

## **TITLE 21 WATER**

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**Chapter 21.04**

**DEFINITIONS**

(Chapter replaced by Ordinance No. 182053,  
effective August 15, 2008.)

**Sections:**

21.04.010	Administrator.
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21.04.200	Wholesale Distributor.

**21.04.010 Administrator.**

For the purposes of this Code, Administrator refers to the person in charge of the Portland Water Bureau, or the Administrator's designee.

**21.04.020 Applicant.**

The party applying for water or water related services.

**21.04.030 Backflow Assembly Installation Requirements.**

Standards developed by the Bureau, consistent with the administrative rules of the State of Oregon, which guide the approval of backflow prevention assembly installation.

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#### **21.04.040 Backflow Prevention Assembly.**

An approved assembly which prevents water that has been delivered to a property from flowing back into the City water distribution system (premise isolation) or from reversal of flow within premise piping (point of hazard isolation).

#### **21.04.050 Base Charge**

A daily fixed charge. For fire line service, the charge will be based on the size of the metered connection.

#### **21.04.060 Billing Period.**

The time between two consecutive meter reading dates or such other time period used for billing purposes.

#### **21.04.070 Bureau.**

The Portland Water Bureau (Water Bureau or Bureau of Water Works), being the official agency of the City of Portland that supplies water to the City and administers the sale of water outside the City.

#### **21.04.080 Chief Engineer.**

The Chief Engineer is a Licensed Professional Engineer in charge of the Bureau engineering staff. The Chief Engineer, or the Chief Engineer's designee, is responsible for establishing, maintaining, and enforcing engineering and technical standards for design and construction of the water system.

#### **21.04.090 Commissioner-in-Charge.**

The elected member of the Portland City Council responsible for the supervision and control of the affairs and property of the Bureau, as authorized in Chapter 2 of The Charter of the City of Portland.

#### **21.04.100 Distribution Mains.**

Water pipelines located in streets, public ways, or private rights-of-way or easements which convey potable water to service connections and hydrants.

#### **21.04.110 Main Extension.**

The extension of water distribution mains beyond previously existing facilities.

#### **21.04.120 Premises.**

Integrated land area including improvements thereon undivided by public thoroughfares and under single or common ownership where all parts of the premises are operated under the same management.

#### **21.04.130 Ratepayer.**

Any party legally responsible for payment of water or water related service supplied by the Bureau in accordance with established rates and charges.

**21.04.140 Rates.**

The rates or amounts fixed by the annual water rate ordinance of the Portland City Council to be charged for water service supplied by the Bureau.

**21.04.150 Service Branch.**

An unused service pipe from the distribution main to the future meter location.

**21.04.160 Service Connection.**

The pipe or tubing, fittings, and valves necessary to conduct water from the distribution main to and through the meter and to the property line. Where the water service meter is on private property, service connection is the pipe or tubing, fittings, and valves necessary to conduct water from the distribution main to and through the meter and the angle meter coupling on service connections of 1-inch or less and through the downstream meter valve on service connections of more than 1-inch.

**21.04.170 System Development Charge.**

A charge imposed upon each new service connection and on increases in the size of old connections within the City limits.

**21.04.180 Volume Rates.**

A variable charge which appears on the water bill based on the amount of water used per 100 cubic feet, or fraction thereof.

**21.04.190 Water User Charges**

Charges billed to ratepayers for water usage, including but not limited to, water volume and base charges.

**21.04.200 Wholesale Distributor.**

Any water district, city, water company, association, or other agency that purchases water from the City on a wholesale basis for further distribution or sale.

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### **Chapter 21.08**

#### **EXTENSION OF WATER MAINS**

##### **Sections:**

- 21.08.010 Location of Mains.
- 21.08.020 Distribution Main Extensions Inside City; Cost Sharing.
- 21.08.030 Fair Share Reimbursement.
- 21.08.040 Extending Distribution Mains Outside the City.
- 21.08.050 Adequate Mains Before Street Improvement.
- 21.08.060 Installation of Adequate Distribution Mains Inside the City.
- 21.08.070 Council Authorization for Laying Water Mains.

##### **21.08.010 Location of Mains.**

(Amended by Ordinance No. 181715, effective April 2, 2008.)

- A.** Water mains are to be installed within public right-of-ways. The Chief Engineer of the Portland Water Bureau may authorize construction of a public main within a private tract of land dedicated and utilized as a private street. The City shall be granted an easement of sufficient width, as determined by the Chief Engineer. The easement agreement shall be on a form approved by the Chief Engineer, and it shall allow 24-hour unobstructed access to operate and maintain the public water system within the private street. The Chief Engineer or the Administrator shall determine the necessity to cross private land with a public main.
- B.** Water main extensions shall be installed a minimum of 5 feet past the closest property line of the parcel to be served.
- C.** If the Chief Engineer determines that an application for water service cannot be met because there is no main or the mains are inadequate for the demands projected, the person denied service may apply for the construction or improvement of mains to allow the service. Upon such application, the Chief Engineer shall prepare a cost estimate for the work to be performed, using such cost factors as the Chief Engineer determines are accurate and appropriate for the job. In order to receive water service, the applicant is obligated to pay for the costs assessed by the Portland Water Bureau for water main or main extensions to provide adequate flow to the site, using the most direct route through the public right of way for the main to reach the desired site, as determined by the Chief Engineer.
- D.** The Portland Water Bureau retains the right to use a larger main than required to serve the applicant's demands (although, at a minimum, any applicant is



responsible for a main at least 6 inches in diameter) or an alternative route for the main. If the Portland Water Bureau installs a larger main or chooses an alternative route, the Portland Water Bureau shall assume the costs in excess of that required to serve the applicant's site using the most direct route in the public right of way and the size of main necessary for the applicant's demand.

**21.08.020 Distribution Main Extensions Inside City; Cost Sharing.**

(Amended by Ordinance Nos. 181715 and 182053, effective August 15, 2008.)

- A.** Except for purposes of improving an inadequate main as provided in Section 21.08.060 or if the Portland Water Bureau shares costs as provided herein, an applicant for a new or improved main shall pay the full costs of the new or improved main.
- B.** The Administrator of the Portland Water Bureau shall adopt by rule a methodology of cost sharing with applicants for the installation of new or improved water mains, main extensions, and fire hydrants installed by the Portland Water Bureau in the public right of way when the total cost of the project required for the applicant does not exceed \$125,000. In no case shall the Portland Water Bureau's share of these costs exceed 50% of the total cost of a project, or a maximum share of \$62,500, whichever is less. In developing the cost sharing methodology, the Administrator shall consider the following criteria:

  - 1.** Public and private benefit derived from proposed privately financed water system improvements
  - 2.** Rate impacts
  - 3.** Availability of Portland Water Bureau budgetary funds
- C.** Notwithstanding and in lieu of the cost sharing authorized by Section 21.08.020 B., if an applicant's request for a single new residential service of 1 inch or smaller is not granted due to inadequate capacity of a 4 inch main or smaller, the provisions of Section 21.08.060 shall apply to establish allocation of costs.
- D.** At the discretion of the Chief Engineer, the cost of the project or components of the project shall be offered to the applicant at either a set price or time and materials basis. The Portland Water Bureau shall accept a deposit of 20% of the estimated cost for preliminary engineering work, the balance due prior to actual construction. For projects accepted by the applicant on a time and materials basis, if the actual cost of the main or main extension and the laying thereof is greater than the estimated cost, the applicant shall pay the difference to the Portland Water Bureau. Payment shall be deposited to the Water Operating Fund and transferred to the Water Construction Fund. If the actual cost is less than the

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estimated cost, the excess shall be refunded to the applicant. In determining actual costs, allowance shall be made for overhead expenses in accordance with the provisions of the City Code and the Annual Water Rate Ordinance. Determination of the amount to be paid or refunded after construction of the main shall be made by the Administrator, subject to appeal to the City Council, and the decision of the Council shall be final.

- E.** In no case after a set price has been established shall refunds or additional charges for the installation be made except in those cases where changes have been made at the request of the applicant.
- F.** In all cases the size of mains and main extensions and the specifications for laying the same shall be determined by the Chief Engineer, and water mains and main extensions within the City shall be installed solely by the City, except as otherwise provided herein and shall be the property of the City.
- G.** The developer of a new residential subdivision within the City may petition the Chief Engineer for permission to construct water mains and appurtenances within the limits of the subdivision. Water mains may also be installed in private streets subject to prior approval of the Chief Engineer and subject to all conditions contained in this Title. However, the costs of all such mains and appurtenances in subdivisions and private streets shall be borne by the applicant, including but not limited to planning, design, plan review, construction, inspection and project management, and may not request cost sharing provided in Section 21.08.020 for the mains and appurtenances. Any water mains or appurtenances that are placed in public rights of way shall become the property of the Portland Water Bureau. The Portland Water Bureau shall connect the privately constructed water facilities to the public main. Costs of connection shall be borne by the applicant unless the connection cost is less than \$125,000, in which case the costs shall be shared under standards developed pursuant to Section 21.08.020 A.
- H.** The Administrator may adopt administrative rules and procedures necessary to carry out the provisions of this chapter.
- I.** The effective date of this Chapter is July 1, 2007. The provisions of Section 21.08.020 shall be applied retroactively to projects which did not include a city cost share and were accepted and paid for by the applicant after June 30, 2007.

#### **21.08.030 Fair Share Reimbursement.**

(Amended by Ordinance No. 181715, effective April 2, 2008.)

- A.** An applicant or applicants who pay for all or a portion of a new main or main extension may be reimbursed a portion of the cost of installation from other applicants who subsequently seek service from that main. To qualify for

reimbursement, the main must be within the City of Portland, the date of application for service must be within 10 years of the water main or main extension's installation date, and the property for which service is sought must not have been owned by the applicant who paid for the main or main extension.

- B.** If the Portland Water Bureau elects to cost share with the applicant under Section 21.08.020 in the cost of installation of new main or main extension, the applicant shall not qualify for any reimbursement.
- C.** When reimbursement is warranted, the Portland Water Bureau shall collect a pro rata share of the cost of the main installation from each customer who, within ten years of the main installation, subsequently connects to the main and make an equivalent reimbursement payment to the individual who paid for the main. Pro rata shares for payment by new customers and reimbursement shall be calculated as follows: The initial cost of main installation shall be divided by the total length of the main, in feet. The per-foot cost of the main shall then be multiplied by the frontage length of the new service applicant's property, in feet, times 50 % [(cost of installation divided by total length) X frontage X 0.50 = payment]. The required payment shall be reduced for depreciation at the rate of 2 1/2 % per year, computed from the date of the main installation to the date of application for service.

**21.08.040      Extending Distribution Mains Outside the City**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Any person desiring a main extension outside the City may make written application for construction of a water main. The Chief Engineer may approve of the main extension if it does not unreasonably impair water supply or pressure to existing services, whether inside or outside the City, and cannot reasonably be served through any other supplier.

The Chief Engineer shall determine if the water main extension is to be designed and constructed by the City, or if permission is to be granted for private design and construction of the main. If privately constructed, the work shall conform to Portland Water Bureau specifications. Upon Bureau inspection and acceptance of the new water system, the Bureau shall make connection to the existing water system. After acceptance by the City, the water main extension shall become the property of the City.

If the Bureau is to lay the main extension, the applicant shall pay to the Bureau the estimated cost thereof prior to construction. The cost includes the cost of any bond or other security required by any subdivision of government having jurisdiction over the location of the main extension. If the actual cost, including overhead expenses computed in accordance with the provisions of the finance regulations of City Code exceeds the amount prepaid, the applicant shall pay the difference to the Bureau. If the actual cost computed as herein prescribed is less than the amount prepaid by the applicant, the difference shall be refunded. When the applicant requests a set price for such installation, the Bureau shall establish a price based on the estimated cost and in no case after a set

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price has been established shall refunds or additional charges for the installation be made except in those cases where changes have been made at the request of the applicant.

The City shall not be responsible for any change or enlargement of the main or main extension outside the City, and shall not be responsible for any portion of the cost of relaying or changing the main or main extension because of subsequent improvement of any public work.

Application for connection of property outside the City to City water main or main extension shall be deemed a waiver of any deficiency of supply, pressure, or any other inadequacies, whether attributable to prior or future connections or extensions, and shall be deemed a covenant that the applicant shall comply with all provisions of this Title and the rules and regulations of the Bureau and must have prior approval of the Portland City Council.

#### **21.08.050 Adequate Mains Before Street Improvement.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) The Chief Engineer of the Portland Water Bureau may require that adequate water mains be installed in accordance with the provisions of this Title prior to street improvement.

#### **21.08.060 Installation of Adequate Distribution Mains Inside the City.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) If a petition for a new residential service of 1 inch or smaller is not granted due to inadequate capacity of a 4 inch main or smaller, the applicant may wait until the main is enlarged by the City. If petitioner wants the main enlarged sooner than the City's timetable the petitioner may request that the City adjust the timetable and replace the main without delay. The Administrator together with the Chief Engineer will review this request. If the Administrator and Chief Engineer decide, in their discretion, to grant the request to enlarge the main, the petitioner shall pay a portion of the cost of enlarging the main. The Bureau will pay all remaining costs. The portion of the main paid by the City is sixty-five percent (65%) unless that figure is changed by the annual water rate ordinance. All requirements of Section 21.08.030 "Fair Share Reimbursement" will apply except that the full cost of the main will not be charged to the petitioner.

#### **21.08.070 Council Authorization for Laying Water Mains.**

(Amended by Ordinance No. 180917, effective May 26, 2007.) The Council or its administrative officers may cause to be laid or installed at City expense, whatever pipelines, extensions, enlargements at the time of initial main installation or subsequently, interconnections, pumps, tanks, reservoirs, dams, works, and appurtenances which are found by the Administrator and the Commissioner-In-Charge to be necessary, advantageous, or convenient. This shall not be deemed to confer any right or privilege upon any person or premises to have a water main laid at sole City expense. The portion of the cost of any main and the laying thereof installed to serve residential premises or area only, and laid after August 1, 1957, which is in excess of the cost of a 6 inch ductile iron main and the laying thereof, shall be deemed allocable to water supply. Such allocation shall be paid from the Water Construction Fund at City expense except

where Portland Fire & Rescue requires larger flows for fire protection requirements, those costs shall be at the applicant's expense.

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- 21.12.330 Approval and Release of Easements and Real Property.
- 21.12.340 Identification of Meter Readers and Inspectors.

### **21.12.010 Service to Property Adjacent to Water Main.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Property within the City and adjacent to a City water main may be served subject to the provisions of this Code, and the annual water rate ordinance.

To obtain water service, the service connection must be along the frontage of the property to be served and be adjacent to a public or private street in which there is a public water main. With the exceptions noted in this section, water service shall not be provided by means of an easement. With the approval of the Chief Engineer, water service may be provided from a main within an existing easement. The service must be within the easement and must be readily accessible for maintenance and meter reading. The Chief Engineer may approve of a water service within an easement across a separate parcel of land if the parcel the applicant desires to serve has no frontage along a public right-of-way. The applicant must provide a copy of the recorded easement at the time of application for service.

If application is made for service from a water main less than 6 inches in diameter, the connection shall be deemed temporary unless such main was designated as a permanent main. In any case, such connection shall not entitle the person or premises to have said main replaced with a larger main at City expense. The application for service from a 4-inch main or smaller shall be deemed a waiver of any deficiency of supply, pressure, or any other inadequacy, whether attributable to prior or future connections or extensions. The application shall be deemed a covenant that the applicant will comply with all the provisions of this Title and the rules and regulations of the Bureau.

Property outside the City, but adjacent to a City main, may be served with the approval of the Chief Engineer and the Administrator, subject to all the provisions of this Section and Chapter 21.28 Outside City Services and Wholesale Distributors. This service shall be a special contract service and not provided by the City as a common utility service, as described in Section 21.28.010 "Individual Water Services Outside the City."

### **21.12.020 Size of Service Connection.**

Whenever an application for water service is received, the Administrator or the Chief Engineer shall have authority to reject such application if in the judgment of the Chief Engineer, the service and meter size applied for is expected to be less than or greater than the size necessary for estimated use by the premises of the applicant. In such event, the Administrator or the Chief Engineer shall specify the appropriate size of service line and size and type of meter. The service size as determined by the Chief Engineer shall not be a warranty of sufficiency for pressure or volume of water to be afforded the premises. No service connection less than 3/4-inch in size shall be installed. The installation of any required backflow prevention assembly may cause the pressure and or volume of water to be less than the distribution system is able to supply through a specific service. It is the



responsibility of the applicant to demonstrate that he or she has calculated the effect of installing required backflow prevention assemblies.

**21.12.030 Application for Installation or Removal of Water Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) The property owner shall make written application for permits to connect with or disconnect premises from the City water system on forms provided by the Portland Water Bureau in which the applicant shall specify the location and the use for which the service is required, and shall agree to abide by the rules and regulations of the Bureau.

The applicant for all services 1 inch and larger shall submit the water flow requirements at the time of request. Applicants for smaller services shall provide water flow requirements when requested. The applicant for water service to commercial or industrial development shall submit a site utility plan at the time of the request that indicates the size and type of service required and the distance of the service to the nearest property line.

An application for a permit to connect premises with the City water system for service to a new building or structure shall not be accepted for filing unless a building permit has been issued for such building or structure as provided in the building regulations of the City. No permit shall be issued unless the conditions set forth in this Title relating to main extensions have been met, if applicable. Any permit issued to connect premises with the City water main shall not entitle the permittee to a connection to the main until it is laid adjacent to the premises of the owner. Acceptance of fee for the permit shall not waive any of the conditions set forth in this Title nor grant specific right of connection. Any service connection made outside the City limits must receive prior approval of the Portland City Council.

**21.12.040 Cancellation of Application for Service.**

An applicant may request in writing that an application for service be canceled up to the time that the service is installed. The Bureau will refund the application fee, except for any portion of the fee needed to cover Bureau costs for partial processing of the application or for actual work done on partial installation. The Bureau shall retain costs for any work already performed plus a 15 % fee for handling and overhead as a service charge. A service that has not been installed within 6 months of the date of application, at the direction of the applicant, shall be canceled and the fee less the accrued costs shall be returned to the applicant.

**21.12.050 Service Branch Installation and Removal.**

Service branches may be installed by the Bureau, or by a developer with the prior written approval of the Administrator or Chief Engineer, when the Administrator or Chief Engineer determines that such installation will benefit the City. See Section 21.16.160 "Service Installation Fees." If an application is not made for service within 5 years of branch installation, the Bureau may disconnect the service branch at the main. If service is requested after 5 years from date of installation, and has not previously been removed,

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the Water Bureau shall determine the condition of the service branch. The applicant shall pay for the cost of renewal of the service branch, if required.

### **21.12.060 New Service Where Change in Size or Relocation is Desired.** (Replaced by Ordinance No. 182053, effective August 15, 2008.)

- A.** When a new smaller or larger sized service is desired at the same property and the Chief Engineer concurs that the requested size is appropriate:
  - 1.** For each new larger sized service, an old service will be removed without charge.
  - 2.** For a new smaller or same sized service, the charge to remove an old service is provided in the annual rate ordinance.
  - 3.** Charges to remove inactivated service branches larger than  $\frac{3}{4}$ " are provided in the annual rate ordinance.
- B.** Charges to install the new services are provided in the annual rate ordinance.
- C.** If the Bureau has identified a service as being defective, a new service of the same or smaller size may be substituted at no charge to the applicant at the time the defective service is being replaced provided there is written authorization. However, if application for a larger service is received, the applicant will pay the difference between the two sizes, and credit for the System Development Charge (see Section 21.16.170 "System Development Charge") will be applied for cost of the meter for the service being removed as herein provided.
- D.** If service is relocated or changed in size, proper backflow protection must be installed as outlined in the Code Section 21.04.030 "Backflow Assembly Installation Requirements." The cost of backflow protection shall be the responsibility of the property owner.

### **21.12.070 Separate Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Unless otherwise provided in this section, a separate service shall be required to supply water to each separate parcel of land and to each house or building under separate ownership upon the same parcel. A parcel is considered separate when partitioned by a different ownership, street, or public way.

Unless otherwise provided hereunder, a separate service shall be required for each house or building even if under one ownership and on the same lot or parcel of land. A single service may be provided for multiple units under single ownership. A single service may be approved by the Chief Engineer for multiple units which are individually owned when there is a contract with the Portland Water Bureau specifying who shall be responsible for



all water bills and charges. Otherwise, multiple units which are individually owned must have a separate service to each unit.

The Bureau may limit the number of houses or buildings or the area of land under one ownership to be supplied by one service connection or meter.

Two or more houses or buildings under one ownership and on the same lot or parcel of land may be supplied through a single service meter, if approved by the Administrator or Chief Engineer. If the property on which the houses or buildings are located is divided by sale, a separate water service shall be obtained for each ownership prior to the sale.

Notwithstanding terms to the contrary in this section, a property owner may request, and the Chief Engineer may authorize, continuation of water service, through existing lines, to the owners of property divided by sale, if the divided parcels will continue to share use of existing water lines and mains, as they did prior to the sale and which were in compliance with the provisions of Title 21 at the time of the sale. Authorization will not be granted if there is a change in size or location of any of the existing water services.

In addition, the party requesting exemption from the standard requirement, described above, must provide the Administrator with a document that has been recorded, the purpose of which is to authorize all users of the common lines and mains to access those lines as necessary, for installation, maintenance and repair of the common system, said rights to run with the land.

The service connection to a parcel of land shall not be used to supply an adjoining parcel of a different owner, or to supply a separate parcel of the same owner for which proper application for service has not been made. When property provided with a service is subdivided, the service connection shall be considered as supplying the parcel of land which it directly enters. See Section 21.12.010 "Service to Property Adjacent to Water Main" for allowed location of water service.

**21.12.080 Service to Property Partially Outside City.**

Where service is requested for a property partially inside and partially outside of the City limits, service may be provided if the principal structure is on the portion of the property inside the City limits, and within the urban growth boundary of the City. Should other structures be in said portion of the property outside the City, the Bureau may provide service through separate services and meters and shall charge rates in accordance with outside City service. Such services shall be installed at the expense of the owner of the premises.

**21.12.090 Permit for Temporary Service.**

(Amended by Ordinance Nos. 180120 and 182053, effective August 15, 2008.) The Portland Water Bureau may issue a permit for a temporary water service to a site that has no long-term need of a permanent water service. Use of a temporary service shall not exceed one (1) year from the date of installation if it is a conventional metered service and ninety (90) days if supply is from a fire hydrant. The Portland Water Bureau may grant a one (1) year time extension, for a total maximum term of two (2) years from the date of installation of the conventional metered service for a government agency project

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which occurs within or adjacent to the City's right-of-way property and requires temporary irrigation service.

The permittee desiring temporary service shall make application to the Portland Water Bureau and shall declare the intended purpose of the service and shall specify the location of the service, the length of time needed, the volume of water required and the peak flow rate anticipated.

If temporary service is allowed, the Portland Water Bureau will install a service at the expense of the permittee, or allow the temporary use of a fire hydrant as a source of supply. If the Water Bureau installs a temporary service, the permittee shall utilize it as if it were a normal permanent service. If supply is from a fire hydrant, the permittee must continuously follow the established rules and regulations governing the use of a fire hydrant, as detailed in Section 21.24.020 "Fire Hydrants", as well as all city, state and federal rules, regulations, and guidelines governing the proper use and disposal of water. The permittee must meter or accurately gauge usage of water from a fire hydrant and report that usage to the Water Bureau. The permittee must not use water from another fire hydrant than specified in the permit without prior written approval of the Water Bureau. The permittee shall use water exclusively for the stated purpose of the permit and shall not allow others to utilize the permit to obtain water for any other purpose.

All temporary water services are required to have a minimum of a double check valve assembly installed for backflow protection. The backflow assembly must be installed at the service connection to the property. All costs associated with backflow prevention assemblies will be the responsibility of the owner or applicant.

#### **21.12.100 Annual Fire Hydrant Permit.**

The Water Bureau may, upon application, issue a permit for the use of fire hydrants as a source of water for commercial enterprises or governmental agencies that have continuous need of water at various locations throughout the City. Sufficient need must be shown to preclude obtaining water from a single permanent service. The permittee shall use water exclusively for the stated purpose of the permit and shall not allow others to utilize the permit to obtain water for any other purpose. Annual fire hydrant permits are renewed for the calendar year, beginning in January. The cost for an annual permit not issued in January shall be prorated. The cost for an annual permit is set in the annual water rate ordinance.

The permittee, and all employees who obtain water from fire hydrants, must continuously follow the rules and regulations governing the use of fire hydrants, as detailed in Section 21.24.020 "Fire Hydrants," as well as all city, state and federal rules, regulations, and guidelines governing the proper use and disposal of water. All water trucks used by the permittee must be inspected for proper backflow protection equipment every three (3) years by a Water Bureau Water Quality Inspector.

#### **21.12.110 Installation of Service Pipes from the Main to the Property Line.**

(Amended by Ordinance No. 176955, effective October 9, 2002.) The Water Bureau shall perform all work for installation of a water service within the existing public right-of-way or within an easement except as detailed in Section 21.12.130 "Service

Maintenance Responsibility." The Chief Engineer and the Administrator may allow a developer to install all or part of a water service in a subdivision currently under construction. No work by others shall occur on a water service if the Water Bureau has accepted the main for operation and maintenance. Installation and maintenance of the water system on private property is regulated by Title 25, Plumbing Regulations, as administered by the Bureau of Development Services. Responsibilities for maintaining the water service are found in Section 21.12.130 "Service and Maintenance Responsibility."

**21.12.120 Connections to the Water Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) No connections to the water service shall be made between the main and the property line if in a public street, or the easement line if in a private street or an easement, unless performed or authorized by the Chief Engineer. No hose connections for domestic use shall be allowed within the public or private street where the hose connections are accessible to the public.

**21.12.130 Service and Maintenance Responsibility.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) This section clarifies whether it is the responsibility of the Portland Water Bureau or the property owner to maintain, repair, or replace sections of the water supply system. Responsibilities for installation are found in Section 21.12.110 "Installation of Service Pipes from the Main to the Property Line."

**A. For domestic and irrigation services:**

- 1.** If the connection is 1 inch or smaller, the Bureau is responsible for that section that is through the meter and the angle meter coupling. The property owner is responsible for that portion downstream from the angle meter coupling.
- 2.** If the connection is larger than 1 inch, the Bureau is responsible for that section that is through the meter and the meter valve. The property owner is responsible for that portion downstream from the meter valve.

**B. For fire service, the Bureau is responsible for that section that is from the main through a valve between the curb and property line. The property owner is responsible for that portion downstream from the valve between the curb and property line. The property owner is responsible for the repair of any facilities within the public right-of-way that are damaged as a part of his or her maintenance or repair work.**

When a service pipe at the proper grade is damaged or destroyed by contractors or others in the performance of street work or where service pipes are damaged by electrolysis, the person, contractor, or company responsible for such damage or destruction shall be billed

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by the Portland Water Bureau for the cost of repairing or replacing such pipes on the basis of the cost plus overhead, as provided in the finance regulations of Title 5 of the City Code.

### **21.12.140 Water Pressure at Service.**

(Amended by Ordinance Nos. 176955 and 182053, effective August 15, 2008.) The Portland Water Bureau's goal is to provide water pressure to the property line in the range of 40 pounds per square inch (psi) to 110 psi. The State of Oregon Department of Human Services rules dictate that a water service must provide a minimum of 20 psi at the meter. Pumps, elevated reservoirs and tanks and pressure reducing valves are utilized to provide pressure in the range of 40 psi to 110 psi where possible or practical. The Bureau of Development Services, Plumbing Division, through Title 25 of the City Code, regulates pressure on private property and requires a pressure reducing device for on-site domestic water systems that receive water at greater than 80 psi.

If the pressure to the service is within the range of 20 psi to 40 psi, the water user may choose to install a booster pump system on the premises to improve the working of the private plumbing system. The property owner or ratepayer is responsible for the installation, operation and maintenance of any pressure boosting system. The addition of a booster pump will require an appropriate backflow prevention assembly be installed on the water service, on private property, and directly adjacent to the property line, as required by City Code Section 21.12.320.

The Portland Water Bureau does not guarantee that water can be provided continuously at a particular pressure or rate of flow. Varying demands on the system and the requirement to change operations affect the flow and pressure available to the service.

### **21.12.150 Damage through Pipes and Fixtures.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) The Portland Water Bureau shall in no case be liable for damages caused by water running from open or faulty fixtures or pipes installed by the property owner.

### **21.12.160 Bureau Authority to Disconnect a Property Due to Potential Damage to Water System or To Another Property's Facility.**

(Amended by Ordinance No. 182053, effective August 15, 2008.)

- A.** The Portland Water Bureau may disconnect a property if it determines that the operation, location or configuration of the facilities or the meter used to provide service
  - 1.** poses a hazard to the City system or City employees or to the system or facilities of other properties;
  - 2.** causes pressure surges; or

3. creates other hazards that are detrimental to operating the City water system or the water system or facilities of another property.
- B.** If the Bureau determines that such operations present a significant hazard, the property may be disconnected without prior notice. The Bureau will notify the property owner or ratepayer of the disconnection as soon as is reasonably possible and explain the necessity of the action taken. Before the water service is reconnected, the property owner must provide the Bureau assurance that changes have been made that will preclude a recurrence of the hazardous condition.
- C.** Where a hazard exists, but potential damage is not judged to be imminent, the Bureau shall give the property owner prior notice of the intent to disconnect. The Bureau shall state the reason for the disconnection, and offer an opportunity to be heard on why the operation is not detrimental or hazardous.

**21.12.170 Use of Private Water and City Water.**

Owners of buildings desiring to use both the City water supply and a supply of water other than that furnished by the Bureau may obtain water service only upon the following conditions. An approved backflow prevention assembly must be installed on the service connection to the premises as outlined in the Bureau's "Backflow Assembly Installation Requirements." If water from a supply other than that provided by the Bureau is found without proper backflow protection the City water supply to the premises shall be immediately shut off with or without notice. In case of such discontinuance, service shall not be reestablished until satisfactory proof is furnished that the cross connection, or potential cross connection has been completely and permanently eliminated or that an approved backflow prevention assembly commensurate to the degree of hazard has been installed on the service connection to the premises, and the assembly has been inspected, tested, and registered with the Bureau.

**21.12.180 Disconnection of Service When Charges Have Not Been Paid.**

(Amended by Ordinance Nos. 179978 and 182053, effective August 15, 2008.) The Bureau may disconnect a water service at the meter when base charges are not paid. If base charges are not paid for a period of one (1) year, the Bureau will consider the service abandoned and may disconnect the service at the main. The Bureau may disconnect a leaking service at the main sooner than 1 year if payment has not been made.

**21.12.190 Reactivation of Abandoned Service.**

(Amended by Ordinance Nos. 179978, 180120 and 182053, effective August 15, 2008.) A property owner may apply to the Portland Water Bureau to reactivate an abandoned service where the meter has not been removed pursuant to Section 21.12.180 "Disconnection of Service When Charges Have Not Been Paid." Existing pipe and connections may be used if the Bureau determines them to be in sound condition and adequate for the intended use. The Bureau may require installation of a backflow prevention assembly on reactivated services.

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The applicant shall pay for replacement of the existing piping and/or connection if the piping and/or connection is unfit for use and base charges have not been continuously paid. The applicant shall pay the full installation fee if the service is desired at a different location than existing or if they desire a service that requires a larger pipe and connection. The applicant must pay the current service activation fee to reinstall a meter on the service.

#### **21.12.200 Leaking or Unused Services.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Where there is a leak within the public right-of-way or within a Water Bureau easement between the main and the meter of a domestic service, or between the main and the valve behind the curb of a fire service, the Bureau shall make all repairs free of charge. However, if the leak is on a service for which the base charge or other charges are not being paid, the Bureau will cut out the service at the main. Where a water service pipe has been disconnected from the main, the owner of the premises previously serviced shall obtain a new permit and pay for a new service connection whenever a water service is desired. Services replaced because of leaks shall be renewed in the same size as the service removed, subject to the provisions which allow a property owner to request a change of service size (see Section 21.12.060 "New Service Where Change in Size or Relocation is Desired.") The Water Bureau may require the installation of an approved backflow prevention assembly when this new service is approved.

#### **21.12.210 Master Metering of More Than One Water Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Upon approval by the Chief Engineer, the Portland Water Bureau may permit the master metering of more than one water service. In such case, the owners or occupants of the premises served shall designate one of their number who shall, through written agreement with the Bureau, be responsible for the payment of all water charges and the acceptance of service of all water related notices. This person shall be liable for all water related charges until the agreement is terminated or a written agreement is established with another party. In the event payment for water charges is not made in full when due, the Bureau may terminate the service pursuant to normal procedures, in spite of the tender of partial payment by any other owner or occupant of the premises so served.

#### **21.12.220 Fire Protection Service.**

(Amended by Ordinance Nos. 180120 and 182053, effective August 15, 2008.) Water through a fire service shall be used only to extinguish a fire on the inside and the outside of the structure(s) that it serves and to test the fire system. A fire service is specifically not to be used for domestic, maintenance, or irrigation purposes. The Portland Water Bureau shall install and maintain a meter for a fire service of less than 2 inch. A fire service 2 inch and larger that supplies only a fire system shall be equipped with a detector metering device that is part of the backflow prevention assembly. This assembly shall be installed and maintained by the property owner. In addition, the Bureau shall install and maintain a metering device on a fire service that has



private on-site fire hydrants, hose systems or other appurtenances that would allow the unauthorized use of water through the fire system for purposes other than to extinguish a fire. A service that supplies water for multiple needs, such as for domestic use and for fire suppression, shall be fully metered and shall comply with the requirements of Section 21.12.030 "Application for Installation or Removal of Water Service."

Backflow protection which complies with Section 21.12.320 "Contamination of the City Water Supply and Requirements for Backflow Protection" is required on all fire services. All costs associated with providing backflow protection are the responsibility of the property owner.

To avoid unauthorized use of a fire protection system the Bureau will require the owner to install an approved full-flow meter under the following conditions:

- A. The existing detector metering device registers use of water for purposes other than to extinguish a fire or to test the system, or;
- B. Connections have been added to a system provided with a detector meter or detector double check valve assembly.

When full-flow metering is required because of unauthorized use, the Bureau shall charge the property owner or ratepayer for installing the meter, the meter vault, and shall assess a system development charge based on the size of the service. The Bureau policy for additional charges for unauthorized use of water from a fire protection system is established in Section 21.16.200 "Charges for Unauthorized Use of Fire Protection Services."

**21.12.230 Permit and Report Required to Do Plumbing Work.**

(Amended by Ordinance No. 176955, effective October 9, 2002.) It is unlawful for any plumber or other person to make connections, installations, replacements, extensions, or repairs to any City water service pipe, or to connect one service pipe with another service pipe, or extend a pipe from one building to another building, or to turn water on or off at any premises without having first obtained permission in writing from the Administrator or Chief Engineer. Such changes may require the installation of an approved backflow prevention assembly, as detailed in Section 21.12.320 "Contamination of the City Water Supply and Requirements for Backflow Protection." After the issuance of a permit to a plumber or other person authorized by the plumbing inspector to do plumbing work, the permittee shall make a report in writing to the Plumbing Division of the Bureau of Development Services of all connections, attachments, and extensions made in accordance with the permit within 3 days after completion of work.

**21.12.240 Service Location Change.**

When the service connection of any premises does not come from the main in front of the premises, the Bureau shall, when a main is laid in front of said premises, after notifying the owner or tenant thereof, provide a service connection to the new main without charge and at the same time, cut the old service connection. The property owner shall be

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responsible for the building connection to the new service. When services are relocated the Bureau may require installation of backflow protection, as detailed in Section 21.12.320 "Contamination of the City Water Supply and Requirements for Backflow Protection."

### **21.12.250 Location of Meters Inside City.**

(Amended by Ordinance No. 182053, effective August 15, 2008.)

- A.** Within the City, the water meter shall be located in or adjacent to street area where the Bureau fixes such location, except where a City water main is already located in an easement upon private property. For service within easements the Bureau may allow location of a water meter on or adjacent to such existing line, if necessary easements for the meter installation are offered to and accepted by the City.
- B.** Unless this requirement is waived in a particular circumstance in the discretion of the Chief Engineer, and except as provided in City Code Section 21.12.260, all water meters must be outside any buildings on the premises and must be safely accessible by Water Bureau staff 24 hours a day for reading, testing, servicing, or replacement.

### **21.12.260 Water Service in Basements within the Public Right-of-Way.**

(Amended by Ordinance No. 182053, effective August 15, 2008.)

- A.** A metered water service and associated piping and equipment installed within a building's basement that extends into the public right-of-way must be enclosed to prevent damage to the building and its contents. The owner of the property served, at the owner's expense, shall fabricate and install a waterproof vault that encloses the entire water service from the wall penetration to the backside of the meter assembly and separates it from other premises infrastructure, such as electrical panels, wires, and equipment.
- B.** If a metered water service and associated piping and equipment installed within a building's basement that extends into the public right-of-way is found to exist without the proper waterproof vault, the Chief Engineer will notify the property owner of the requirements described in this Section. The property owner is responsible for having the vault designed and installed within the time allowed by the Chief Engineer. The Chief Engineer may allow additional time for the installation for extenuating circumstances and may, in his discretion, require a waiver and indemnity as provided in Subsection D. below, in return for the grant of additional time. If the property owner does not have the vault installed within the time allowed by the Chief Engineer, the Chief Engineer will deem that a hazard exists and service to the property may be disconnected as provided in Section 21.12.160.



- C. The owner must provide the waterproof vault's design plans for review and acceptance by the Chief Engineer of the Portland Water Bureau. The vault shall be designed and installed according to the Portland Water Bureau requirements so that Portland Water Bureau staff may safely access the meter and associated equipment 24 hours a day and so that the meter and associated equipment can be read, tested, serviced, and removed from the sidewalk area above. The vault shall be designed and installed to support the meter assembly and the full weight of water that may fill the vault. At the owner's expense, the Portland Water Bureau shall furnish a frame and cover for the meter vault, which will be installed by the owner. The vault shall be constructed of material that resists corrosion or be protected by a corrosion resistant coating. The owner shall be responsible for the integrity of the vault and shall maintain it to keep it free of corrosion and in a clean condition. The owner shall provide a penetration through the outside basement wall for installation of the service and shall seal the opening after installation of the pipe. The owner shall seal all openings of the vault except those leading to the sidewalk area.
- D. Except in cases of new services, the owner of the property together with affected lessees, if any, as an alternative to compliance with this Section, may execute for the benefit of the City an agreement, in a form satisfactory to the Chief Engineer and City Attorney,
1. waiving any claim for damages for personal injury or property damage against the City and its officers, agents, and employees arising out of non-compliance with the requirements of this Section and
  2. defending and holding harmless the City and its officers, agents, and employees against any claim by any person for damages for personal injury or property damage arising out of non-compliance with the requirements of this Section.

**21.12.270 Ownership of Meters.**

(Amended by Ordinance Nos. 180120 and 182053, effective August 15, 2008.) All new services will have meters provided and installed by the Bureau; except sewer meters, commercial, domestic and irrigation submeters, and as provided for fire protection in Section 21.12.220 "Fire Protection Service." The cost of the meters plus installation shall be charged to the property owner requesting the new service. The new meters shall be owned by the Bureau. The Bureau shall assume all repair, maintenance, and future replacement responsibilities for the new meters. Where private meters exist, that are used by the Water Bureau for billing purposes, the Bureau shall perform all future repair, maintenance, and replacement work at no charge to the owners. If the private meter is determined to be obsolete, the Bureau shall replace the privately owned meter with a new Bureau-owned meter at no charge to the owner. The Bureau shall assume all

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responsibility for the cost of future meter repair or replacement. As outside areas are annexed to the City, privately owned meters that are used by the Portland Water Bureau for billing purposes shall be repaired or replaced on an as-needed basis with new Bureau-owned meters at no expense to the owner. All annexed services will be required to meet the backflow protection requirements, as detailed in Section 21.12.320 "Contamination of the City Water Supply and Requirements for Backflow Protection." All costs of adding backflow protection shall be the responsibility of the property owner.

#### **21.12.280 Damaged Meters Owned by the City.**

Whenever a meter owned by the City is damaged by hot water or damaged by the carelessness or negligence of the owner or occupant of the premises, or others, the Bureau will repair the meter and charge the bill against the property served or to the person or persons responsible for the damage. The cost of the repairs shall be as prescribed in the annual water rate ordinance.

#### **21.12.290 Meter Area and Access To Be Clear.**

Bureau personnel must have access to read and maintain water meters. It is unlawful to block meter access. It is unlawful for any person to store or maintain any goods, merchandise, material, or refuse, or install equipment over, under, or within 6-feet of any water meter, gate valve, or other appliance in use on any water meter connection of the Bureau. It is unlawful to park a motor vehicle over, upon, or in such a manner as to prevent access to any water meter, gate valve, or other appliance in use on any water meter connection of the Bureau regardless of whether such Bureau property is located on public or private property. Whenever it is necessary to enter a building to read the meter or work on the water connections, a safe passageway must be maintained by the occupant of the premises, free and clear of obstructions from the entrance of the building to the meter. Shrubs and landscaping shall not obstruct reading of the meter. Any obstructions may be trimmed or removed by the Bureau, and the owner or occupant and the premises may be charged as prescribed in the finance regulations, Title 5 of the Portland City Code.

#### **21.12.300 Shut Off Because of Defective Installation of Meters.**

Whenever water meters inside the City are found by the Bureau to be without adequate support, or with defective plumbing, or without shut-off equipment necessary to permit meter tests by the Bureau, or where through earth movements or subsidence, pipe bends, or connections have become faulty or are not tight, then the Bureau shall notify the owner to remedy the condition within 10 days from the date of notification. Where the notice has been given specifying the repairs or alterations to be done, then if the repairs or alterations are not completed within the time allowed, the water service shall be shut off until the repairs or alterations are completed. The Administrator may allow additional time for completion of repairs or alterations for extenuating circumstances.

**21.12.310 Authority for Testing and Repairing Meters.**

The Bureau may test and/or repair any meter on services supplied directly or indirectly by the Bureau at any time without application from the property owner and for this purpose may upon notice temporarily shut off the water. If a meter which is larger than 1 inch on City lines requires repairs, the Bureau shall give notice to the property owner or user and immediately place said meter in good working order. If the meter is not repairable due to wear, obsolescence or parts that are not available, the Bureau will replace the meter in accord with Section 21.12.270 "Ownership of Meters."

**21.12.320 Contamination of the City Water Supply and Requirements for Backflow Protection.**

(Amended by Ordinance Nos. 180120 and 182053, effective August 15, 2008.)

- A.** Contamination of the City Water Supply. Except as required for operation of the water system, it is unlawful for any person to introduce or permit the introduction of any substance or pollution or contamination of any kind into the City water supply system. As to the reservoir portion of the City water supply system, also see PCC 14A.30.150 Misuse of Reservoirs.
- B.** Backflow Protection. Property owners or users of City water may be required to install backflow protection in order to protect the water supply system.
  - 1.** Authority to Require Backflow Protection. Oregon State Administrative Rules Chapter 333 (OAR 333) require water suppliers to "undertake programs for controlling, and eliminating cross-connections." These programs are for the purpose of preventing pollution and contamination resulting from inadequate backflow protection. These State regulations apply to "Community Water Systems" which include the City of Portland's water system. Through this section the Bureau adopts by reference OAR 333. The Bureau's detailed requirements are found in the document entitled "Backflow Assembly Installation Requirements" and is available from the Bureau. Backflow prevention assemblies are approved for use in Oregon by the State of Oregon (see "Approved Backflow Prevention Assembly List" available from the Bureau and the State of Oregon). As required by OAR 333, the Bureau shall require an approved backflow prevention assembly when the Bureau determines that: a complete physical separation from the City water system is not practicable or necessary; adequate inspection for cross-connection cannot be readily made; or there exists a possibility of backflow contamination resulting from special conditions, use, or equipment. The Bureau may require an approved backflow prevention assembly to be installed for new construction, where buildings or structures are remodeled, or where tenant improvements are made.

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2. Requirements for Testing Assemblies and Maintaining Backflow Protection. All assemblies must be tested immediately after installation or if the assembly is moved or repaired. Assemblies must also be tested at least once a year, on a schedule to be determined by the Bureau, or more frequently as determined necessary by the Bureau to provide adequate backflow protection. Tests shall be performed by a tester who is certified by the State of Oregon. Copies of the test results shall be provided to the water user or the owner of the premises and to the Bureau. Backflow prevention assemblies which are not functioning properly shall be repaired promptly and retested or replaced. The water user or owner of the assembly will be responsible for all associated costs of repair, testing and replacement.
3. Authority to Deny or Discontinue Service When Backflow Protection is Inadequate. As required by OAR 333, where the Bureau has reasonable cause to believe that an existing or potential cross connection is located on a user's premises, the Bureau shall deny or discontinue service. The Bureau may also deny or discontinue service to a premise whenever an assembly is found to be malfunctioning or is not being properly maintained, tested, or repaired. Service shall not be provided or reestablished until adequate and approved backflow protection is installed and/or tested, or the cause of the hazard is otherwise eliminated.

### 21.12.330 Approval and Release of Easements and Real Property

(Added by Ordinance No. 182053, effective August 15, 2008.)

- A. **Easements:** The Chief Engineer has sole authority to approve, accept and amend on behalf of the City Council easements, permits, rights-of-way, former rights-of-way and related documents needed for the construction and management of the water system of the City of Portland when payment or consideration to the property owner and/or affected party does not exceed the limits set forth in City Charter Section 8-104. The Chief Engineer has sole authority to release easements, permits, rights-of-way, former rights-of-way and related documents no longer needed for public water system purposes. For street vacations or non-exclusive Portland Water Bureau easements, such release will not impair the needs of other bureaus or agencies of the City.
- B. **Real Property Excluding Easements:** When acting jointly, the Chief Engineer and the Administrator may approve, accept and amend on behalf of the City Council contracts and related documents for real property interests, excluding easements, needed for the construction and management of the water system of the City of Portland when payment or consideration to the property owner and/or affected party does not exceed the limits set forth in City Charter Section 8-104. The Chief Engineer and the Administrator of the Portland Water Bureau may

dispose of other real property interests and related documents no longer needed for public water system purposes.

**21.12.340 Identification of Meter Readers and Inspectors.**

(Added by Ordinance No. 182053, effective August 15, 2008.) Each employee of the Portland Water Bureau going onto private premises for purposes such as, but not limited to, reading, inspecting, or testing any metering device installed under the provisions of this Title shall wear identification from the Bureau in a conspicuous place upon the exterior of his or her clothing. The identification will be shown upon demand of any owner or person in charge of the premises entered.

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### **Chapter 21.16**

#### **RATES AND CHARGES**

##### **Sections:**

21.16.010	Annual Water Rates.
21.16.020	Annual Statement To Be Filed.
21.16.030	Billing Responsibility.
21.16.040	Delinquent Utility Bills.
21.16.070	Work Orders.
21.16.080	Dates and Places of Payment.
21.16.090	Deposit and Application.
21.16.100	Deposit of Money Received.
21.16.110	Bureau May Contract for Collection of Revenues.
21.16.120	Collections, Adjustments and Refunds.
21.16.130	Adjustments on Account of Leaks.
21.16.140	Authority to Estimate Bills.
21.16.150	Testing Meters.
21.16.160	Service Installation Fees.
21.16.170	System Development Charge.
21.16.180	Water Connection Assistance.
21.16.190	Charges for Water Used to Extinguish a Fire.
21.16.200	Charges for Unauthorized Use of Fire Protection Service.
21.16.220	Billing and Collection for Others by Contract.

##### **21.16.010 Annual Water Rates.**

The Portland City Council approves and sets water rates for each fiscal year that will provide an estimated income to equal expenses and debt service relating to water bonds. (Section 11-105 of the Portland City Charter). The Bureau prepares the proposed annual water rate ordinance and the City Attorney reviews the ordinance. The Bureau files the ordinance with the Auditor not later than May 20 of each year.

##### **21.16.020 Annual Statement To Be Filed.**

An annual detailed statement of its income and expenditures shall be made and signed by the Administrator and shall be filed with the Auditor, who shall preserve the same among the files of his or her office. This annual report shall include a statement of the financial condition and pertinent engineering data of the Bureau of Water Works.

##### **21.16.030 Billing Responsibility.**

(Replaced by Ordinance No. 182053, effective August 15, 2008.) The ratepayer responsible for payment of water charges shall be the property owner as verified in county tax records or the water user occupying the property. A property owner may

become obligated for charges for furnishing water to the user by accepting responsibility for payment thereof or by agreement with the Portland Water Bureau.

Water charges are billed daily, regardless of whether the property has no structure on it or if the structure is occupied or vacant. The property owner is responsible for all water charges while a property is vacant.

When a single meter serves multiple dwellings or living units at a property, the property owner(s) shall be responsible for the charges related to water use at the premises unless a party who is not the owner confirms with the Bureau the acceptance of that responsibility in a manner that conforms with Bureau policy.

Either a property owner or a renter may notify the Bureau of the date to open or close an account for a renter. The Bureau will honor the first date on which the request was received to open or close the account. The Bureau will change this date if agreed to by all other affected parties. The Bureau will not mediate a dispute between landlord and renter regarding the dates when billing responsibility changes. The property owner is responsible for all water charges when no renter has accepted responsibility for water charges. If neither a renter nor owner notifies the Bureau that a renter has left tenancy and the Bureau determines by a visit to the property that the property is vacant, water charges shall commence on that date and shall be applied to the owner.

Where a ratepayer has a delinquent bill for one premises, this delinquency shall be a charge against this ratepayer (for water obtained) at any of his or her other premises served by the Bureau.

When a property is sold, the seller is responsible for all water charges until the date the buyer is entitled to possession. If there is a dispute between the seller and the buyer about the date of possession, the Bureau will use Multnomah County taxation records to verify the legal recording date.

**21.16.040 Delinquent Utility Bills.**

(Amended by Ordinance Nos. 179978 and 182053, effective August 15, 2008.)

- A.** The Portland Water Bureau shall have the authority to shut off water service to any property when any charge to a ratepayer's account has not been paid within 10 days after that charge is due and payable.

Before water service is shut off for nonpayment the Portland Water Bureau shall give written notice to the service address provided by the water user as well as to the mailing address of the property owner or the party who has agreed with the Bureau to accept responsibility for payment. Such notice shall state the anticipated date when the water will be shut off, as well as informing the ratepayer of his or her right to request an administrative review, and the procedure for requesting the review, to challenge the shut off.

It is the obligation of the water user or responsible party to ensure that the Water Bureau has the most current and accurate address for the user or responsible party. There is no obligation on the part of the Bureau to determine if the address provided is the best or the most current address.



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Once service is shut off, water shall not be provided again until all outstanding obligations for water provided to that user have been paid, or arrangements for payments have been made with the Water Bureau, including additional charges as established in the annual water rate ordinance.

The Portland Water Bureau may, but is not obligated to, allow for continuation of water service for a specified period of time prior to payment of outstanding charges if it is determined that the lack of water will endanger health or cause substantial hardship. The continuation of water service may also be allowed when the delinquent ratepayer is willing to enter into a payment arrangement satisfactory to the Bureau for payment of all delinquent amounts on that ratepayer's account. However, if the charges are not paid as agreed, then the water may again be shut off and not turned on again until the outstanding charges are paid in full or arrangements for payments are made with the Bureau.

The Portland Water Bureau may institute legal proceedings and contract with third parties for the collection of delinquent water bills and charges. The Bureau may require that a deposit be made with the Bureau to ensure payment of future water bills and charges.

- B.** When the delinquent bill includes user charges for sanitary sewer and stormwater management services, the Portland Water Bureau shall collect such charges pursuant to Section 21.16.040.

When the delinquent bill does not include charges for water service, delinquent user service charges for sanitary sewer and stormwater management services shall be collected by any legal means pursuant to Sections 3.24.020 and 3.24.030.

#### **21.16.050 Notice for Billing of Rental Property and Responsibility for Charges When Property Is Vacant.**

(Repealed by Ordinance No. 182053, effective August 15, 2008.)

#### **21.16.060 Responsibility for Water Charges When Property Changes Ownership.**

(Repealed by Ordinance No. 182053, effective August 15, 2008.)

#### **21.16.070 Work Orders.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Work orders for main extensions, service connections, and meter installations for which a deposit or charges are or may be made under this Title, shall be established by the Engineering Services Group of the Bureau.

#### **21.16.080 Dates and Places of Payment.**

(Amended by Ordinance Nos. 179978 and 182053, effective August 15, 2008.) Charges for water use will be computed, and bills mailed, on a schedule determined by the Portland Water Bureau. The billing schedule will be kept on file by the Bureau. The water bill, with a due date, will be payable at either the Bureau or at authorized locations established by written agreement with the Bureau.



**21.16.090      Deposit and Application.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) An application, deposit, or both, for water service may be required from all new ratepayers, ratepayers whose service has been shut off for nonpayment, or those persons with unsatisfactory credit who are requesting service. Unsatisfactory credit is defined as not meeting credit and collection industry standards or having service shut off for nonpayment of water or sewer charges within the past year. Failure to provide either the application, deposit, or both within the due date specified by the Portland Water Bureau may result in discontinuance of service.

**21.16.100      Deposit of Money Received.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) All monies collected or received by the Portland Water Bureau for the use and consumption of water or otherwise will be deposited with the bank designated by the Treasurer of the City. The Treasurer shall keep the same separate and apart from the other funds of the City in funds to be known as the Water Fund and the Water Construction Fund, and pay it out only on checks signed by the Mayor, countersigned by the Auditor, and not otherwise.

**21.16.110      Bureau May Contract for Collection of Revenues.**

The Commissioner-In-Charge of the Bureau and the Auditor are hereby authorized to enter into contracts for periods not to exceed 5 years with such persons or corporations as may be selected by the Administrator for the collection of water revenue for the City. The contracts shall provide for compensation for collection and may cover certain expenses related to revenue collection. The contracts shall require that a bond be furnished by the collection agent or the City, at the City's option, the premium for such bond may be paid for by the City. The bond shall be conditioned upon the performance of such contract, and shall be in such form as may be satisfactory to the Administrator and the City Attorney.

**21.16.120      Collections, Adjustments and Refunds.**

(Amended by Ordinance Nos. 179978 and 182053, effective August 15, 2008.) Water user charges will be computed monthly, bimonthly or quarterly and billed by the Portland Water Bureau.

All payments for water user charges shall be made to, and adjustments and refunds made by, the Portland Water Bureau. The Bureau shall ensure that charges and credits are posted to ratepayer accounts.

- A.**      The Portland Water Bureau may make adjustments, pay refunds or waive fees and charges where it is deemed necessary for the proper conduct of the business of the Bureau. Adjustments shall be in the form of credits or additional charges to an active account. When the adjustment is a credit to a ratepayer who has no active account, a refund shall be issued if the ratepayer can be located.

## **TITLE 21**

### **WATER**

When a billing error occurs, the Bureau may authorize an adjustment of the water service account to correct the error. Adjustments may not exceed a period of three years from the date the Bureau received notice of the error. Eligibility for an adjustment on an account shall end six months after the date a final bill was issued for that account.

If a current ratepayer was not billed because the Bureau was not notified of his or her responsibility for payment, the Bureau shall issue the bill from the date the ratepayer became responsible for the bill as described in Section 21.16.030 Billing Responsibility.

- B.** Water system ratepayers who receive a back billing or a delayed billing will be offered the opportunity to pay the balance due over a period of time based on current City collection policies.
- C.** The Portland Water Bureau may establish administrative rules with the Bureau of Environmental Services governing the adjustment, refund or waiver of user charges including but not limited to sanitary sewer and stormwater management services.

#### **21.16.130 Adjustments on Account of Leaks.**

(Amended by Ordinance Nos. 179978 and 182053, effective August 15, 2008.) The Portland Water Bureau may make adjustments to water use charges where a leak exists in the water system on the property side of the meter. Reasonable efforts must be made within 30 days after the leak was detected to locate the leak and initiate repairs and have repairs completed within 90 days of notification.

#### **21.16.140 Authority to Estimate Bills.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) When a meter fails to register accurately, the Portland Water Bureau shall charge for water based on the historic usage of water at the premises. Estimated bills may also be issued if a meter reading cannot be recorded because the meter is inaccessible due to, but not limited to, inclement weather; overgrowth or other obstruction; failure to locate; or illegal usage bypasses the meter. Adjustments to the estimated bill shall be made consistent with the provisions of Section 21.16.120 "Collections, Adjustments and Refunds."

#### **21.16.150 Testing Meters.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) When any water ratepayer makes a complaint that the bill for any particular billing period is excessive, the Portland Water Bureau will, upon request, reread the meter and inspect the service for leaks. Should the ratepayer then desire that the meter be tested, he or she shall make a deposit as prescribed in the annual water rate ordinance to cover the cost of making the test. If the tested meter is found to register 3% or more higher than the actual water flow through the meter, the deposit will be refunded and the Bureau shall estimate the excess consumption and make an adjustment in the form of a credit on the bill immediately

preceding and/or the current bill. In such instances the Bureau shall repair or replace the meter. If the tested meter is found to read within 3 % of the actual water flow through the meter, the Bureau will keep the deposit to cover the expense of the test.

**21.16.160 Service Installation Fees.**

The fees for installing and/or activating water service up to and including 1-inch in size shall be as provided in the annual water rate ordinance and shall be paid prior to service installation.

The fees for installing services greater than 1-inch shall be based on the Bureau's costs plus overhead, as provided in the finance regulations, Title 5 of the Code of the City of Portland. The applicant may choose to pay either a set price based on the Bureau's estimate or the actual cost of the installation. If the applicant accepts the Bureau's estimate as the set price these costs must be paid before the Bureau will perform the work. After a set price has been established, the Bureau will not refund or adjust installation charges unless changes in installation or location are requested by the applicant.

If the applicant chooses to pay the actual costs plus overhead he or she shall submit a deposit equal to the estimated cost before the Bureau will begin the work. When the estimated cost differs from the actual for labor, materials, and overhead the deficit shall be charged to the applicant or any excess payment shall be returned to the applicant.

In addition to the service installation fees, an applicant for new service must pay the System Development Charge, as described in Section 21.16.170 "System Development Charge" and as set in the annual water rate ordinance. If the service branch has been installed by a developer as allowed in section 21.12.110 "Installation of Service Pipes from the Main to the Property Line," the applicant will be charged for only the applicable system development charge and any charge for service activation as set in the annual water rate ordinance.

**21.16.170 System Development Charge.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) An applicant for a new water service connection or increase in the size of an old connection within the City limits shall pay a system development charge. The System Development Charge will be based upon calculations provided for in the annual water rate ordinance. New Water Service Connections solely for fire protection purposes shall be exempt from payment of the System Development Charge. A System Development Charge shall not be assessed for a temporary service (see Section 21.12.090 "Permit for Temporary Service").

**21.16.180 Water Connection Assistance.**

(Replaced by Ordinance No. 181715, effective April 2, 2008.) The City may provide water connection assistance to eligible property owners based on criteria established each year by City Council in the Annual Rate Ordinance. The Administrator may adopt administrative rules and procedures necessary to implement the water connection assistance criteria described in the Annual Rate Ordinance.

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### **WATER**

The City may grant loans to property owners to finance City water system development charges, as provided in City Code Chapter 17.14 Financing Systems Development Charges. The Administrator may adopt administrative rules and procedures necessary to implement the loan program.

#### **21.16.190 Charges for Water Used through a Fire Protection Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) No charge shall be made for water used to extinguish a fire. Except as otherwise noted in this section, a property owner may use water from the City to test the fire protection system. Water used to pressure test a fire protection system will be registered on detector check metered firelines, or estimated on unmetered firelines. Flow testing a fire protection system requires that the Bureau install a metering device on the service to register the water used. Water used for testing a service for fire protection shall be charged at the commodity rates prescribed in the Water Rate Ordinance, as annually adopted by the City Council. Sewer charges will normally not be assessed for water used to test a fire protection system. Testing that results in a volume of water that is determined to have a measurable impact on the sewer system may subject that service to a sewer charge.

Testing of a fire service may not be conducted in a manner that will degrade the public water system. Flow testing through a fire service shall not reduce the pressure in the main less than 50% of maximum static pressure and shall in no case reduce the pressure below 30 lbs per sq. in. In this regard, prior to testing large flows, the individual conducting the test shall consult with the Bureau to determine limits of flow and to develop methods that may mitigate any detrimental effects on the public water system. Repeated testing of a fire service that violates a Bureau-approved testing program or affects the average daily water system conditions by more than allowable will result in a reclassification of the type of service and the collection of a System Development Charge.

#### **21.16.200 Charges for Unauthorized Use of Fire Protection Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) A fire service is to be used to extinguish a fire, and is specifically not to be used for domestic, maintenance, or irrigation purposes. (See Section 21.12.220 "Fire Protection Service.")

There are progressively increasing charges for unauthorized use of water supplied through firelines. There is a commodity charge of three times the normal rate for water for the first unauthorized use, and ten times the normal rate for all later unauthorized uses. If unauthorized use continues, the Bureau shall install a full-flow meter and bill the property owner for the full costs of the meter as well as System Development Charges. These policies and procedures are further detailed in the annual water rate ordinance.

#### **21.16.210 Billing and Collection of Sewer User Charges.**

(Repealed by Ordinance No. 182053, effective August 15, 2008.)

**21.16.220 Billing and Collection for Others by Contract.**

The Bureau may bill and collect for user fees and services provided by other public and private entities as established by contracts approved by City Council. All revenue collected for other entities will be deposited in separate accounts.

**Chapter 21.20**

**TURNING ON OR SHUTTING OFF**

**Sections:**

- 21.20.010 Application To Turn On Water.
- 21.20.020 Temporary Shut Off.
- 21.20.030 Unlawful To Turn On Water Without Authority.
- 21.20.040 Charges for Service Pipes Connected Without Permit.
- 21.20.050 Authority To Shut Off Service.

**21.20.010 Application To Turn On Water.**

Applications to turn on water must be signed by the owner and agent of the property involved and must be filed with the Bureau before they become effective.

**21.20.020 Temporary Shut Off.**

(Amended by Ordinance Nos. 179978, 180917 and 182053, effective August 15, 2008.)  
An owner or tenant may request by telephone, in writing, or in person that the Bureau temporarily discontinue water service. Fire protection service may only be discontinued upon written request of the owner and approved by Portland Fire & Rescue. Base charges will continue during temporary shut off.

**21.20.030 Unlawful To Turn On Water Without Authority**

It is unlawful to use or permit use of City water through a service that has been shut off. Should the water be turned on without authority from the Bureau, the Bureau may stop water service either by shutting off the water at the main, by removing the meter, or by any other appropriate method.

The charge for removing the meter and the charge for replacing the meter shall be in accordance with the annual water rate ordinance. The charge for stopping water service by any other method and the charge for subsequent restoring of the water service, shall be as provided in the Title of the City Code which addresses finance regulations. All such charges shall be charged to the user and when the delinquent user occupies the premises, water shall not again be furnished to the premises until the charges are paid.

## **TITLE 21**

### **WATER**

#### **21.20.040 Charges for Service Pipes Connected Without Permit.**

When premises or additional premises are connected without the application prescribed in Section 21.20.010 "Application to Turn On Water." the premises may be charged as prescribed in the annual schedule of water rates and the service may be shut off by order of the Administrator. In case water shall be turned off as provided in this Section, the same shall not be turned on again until all rates and charges against the premises have been paid in full.

#### **21.20.050 Authority To Shut Off Service.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) The Bureau reserves the right at any time, without notice, to shut off the water supply for repairs, extensions or any other reason. The Bureau shall not be responsible for any damage, such as the bursting of boilers, the breaking of any pipes or fixtures, stoppage, or interruption of water supply, or any other damage resulting from the shutting off of the water.

**Chapter 21.24**

**RULES AND REGULATIONS**

**Sections:**

- 21.24.010 Animals Prohibited on Watershed or City Property.
- 21.24.020 Fire Hydrants.
- 21.24.030 Water for Naval Vessels in Harbor.
- 21.24.040 Access to Premises for Inspection.
- 21.24.050 Unlawful to Damage, Alter, or Tamper with Water Property.
- 21.24.060 Emergency Loan of Materials.
- 21.24.070 Impairment of Service to Other Properties.
- 21.24.080 Administrative Rules, Procedures and Forms.
- 21.24.090 Enforcement.

**21.24.010 Animals Prohibited on Watershed or City Property.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) It is unlawful for any person to permit domestic animals to run at large on any lands situated in Multnomah, or Clackamas Counties that are owned by the City of Portland and used by the City in connection with the Headworks of the Portland Water Bureau. It is also unlawful for any person to permit domestic animals to run at large on lands within the area of the Bull Run Watershed or Bull Run Watershed Management Unit that are owned by the City.

**21.24.020 Fire Hydrants.**

(Amended by Ordinance Nos. 180917 and 181715, effective April 2, 2008.) It is unlawful for any person to operate, alter, change, remove, disconnect, connect with, or interfere in any manner with any fire hydrant owned or used by the City without first obtaining written permission from the Portland Water Bureau. Penalties for unauthorized use of a fire hydrant are set in the annual water rate ordinance. The provisions of this Section shall not apply to Portland Fire & Rescue of the City.

Public fire hydrants are available for use of the Fire Department in the suppression of fire within the City. No other use of public hydrants shall be allowed except as provided in this Section and in Section 21.12.090 "Permit for Temporary Service," and 21.12.100 "Annual Fire Hydrant Permit." The Portland Water Bureau may permit short-term use of specified hydrants for activities such as tree spraying, street cleaning, ditch settling, building demolition, and related uses at the discretion of the Administrator, however, in each instance, a permit is required. A Temporary Permit may be issued by the Portland Water Bureau for a period not to exceed 90 days, and an Annual Permit shall be issued for one year. Upon application the permittee must present a Chapman type (slow closing) gate valve to the Portland Water Bureau to be tagged with a valid permit listing applicant's name, expiration date, and authorized locations. The permittee shall be responsible for compliance with all city, state, and federal rules, regulations, and guidelines regarding the proper use and disposal of water. Rates and charges for usage



## **TITLE 21 WATER**

will be specified in the annual water rate ordinance. Backflow protection shall be required on all potential hazards to the public water supply as determined by the Administrator or Chief Engineer.

All fire hydrants connected to the Portland Water Bureau's water system within the City and within the public right-of-way or an approved easement are the responsibility of the Portland Water Bureau for installation and maintenance. Any hydrant connected to the system outside the City must be installed at the petitioner's expense, but shall be maintained by the Portland Water Bureau. The petitioner shall be required to pay all expenses for additional hydrant installations to meet requirements of Portland Fire & Rescue and in all instances the Chief Engineer shall have final review and approval authority.

The Portland Water Bureau may elect to allow a contractor to install to Portland Water Bureau standards, fire hydrants as part of his or her Subdivision under Section 21.08.020 "Distribution Main Extensions Inside the City." The developer must install these hydrants at his or her expense and transfer ownership to the Portland Water Bureau at such time as the main and appurtenances are accepted by the Portland Water Bureau to become part of the City system.

### **21.24.030 Water for Naval Vessels in Harbor.**

(Amended by Ordinance No. 180120, effective June 9, 2006.) The Bureau is authorized to furnish water to any visiting naval war vessel of the United States or to any visiting naval war vessel of any foreign country entering the harbor in the City, without payment. All such connections shall require an approved backflow prevention assembly.

### **21.24.040 Access to Premises for Inspection.**

To the full extent permitted by law, employees of the Bureau shall have free access, at proper hours of the day, to all parts of buildings and premises for the purpose of inspecting the condition of the water pipes and plumbing fixtures to determine whether cross-connections or other structural or sanitary hazards exist, and the manner in which the water is being used. Whenever the owner of any premise supplied by the Bureau restrains authorized City employees from making such necessary inspections or refuses access therefor, water service may be refused or discontinued.

### **21.24.050 Unlawful to Damage, Alter, or Tamper with Water Property.**

It is unlawful for any person, without authority from the Bureau, to willfully damage, connect to, operate, alter, or otherwise tamper with any City water main, service, meter, meter box, hydrant, valve, or any other facility owned or operated by the Bureau.

### **21.24.060 Emergency Loan of Materials.**

The Administrator may approve emergency loan of operating materials and equipment on a temporary basis to other governmental agencies, including water districts and municipalities, at their expense upon their written request, if such loan does not adversely affect the operation of the Bureau.

**21.24.070 Impairment of Service to Other Properties.**

(Amended by Ordinance No. 182053, effective August 15, 2008.) Where the use of water is intermittent or where such use produces extreme volume or fluctuations that may impair service to other properties, the Portland Water Bureau may require a property owner or his or her agent to provide, at his or her own expense, suitable equipment to reasonably limit fluctuations in use and pressures.

**21.24.080 Administrative Rules, Procedures and Forms.**

(Added by Ordinance No. 181715, effective April 2, 2008.)

- A. The Administrator of the Portland Water Bureau may adopt, amend and repeal administrative rules, procedures, and forms pertaining to matters within the scope of this Title and consistent with the provisions of this Title.
- B. Any adoption, amendment or repeal of a rule pursuant to this section requires a public review process. Notice shall be published in a newspaper of general circulation in the Portland metropolitan area not less than forty-five, nor more than sixty, days before such public review process. The notice shall include the place and time of any public meeting on the proposal, the description and purpose of the proposal, the location at which copies of the full text of the proposal may be read or obtained, and the name of the person at the Portland Water Bureau to whom written comments or questions about the proposal may be directed.
- C. Forty-five days after publication of the notice, the Administrator shall record oral and written testimony concerning the proposed rule(s) at a public hearing. The Administrator has the power to establish and limit the matters to be considered at the hearing, to prescribe procedures for conduct of the hearings, to hear evidence and to preserve order. The Administrator may continue any such hearing to another date.
- D. After considering comments received during the public review process and other relevant matters, the Administrator taking into consideration the comments received during the hearing shall either adopt the proposal, modify or reject it.
- E. Unless otherwise stated, all rules are effective upon adoption by the Administrator of the Portland Water Bureau and shall be filed in the office of the Administrator of the Portland Water Bureau and in the Portland Policy Documents repository described in Chapter 1.07. Notice of the adopted rule(s) shall be published in a newspaper of general circulation in the Portland metropolitan area within fourteen days of adoption.
- F. Notwithstanding paragraphs B. – E. of this section, an interim rule may be adopted without prior notice upon a finding by the Administrator that failure to

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act promptly shall result in serious prejudice to the public interest. Any rule adopted pursuant to this paragraph shall be effective for no longer than 180 days.

### **21.24.090 Enforcement.**

(Added by Ordinance No. 181715, effective April 2, 2008.)

- A.** Persons who fail to comply with the requirements or prohibitions of Title 21 or rules adopted under Section 21.24.080 are subject to enforcement actions by the City of the Portland.
- B.** Violations.
  - 1.** A violation occurs when any requirement or prohibition of Title 21 or rules adopted under Section 21.24.080 are not complied with.
  - 2.** Each separate occasion is considered a separate violation. The Portland Water Bureau shall issue only one violation per prohibited use per day.
- C.** Enforcement. In enforcing any of the requirements or prohibitions of Title 21 or rules adopted under Section 21.24.080, the Administrator may:
  - 1.** Issue warning notices;
  - 2.** Issue notices of violation and orders to comply;
  - 3.** Institute an action before the Code Hearings Officer;
  - 4.** Impose civil penalties, in an amount not to exceed \$500 per day or as otherwise specified elsewhere in Title 21 or the annual rate ordinance. These penalties shall be imposed for each day a violation continues to exist against any individual or business who does not comply with the provisions of this Title. Each failure to comply shall be deemed a separate violation;
  - 5.** Order the installation of facilities required by this Title as a condition of providing water service; or
  - 6.** Terminate water service.
- D.** Appeal of enforcement action. A water user may appeal the Administrator's action within 30 days from the date the notice of enforcement is mailed, in accordance with procedures and timelines set out in Title 22 of the Portland City Code. Such an appeal must include a copy of the action that is the subject of the appeal, must

state the basis for the appeal, and must be filed with the Code Hearings Officer and the Portland Water Bureau.

**Chapter 21.28**

**OUTSIDE CITY SERVICES AND  
WHOLESALE DISTRIBUTORS**

(Chapter replaced by Ordinance No. 182053,  
effective August 15, 2008.)

**Sections:**

- 21.28.010 Individual Water Services Outside City.  
21.28.020 Water Supply to Wholesale Distributors by Contract.

**21.28.010 Individual Water Services Outside City.**

- A.** The Portland Water Bureau may furnish water to properties outside the Portland city limits, charging rates fixed by the Council in the annual water rate ordinance.
- B.** Subject to the provisions of Section 21.12.010 "Service to Property Adjacent to Water Main," Section 21.12.270 "Ownership of Meters," and Section 21.12.320 "Contamination of the City Water Supply and Requirements for Backflow Protection," the property owner must purchase a water service and meter of approved size and design, which shall be located where required by the City, and an approved backflow prevention assembly may be required.
- C.** Each individual applicant for a water service connection outside of the City shall make application to the Water Bureau upon a form containing the following agreement:  
"Application is hereby made by the owner of the property address .....  
for a water service connection outside the City of Portland, Oregon.  
If this service is allowed it will be a special contract service. The ratepayer at the premises described above shall pay the rate listed in the annual water rate ordinance for service outside the Portland city limits.  
The quantity of water supplied by this service may be reduced or the service entirely discontinued at any time for any reason by order of the Administrator, including circumstances under which water apportionment is ordered per City Code Section 21.32.010. Except when limitations are imposed under City Code

## **TITLE 21**

### **WATER**

Chapter 21.32 or in case of emergency, the Administrator shall give at least 60 days' notice in writing before service is discontinued. That notice is to be delivered at the premises or at the last known address of the owner.”

- D.** The Bureau may suspend temporarily the delivery of water for the purpose of making repairs or improvements to its system.
- E.** During any emergency, the Bureau may, consistent with and subject to existing contractual obligations, apportion the available water supply in that manner which appears most equitable under the circumstances then prevailing and with due consideration for public health and safety.
- F.** Ratepayers located outside City boundaries are subject to all applicable provisions of City Code Title 21 and the Portland Policy Documents. The Administrator may make their service subject to any other reasonable conditions the Administrator deems appropriate or proper.

#### **21.28.020 Water Supply to Wholesale Distributors by Contract.**

When authorized by contract to do so, the Portland Water Bureau may furnish water to wholesale distributors, as defined in Code Section 21.04.120, within and without City boundaries. The Mayor and the Commissioner-in-Charge of the Bureau may enter into and execute contracts or agreements to supply water to wholesale distributors, subject to relevant provisions of the Charter and in accordance with the rates established by the Council.

Subject to its contractual obligations, the Bureau may suspend temporarily the delivery of water for the purpose of making repairs or improvements to its system and, during any emergency, the Bureau may apportion the available water supply in that manner which appears most equitable under the circumstances then prevailing and with due consideration for public health and safety.

**Chapter 21.32**

**WATER CONSERVATION MEASURES**

(Chapter replaced by Ordinance No. 182053,  
effective August 15, 2008.)

**Sections:**

21.32.010      Water Supply and Curtailment Policy.

**21.32.010      Water Supply and Curtailment Policy.**

It is the policy of the City of Portland through the Portland Water Bureau to provide clean, healthful, and plentiful water. Circumstances beyond the City's control, however, including weather conditions, natural catastrophe or the actions of others on the City's water supply system or sources may make it necessary to apportion the City's water. When a water shortage exists or is imminent or any other emergency arises or is imminent which threatens to disrupt or diminish the municipal water supply, the City may allocate water among users. In doing so, the City shall allocate water or curtail the use of water taking into account such issues as public health and safety, community economic conditions, the financial and operational needs of the water system, and existing wholesale contractual obligations. The Administrator of the Portland Water Bureau may, consistent with this section, adopt, amend, or rescind rules, procedures, and forms to establish a water allocation or curtailment program to be implemented in times of actual or imminent water shortage or emergency. Such rules shall be promulgated under the procedures described in City Code Section 21.24.080.

## **TITLE 21 WATER**

### **Chapter 21.35**

#### **WELLHEAD PROTECTION**

(Added by Ordinance No. 177668,  
effective July 1, 2003.)

##### **Sections:**

- 21.35.010 Establishment of Wellhead Protection Area.
- 21.35.020 Storage, Handling, Use and Transportation of Hazard Materials - Reporting.
- 21.35.030 Storage, Handling, Use and Transportation of Hazardous Materials - Standards.
- 21.35.040 Storage, Handling, Use and Transportation of Hazardous Materials - Inspections.
- 21.35.050 Storage, Handling, Use and Transportation of Hazardous Materials - Certificates of Inspection.
- 21.35.060 Enforcement.
- 21.35.070 Inter-Agency Cooperation.
- 21.35.080 Building and Site Permit Review and Approval.

##### **21.35.010 Establishment of Wellhead Protection Area.**

The Bureau of Water Works is authorized to establish wellhead protection areas in order to regulate the storage, handling, use and transportation of materials that could contaminate groundwater. The Bureau of Water Works shall establish the boundaries of wellhead protection areas based on the best available information about the dynamics of the aquifers that existing and future wells tap, the time-of-travel of hazardous materials and other relevant factors. The Bureau shall publish a map of all designated wellhead protection areas, shall certify copies to other city bureaus, and shall make such maps available to the public upon request and otherwise take steps, in its discretion, to publicize the availability of the maps to residences and businesses within the wellhead protection area. The Bureau of Water Works may alter the boundaries of a wellhead protection area if the information on which existing boundaries are based changes. Proposed changes to a wellhead protection area shall be adopted by rulemaking as set forth in Section 21.35.090

##### **21.35.020 Storage, Handling, Use and Transportation of Hazard Materials - Reporting.**

- A. The Bureau of Water Works shall have the authority to designate materials as hazardous and to require all persons or businesses possessing or using hazardous materials within the wellhead protection area to make annual reports to the Bureau concerning the types and quantity of hazardous materials stored, handled, used or transported, the storage and containment provisions for hazardous materials, and related information, including but not limited to a site plan indicating the location of hazardous materials manufactured, generated, stored or



used, information indicating the location of drains, capacities of containment systems, drainage utility shut-off, and topographical information. If the Bureau of Water Works establishes reporting requirements, persons or businesses shall submit required information to the Bureau of Water Works in accordance with the schedule established in the Reference Manual. If another bureau is designated to receive reports on behalf of the Bureau of Water Works, and if it is deemed practical by both bureaus, reporting requirements and reports may be combined.

- B.** Failure to submit a complete report within the timeframe established in the Reference Manual constitutes a violating and shall be subject to enforcement pursuant to Section 21.35.050 of this Chapter.

**21.35.030 Storage, Handling, Use and Transportation of Hazardous Materials - Standards.**

(Amended by Ordinance No. 180917, effective May 26, 2007.)

- A.** Initial standards for the storage, handling, use and transportation of hazardous materials are contained in the Well Field Wellhead Protection Program Reference Manual, adopted as administrative rules concurrently with this Code. The Bureau of Water Works shall have the authority hereafter to promulgate rules pursuant to Section 21.35.090 to set or amend standards, including the standards found within the Reference Manual, for the storage, handling, use and transportation of hazardous materials that may be used within the wellhead protection area. The Bureau's authority to set standards shall extend to designation of materials as hazardous to groundwater quality, to storage, handling use, transportation, and containment of such materials both inside and outside structures, including equipment or devices for preventing and controlling spills or releases of such materials beyond containment vessels. Rules adopted under this Section of the water code shall be compiled in the Reference Manual.
- B.** Upon the effective date of this Chapter, existing businesses and individuals not in compliance with the standards set pursuant to this Chapter of the Code, shall bring their operations into compliance with applicable standards in accordance with the schedule established in the Reference Manual.
- C.** Within 15 months of the program effective date, the Water Bureau shall collect information on the number of existing, non-conforming businesses that will be required to upgrade operations to comply with the requirements of Subsection 21.35.030 B. Data gathered by the Water Bureau shall include information on the specific scope and extent of improvements required pursuant to Subsection 21.35.030 B. and shall be collected during routine inspections performed by Portland Fire & Rescue.

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**D.** The Water Bureau and Bureau of Environmental Services shall evaluate collected information, in consultation with affected business and property owners, and business organizations to determine if improvements required by Subsection 21.35.030 B. are protective of water quality within the Wellhead Protection Area and Columbia Slough watershed. The Water Bureau and Bureau of Environmental Services will report to Council the results of this evaluation before January 1, 2005.

**E.**

- 1.** Site plans or permits for projects to bring existing non-complying operations into compliance with the standards of this Chapter and the Reference Manual shall not be subject to additional review by Bureau of Environmental Services to address source control issues of the City Stormwater Management Manual (SWMM).
- 2.** The exemption from Bureau of Environmental Services review in Subsection 21.35.030 E.1., shall not apply where a business or property owner cannot manage increased stormwater resulting from modifications required to comply with the wellhead protection requirements entirely on-site. If such drainage cannot be managed on-site and will drain to a City sewer, a City sewer easement, or a City right-of-way, the permit shall have a BES source control review to assess impact to the Columbia Slough which may result in additional source protection measures beyond the Reference Manual Best Management Practices to address the increases in stormwater drainage. The requirements of Subsection 21.35.030 E.2. shall remain in effect until January 1, 2005.  
Nothing in this provision shall exempt any site plan or permit from stormwater management requirements contained in sections of the Stormwater Management Manual that are not related to source control (source control requirements are currently contained in Chapter 4) or from future source control review criteria that may become required by state or federal law beyond the scope of requirements in the 2002 SWMM.  
Nothing in this provision shall exempt any person from the requirements of City Code Chapter 17.34 related to industrial wastewater discharges to the City's sewer system or from the requirements of the NPDES permit program.

### **21.35.040 Storage, Handling, Use and Transportation of Hazardous Materials - Inspections.**

(Amended by Ordinance No. 180917, effective May 26, 2007.)

- A.** The Bureau of Water Works may conduct inspections of businesses that store, handle, use or transport hazardous materials to ascertain compliance with the

standards of this Chapter, including but not limited to the types, quantities and locations of hazardous materials, primary and secondary containment facilities, and the existence of spill prevention and spill control equipment or devices. For purposes of exercising this authority, the Bureau shall adopt policy regarding the necessary qualifications for those who conduct inspections and the frequency, priority, and type of inspection of businesses based on, among other things, the degree of risk to water quality in the well field, history of violations, characteristics of the use, and the availability of budgeted funds and staff.

- B.** Inspections may be initiated as the result of a complaint or referral, at any time the Bureau has reason to believe there is a violation, or as defined by a routine schedule for compliance. Inspections and re-inspections will be used to determine if an operation is in compliance with this Chapter.
- C.** Inspections may involve a review of equipment, structures and operating practices; records or plan review; interviews with operators; and photo documentation. As such, businesses shall allow representatives of the Bureau, upon presentation of credentials, to:

  - 1.** Inspect at reasonable times any facilities, equipment, practices or operations regulated or required under the provisions of this Chapter;
  - 2.** Enter the premises where hazardous materials are being managed, or where records may be kept under the provisions of this Chapter. The owner/operator must make necessary arrangements to allow access without delay; and
  - 3.** Have access to and copy, at reasonable times, any records that must be kept under the provisions of this Chapter.
- D.** If a business refuses or declines to allow an inspection or re-inspection under Subsections 21.35.040 C.1.-3., the Water Bureau may seek an administrative warrant from Multnomah County Circuit Court to conduct such inspection or re-inspection.
- E.** After inspection and upon finding that all standards of this Chapter have been met, the Bureau of Water Works shall issue a Certificate of Inspection to each business inspected under this Chapter, as provided in Section 21.31.050.
- F.** In the event an inspection reveals a violation of the standards of this Chapter that cannot be resolved or corrected during the course of the inspection, the Bureau of Water Works shall follow the procedures set forth under Section 21.35.060, as applicable.

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- G.** The Water Bureau may enter into interagency agreements with Portland Fire & Rescue or other city bureaus, or contract with other governments or private parties, to conduct inspections inside the Portland city limits. Subject to Council approval, the Water Bureau may enter into contracts with private entities or intergovernmental agreements with other municipal corporations for inspections in those portions of the wellhead protection area outside the City of Portland boundaries.

#### **21.35.050 Storage, Handling, Use and Transportation of Hazardous Materials - Certificates of Inspection.**

- A.** A Certificate of Inspection shall be valid until a subsequent inspection or review or until it is revoked.
- B.** A Certificate of Inspection shall be kept on the premises at all times and be available for review by Bureau of Water Works personnel or other authorized City personnel.
- C.** A Certificate of Inspection shall contain the following information:
  - 1.** The address of the occupancy or facility, including exterior space utilized for storage, handling, use or transportation of hazardous materials;
  - 2.** The name and address of the person or business occupying the facility; and
  - 3.** A statement that the described occupancy complies with the applicable regulations and policies.
- D.** The issuance of a Certificate of Inspection does not suspend the applicability of any water regulations.
- E.** The Certificate of Inspection is issued to the business owner/operator for the existing use at the location specified in the Certificate. It is not transferable.

#### **21.35.060 Enforcement.**

(Amended by Ordinance Nos. 180917 and 182053, effective August 15, 2008.)

- A.** Violations. It shall be a violation to store, handle, use or transport hazardous materials in a manner contrary to the standards set by the Bureau of Water Works.
- B.** Warning Letter.

1. The Bureau may issue a Warning Letter that informs an individual or business of a violation, and the consequences of the violation or continued noncompliance. The letter may state the actions required to resolve the violation and may specify a reasonable time by which compliance is to be achieved.
2. As part of a Warning Letter, and depending on the number or gravity of violation(s), the Bureau may require an individual or business to prepare and submit a Compliance Plan that establishes a reasonable timeframe for correcting the violation(s) or the implementation of alternative storage, handling, use, transportation, or containment practices that are capable of satisfying the standards of this Chapter. A Compliance Plan shall be subject to review and approval of the Bureau of Water Works, or a designated bureau.
3. If an individual or business fails to take the steps necessary to come into compliance within the period specified in the Warning Letter, the Bureau may take further enforcement action pursuant to Subsection 21.35.060 C.

**C. Orders to Cure Violations, Civil Liability, Nuisances.**

1. If an individual or business fails to come into compliance in the time specified in a previously issued Warning Letter, or within a timeframe established in an approved Compliance Plan, the Bureau may issue an Order to Cure the violation and establish a final date for resolving the violation, after which Subsections 21.35.060 D. and E. may be invoked. Failure to comply with an Order to Cure shall be a violation of law.
2. If the Water Bureau finds that there is an imminent danger of a release of hazardous materials into the environment resulting from the violation of standards governing the storage, handling, use and transportation of a hazardous material, the Bureau may declare that a nuisance exists and may issue, without prior notice, an Order to Cure requiring immediate action to be taken to halt any activity causing such imminent danger, and directing the individual or business to immediately take steps correct any conditions contributing to the danger.
3. If the individual or business subject to an Order to Cure issued pursuant to this section does not comply with the Order, the Bureau may:
  - a. Revoke a Certificate of Inspection;

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- b.** Order the individual or business to cease the storage, handling, use or transportation of hazardous materials that are the subject of the violation until such time as the violation is corrected;
  - c.** Issue a Civil Penalty pursuant to Subsection 21.35.050 D.; or
  - d.** Undertake to correct any conditions contributing to the imminent danger of a release of hazardous materials into the environment. The costs of such action will be charged to the individual or business subject to such Order.
- 4.** The person or business subject to an Order to Cure issued under this Chapter may appeal said Order under City Code Subsection 31.10.080 C. in the same manner that an order of the Fire Marshal may be appealed. The Board of Fire Appeals shall handle any such appeal as provided in the Fire Code, except that the Board is not authorized to grant variances or adjustments under City Code Subsection 31.10.080 C.5.
- 5.** Should hazardous material be released as a result of a violation, or as a result of a failure to correct a violation, the individual or business responsible for such spill shall be civilly liable for all costs incurred by the City associated with cleaning up such release and all costs of any other City action reasonably determined to be necessary by the City to contain, control or clean-up the release or to protect the well field from contamination.

### **D. Civil Penalty.**

- 1.** In addition to any other fee or civil liability provided by law, the Bureau of Water may impose a civil penalty in an amount not to exceed \$500 per day or two times the re-inspection fee that would otherwise have been collected, whichever is greater, for each day a violation continues to exist against any individual or business who does not comply with the provisions of this chapter. Each failure to comply with a separate regulatory standard shall be deemed a separate violation.
- 2.** Any civil penalty imposed pursuant to this section shall become due and payable when the person incurring the penalty receives a notice in writing from the Bureau of Water or designated bureau. The notice referred to in this Subsection shall be sent by registered or certified mail and shall include:
  - a.** A reference to the particular Sections of the Chapter or Code Section or Reference Manual involved;

- b. A short and plain statement of the matters asserted or charged;
    - c. A statement of the amount of the penalty or penalties imposed; and
    - d. A statement of the right of the person to request a hearing.
  3. The owner or operator of a facility subject to this Section who is ordered to pay a civil penalty in accordance with this Section shall have the right to appeal the imposition of or amount of the penalty as provided by City Code Subsection 31.10.080 C. of this Code in the same manner that an order of the Fire Marshal may be appealed. The Board of Fire Appeals shall handle any such appeal as provided in the Fire Code, except that the Board is not authorized to grant variances or adjustments under City Code Subsection 31.01.080 C.5.
- E. Legal Action. The City may bring an action in a court of proper jurisdiction, including the Circuit Court of Multnomah County and the Federal District Court for the District of Oregon, to enforce any order to cure issued under this Chapter, collect any penalty assessed under this Chapter, or recover any costs incurred pursuant to Subsections 21.35.060 C.3. and 5.
- F. Re-inspection Fees.
1. Any individual or business found in violation of law or any order under this Chapter and who fails to correct such violation or comply with such order within 30 days after receiving written notice from the Bureau of Water to do so, shall be charged and required to pay a re-inspection fee of:
    - a. \$100 if violations remain uncorrected at the time of the first re-inspection,
    - b. \$200 if violations remain uncorrected at the time of the second re-inspection,
    - c. \$400 for the third and subsequent re-inspections if violations remain uncorrected at that time.
  2. Re-inspection fees shall be in addition to any fees established by Council or the Water Bureau by rulemaking in the Well Field Wellhead Protection Program Reference Manual. Any person or business so charged a re-inspection fee that believes that the charges are inappropriate may appeal such charges pursuant to City Code Subsection 31.10.080 C. in the same



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manner that an order of the Fire Marshal may be appealed. If the Water Bureau enforces this chapter through interagency agreement with Portland Fire & Rescue or another bureau, the fees charged by that bureau shall be in lieu of the fees described in this paragraph.

#### **21.35.070 Inter-Agency Cooperation.**

(Amended by Ordinance No. 180917, effective May 26, 2007.) The Bureau of Water Works may enter into inter-agency agreements with Portland Fire & Rescue or other City bureaus to inspect premises, issue Certificates of Inspections, enforce standards, or otherwise administer this Wellhead Protection Code. If inter-agency agreements are made to enforce standards, and if circumstances make it practical, the Certificates of Inspection issued under this chapter shall be combined with any certificates of inspection or equivalent issued by the bureau enforcing this chapter.

#### **21.35.080 Building and Site Permit Review and Approval.**

No City building permit or other permit for site alterations, construction, building alterations, repairs, or other work involving or affecting the storage, handling, use, transportation, or containment of hazardous materials may be issued without the prior review and approval of the Bureau of Water Works. The Bureau of Water Works may approve any such permits only upon a finding that the activity proposed conforms with this Chapter and rules promulgated under this Chapter. Such plan review shall be conducted pursuant to City of Portland rules and practices for development review.

#### **21.35.090 Rulemaking.**

(Repealed by Ordinance No. 182053, effective August 15, 2008.)