane, abusive, or threatening language; (b) personal attacks on individuals; (c) private information about other Members; (d) spam or commercial solicitation; (e) content unrelated to Association matters.
- Social media direct messages (DMs) are not an official communication channel. Members with account inquiries, complaints, or requests shall be directed to the Association's official contact methods (phone, email, website contact form). Staff shall not take action on account matters received via social media DM.
- The General Manager shall establish a response protocol for comments that raise substantive Member concerns, ensuring appropriate follow-up through official channels.

Access Control

- Administrative access to Association social media accounts shall be limited to the General Manager and designated Staff or contractors. A current list of Page Administrators shall be maintained by the General Manager.

- Login credentials for Association social media accounts shall be stored securely and shall be accessible to the Board President in the event of a General Manager absence or transition.
- Former employees or contractors shall have their social media administrative access removed no later than their last day of authorized access.
- The Association's social media accounts are organizational assets. Personal accounts of the General Manager, Staff, or Board members shall not be used to conduct official Association business.

Monitoring/Reporting Requirements

- The General Manager shall review the Association's social media accounts no less than monthly to confirm that published content is current, accurate, consistent with the website, and compliant with this policy.
- Social media metrics (reach, engagement, follower count) shall be included in the General Manager's annual report to the Board.
- Any Member complaints or legal concerns arising from social media activity shall be reported to the Board promptly.

Specific Control Processes

- Login credentials and administrative access lists for all Association social media accounts shall be documented, secured, and reviewed annually by the General Manager.
- The General Manager may develop and maintain a Social Media Content Calendar to plan and pre-approve routine posts, subject to the content standards in this policy.
- This policy shall be reviewed on a 3-year cycle. The Member Relations and Communications Committee is the oversight body for this policy.

Website Policy

Purpose: Establish requirements and standards for Three Lakes Water Association's website as the primary vehicle for member communication, official notification, and community engagement.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
7/14/26	202607-08	Secretary, Member Relations/ Comm	3 Years

Background

- The Association adopted its initial Website Policy on December 11, 2018, establishing minimum content requirements for the Association's public-facing website. This revised policy supersedes the 2018 Website Policy in its entirety, expands the scope of required content, and formally designates the website as the Association's primary channel for official communication, notification, and member engagement.

Definitions / Governing Principles

- Primary Communication Channel:** The website (www.3lwa.org) is the Association's principal means of publishing official notices, policy information, meeting materials, and member-facing content. Other channels (email, social media, print) are supplementary and shall direct members to the website for authoritative information.
- Official Notice:** Any communication required by the Association's By-Laws, the Member Policy Manual, or Washington State law to be distributed to members, including meeting notices, rate change announcements, and regulatory reports.
- Content Owner:** The General Manager or designee responsible for ensuring specific content is current, accurate, and posted within the required timeframe.

Policy Description

- The Association shall maintain a website for ensuring Members have ready access to content information and how to address routine matters with the Association. The website shall serve as the Association's primary communication channel and shall be maintained as a current, accurate, and accessible resource for all members.

Content Minimum

The following minimum content items shall be maintained on the website at all times:

- Current Board of Trustees
- Current Manager and Staff
- Board meeting minutes
- Annual meeting minutes
- Current WUE report
- Current Consumer Confidence Report
- Mailing address
- Miscellaneous announcements
- Online bill payment option
- Current water rates and fee schedule
- Current Member Policy Manual
- Current Association By-Laws
- Board meeting agendas (posted at least 48 hours prior to meeting)
- Annual Meeting and Special Meeting notices and materials
- Emergency and service disruption notices
- Member email and phone notification signup form
- Association contact information (phone, email, mailing address)
- Website privacy statement

Expanded Content Requirements

In addition to the content minimum, the Association should maintain the following expanded content to support the goal of making the website the primary member engagement platform:

- Member Resources:
 - Yard watering calendar and seasonal water use guidelines
 - Cross-connection control program information
 - Water quality information and links to regulatory resources
 - FAQ section addressing common member inquiries
- Association Transparency:
 - Board meeting schedule (upcoming meetings)
 - Archived board and annual meeting minutes (minimum: prior 5 years)
 - Annual newsletter archive
 - Strategic plan and summary of current priorities, when adopted
- Emergency and Service Information:
 - Current service outage and maintenance notices
 - Boil-water advisory notices with status and resolution dates
 - After-hours emergency contact information
- Member Engagement:
 - Voting and election information during active ballot periods
 - Annual meeting registration or RSVP process

- Feedback or contact form for member questions and requests

Social Media Coordination

- The Association's social media presence (including any Facebook page or similar platform) is a supplementary communication channel. It shall not serve as a substitute for the website.
- Official notices, rate changes, policy updates, and regulatory documents shall be published on the website first. Social media posts referencing such matters shall include a direct link to the relevant page on the Association website.
- No binding Association communication, official vote, or formal notice shall be issued through social media alone.
- The General Manager is responsible for ensuring that social media content is consistent with content published on the website.

Content Governance and Update Schedule

The following update schedule applies to time-sensitive content. Failure to post within the required timeframe shall be noted in the General Manager's monthly report to the Board:

Content Item	Update Deadline	Responsible Party
Emergency service notices (outages, boil-water advisories)	Within 2 hours	General Manager
Water rate or fee changes	Within 30 days of approval	General Manager
Board meeting agendas	48 hours before meeting	General Manager
Annual/Special Member Meeting materials	14 days before meeting	General Manager
Consumer Confidence Report (CCR)	By July 1 each year	General Manager
Yard Watering Calendar / seasonal guidelines	By May 1 each year	General Manager
Policy Manual updates approved by board	Within 60 days of approval	General Manager
By-Law amendments	Within 30 days of approval	General Manager
Board of Trustees and Staff roster	Within 14 days of any change	General Manager

Member Portal — Future Capability

- The Association should evaluate and implement a member portal or authenticated member area that provides access to individual account information, usage history, billing records, and direct communication with the Association.
- The General Manager shall report annually to the Board on the status of member portal capabilities and recommend a target implementation date no later than two (2) years from the adoption of this policy.

Monitoring/Reporting Requirements

- The General Manager shall include a website status update in the monthly report to the Board, noting any content items that are overdue, any technical issues, and any changes to member engagement metrics.
- The General Manager shall conduct a formal review of all website content no less than annually to confirm accuracy, completeness, and compliance with this policy.

Specific Control Processes

- The General Manager is responsible for all website content and shall designate a staff member or contractor as the primary website content administrator.
- Login credentials and administrative access to the website platform shall be documented, secured, and accessible to the Board President in the event of a General Manager absence or transition.
- The website shall be hosted on a platform that provides HTTPS encryption and regular security updates. The General Manager shall confirm annually that SSL/TLS certificates are current.
- This policy shall be reviewed on a 3-year cycle. The Member Relations and Communications Committee is the oversight body for this policy.

Consumer Confidence Report Policy

Purpose: Establish the Association's obligations and procedures for preparing, distributing, and reporting the annual Consumer Confidence Report (CCR), consistent with federal and state drinking water regulations.			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
8/11/26	20260901-UC1 Spec Board Meeting	Secretary, Member Relations/Comm	3 Years

Background

- The Consumer Confidence Rule (40 CFR Part 141, Subpart O) requires Group A systems serving 25+ year-round residents to prepare and distribute an annual CCR.
- 3LWA is a Group A system under WAC 246-290. The CCR covers January 1 through December 31 of the prior year. The City of Everett is the source of supply.

Definitions

- CCR: The annual water quality report required by the Consumer Confidence Rule.
- Primary Distribution: Delivery to all Member accounts via mail, email (with Member consent), website, or other compliant methods.
- State Drinking Water Program: WA DOH Drinking Water Program, regulatory authority for Group A systems.

Policy Description

- The General Manager shall be responsible for preparing and implementing the annual CCR with assistance from Staff and the consulting engineering firm.
- The CCR shall be prepared per state and federal regulations, summarizing source water, detected contaminants, compliance, and educational content.
- The CCR covers January 1 through December 31 of the prior year. Delivery to Members and submission to WA DOH are both due by July 1.
- If the Association sells water to another system, source data must be delivered to the purchasing system by the applicable regulatory deadline.
- Confirmation of WA DOH receipt shall be documented before July 1.

I. Distribution Methods

- Distribution methods shall include: (a) mailed copy; (b) electronic delivery with Member consent; (c) posting to the Association's website as the primary ongoing access point.
- The CCR shall be posted to the website by July 1 each year and remain accessible for at least 5 years.
- CCR availability shall be announced in the annual newsletter and through other Association communication channels.
- A paper copy shall be provided to any Member upon request at no charge.
-

Monitoring/Reporting Requirements

- The General Manager shall document: (a) CCR completion date; (b) Member distribution date; (c) WA DOH submission date; (d) confirmation of WA DOH receipt. Status reported in the annual Board report.

Specific Control Processes

- Current and prior 5 years' CCRs shall be posted to the Association's website.
- A file copy of each CCR and WA DOH submission confirmation shall be retained for a minimum of 10 years.

Appendix

Policy Template Format (Heading1 Style)

Purpose: • A high-level summary of why the policy is in place and what it is expected to accomplish • One or more bullets			
Updated:	Board Approval & Date	Oversight Responsibility	Revision Cycle
mm/dd/yyyy	MotionID, mm/dd/yyyy	Officer Role, Committee Role	3 Years

Background

- NA

Definitions

- NA

Policy Description

- Specific policy statements and their intended impact
- What is to be done, When, Who is accountable
- Key responsibilities for policy execution
- For complex policies or those with many elements, Consider another layer of outline using Heading3 Style as shown below

Subtopic1

- x

Subtopic2

- x

Subtopic3

- x

Monitoring/Reporting Requirements

- What reports are needed to inform the board and those responsible for ensuring compliance
- NA

Specific Control Processes

- For financial policies, how is the board ensuring that Association funds are managed and controlled properly: accurate, approved, executed, timely
- NA