

**STEVENS PUBLIC UTILITY DISTRICT**

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**COMMISSIONERS:**

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**GENERAL MANAGER:**

Darrel Hawes, CMA

(Please save this page for your records and yearly reminders of trip dates for your lake home)

**Automatic Water Service On/Off Program  
for Deer Lake, Jump Off Joe Lake, Loon Lake, and Waitts Lake**

Automatic Water Meter Turn **ON** Dates – First Full Week of April Every Year

(Deer Lake: 2<sup>nd</sup> Full Week of April Every Year)

Automatic Water Meter Turn **OFF** Dates – Last Full Week of October Every Year

Stevens Public Utility District (P.U.D.) has an automatic water service on and off program for seasonal customers. The purposes of the program are to lower the customer's water bill during those winter months when they are not using their property, prevent freeze damage to our meters during extended periods of inactivity and reduce potential water damage due to frozen plumbing or vandalism.

To utilize this program, please complete the attached Request for Automatic Water Service Form and return it to be received by our office at least two full weeks before the season(s) selected. After a customer has signed up for the automatic program, there is no need to contact the P.U.D. about turning the water on or off. *It will occur each year during the specified week until such time as the customer contacts us to discontinue this service.*

The responsibility for securing/draining the plumbing on the customer's side of the water meter solely belongs to the customer. Under this program, P.U.D. field personnel will turn off the meter. At turn on, if they suspect there is a leak or an open faucet on the customer's side of the meter, they will turn the meter off and our business office will notify the customer. When P.U.D. personnel makes an additional trip to turn the water meter back on due to circumstances caused by the customer, there will be an additional charge.

The P.U.D. strongly recommends that every customer install a shut off valve between the water meter vault and the house. If a "stop and waste" valve is used, it will also drain a portion of the piping on the house side of the valve. Whether or not this one valve will drain the entire house plumbing depends on the layout of the plumbing and its elevation compared to the elevation of the stop and waste valve. Therefore, other drain valves are also usually necessary. When customers have their own valve, they can control the water supply to the home without having to be concerned about when the P.U.D. actually turns the water service on or off. Since the P.U.D.'s responsibility stops at the customer's side of the meter vault, the closer the customer's valve is to the water meter vault, the less of the customer's piping is unprotected when the water service is turned on. If you would like a list of local contractors, please call the P.U.D. office.

This Auto On/Off program saves the customer trip fees (\$10 vs. \$30) and provides reduced monthly rates while water is off, and protects your home and our equipment from freeze-damage because our meters are loosened and drained during the last full calendar week of October (see next page for perpetual dates). The success of this program is dependent on your communications of any status changes; the timing of trips will otherwise remain consistent until cancelled.

- **\*Important: If choosing auto-on in the spring, it is the customer's responsibility to assure all valves/faucets inside dwelling are OFF. Do NOT ALLOW HOT WATER TANKS TO FILL at trip; otherwise, we assume there may be a leak inside. The PUD policy is to turn our meter back off after 40 gallons max.** It is highly recommended for customers to install their own shut-off valve between our meter and your home. It is important to provide current contact phone numbers in case of leak notices. We will attempt to contact you by phone and/or letter only if the auto-on trip was not successful. **A 2<sup>nd</sup> trip out will be at the standard \$30 trip fee. The customer will be charged the appropriate fee (auto-program and standard) for every reconnect attempt.** (Unsuccessful attempts are usually caused by open valves on the customer's plumbing.)
- **Only PUD employees should turn our meter on and off; please call one business day in advance when needing any additional trips. A pattern of 'leaks' at auto-on, failure to communicate if customer valves are left on and/or tampering with PUD meters may result in termination from the program and loss of discounted winter off-rates.** Our meters are electronic and customers turning our valves on/off themselves can damage our equipment and any potential parts or liability fees may apply. (A \$30 trip fee at a later time will apply regardless because we check our equipment for damage/leaks, and this is also part of the office allowing the reduced monthly rates during the winter.)
- A new form will need to be signed and returned if a property changes ownership or billing responsibility, even if changes are among family members at alternate households. Signatures must be returned two weeks prior to the seasonal trips. Signed forms must include a contact phone number - preferably two. You will be contacted by phone if there are any problems servicing our meter.
- You may select either auto on, off or both. Please ONLY select the auto-on option if you can assure the property is READY for the meter to be turned on in April. The office should be called 2-3 weeks in advance if needing to cancel auto trips. Your account will then be removed from the program (on/off or both per your request) until new signatures are received requesting reinstatement.
- Auto-trips will NOT be completed if an account is more than two monthly payments delinquent, which may also result in removal from the auto program.

Thank you,

Stevens PUD Customer Service

[support@stevenspud.org](mailto:support@stevenspud.org)

Office: (509)-233-2534 or (509)-684-7621

Fax: 509-233-2809

**Stevens Public Utility District (P.U.D.)**  
**Request for Automatic Water Service Turn On and/or Turn Off Form**  
**For Deer Lake, Jump Off Joe Lake, Loon Lake, and Waitts Lake Customers**

As the Owner of the property described below, I hereby request that public water service to the subject property be turned on and/or off by the P.U.D. on the dates shown below, in consideration of a reduced water rate while the water meter is off.

**NOTE: Check the ON and/or the OFF box as needed:**

Automatic Water Meter Turn **ON** Dates: 1<sup>st</sup> Full Week of April Every Year  
(Deer Lake is the 2<sup>nd</sup> Full Week of April)

Automatic Water Meter Turn **OFF** Dates: Last Full Week of October Every Year

I understand and agree that it is my sole responsibility to secure the plumbing and control the flow of water on my side of the water meter. I accept full responsibility for any and all damage caused by the water or lack of water from the public water system, when the water meter serving my property is turned on or off at my request. I understand that I will be charged the appropriate fee (auto-program or standard) for every reconnect attempt. (Unsuccessful attempts are usually caused by open valves on the customer's plumbing.)

I further understand that the P.U.D. strongly recommends that I have a valve of my own installed on the house side of the water meter vault, as close as practical to the meter vault. This valve will protect my property, and provide personal control of the water supply to my property. I understand that I cannot rely solely on the P.U.D. shut off valve at the meter vault to stop the flow of water to my property.

I further agree that the requested automatic turn-on and turn-off service be continued each year until the P.U.D. receives from me a revised Request for Automatic Water Service Form or another acceptable notification. This completed Request Form must be *received* by the P.U.D. at least two weeks prior to the automatic turn on or automatic turn off season(s) requested.

The owner(s), by their signatures below, do hereby represent and warrant to the P.U.D. that they are lawfully seized and possessed of the Premises, and that they have a good and lawful right to sign this form.

P.U.D. Customer Account Number: \_\_\_\_\_

Homeowner's Printed Name: \_\_\_\_\_

**Homeowner's Signature:** \_\_\_\_\_

**Phone Number(s):** \_\_\_\_\_

Property Address at the lake: \_\_\_\_\_

**Date Signed:** \_\_\_\_\_

Deer Lake

Jump Off Joe Lake

Loon Lake

Waitts Lake