



PARADISE IRRIGATION DISTRICT

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"Paradise Irrigation District (PID) is dedicated to the business of producing and delivering a safe, dependable supply of quality water in an efficient, cost effective manner with service that meets or exceeds the expectation of our customers."

Please consider how this agenda item relates to our mission.

TO: Board of Directors

FROM: Neil Essila, Assistant Engineer

DATE: October 12, 2018

RE: Proposed Revisions to District Policy and Procedures Manual

Background

The District has long maintained design and installation standards for its distribution facilities including pipelines, valves, fire hydrants, trenching and backfill, etc. These standards have changed over the course of time with improving technology, changing industry standards, and the District's experience with existing facilities.

Currently, any facilities to be connected to the District distribution system must be constructed to District standards. Facilities so constructed are then conveyed to the District and the District owns, operates and maintains these distribution facilities as long as they are necessary for the service of its customers.

Conversely, many years ago the District allowed developers to construct distribution pipelines that were not built to then-current District Standards. These pipelines were connected to the District distribution system. However, because they did not meet District standards they were not accepted for conveyance. These pipelines remained under private ownership. It was understood that these "Private Distribution Pipelines" were to be maintained by the individuals that built them and were served by them.

Construction of new private distribution pipelines, and the addition of more meter service connections to existing private pipelines, were prohibited many years ago.

With the passage of time many of the people who created these private pipelines are no longer involved. The persons who have acquired the properties served by private pipelines (who are to all outward appearances the current owners of these pipelines) were in many cases not informed of this special service arrangement. This condition is not a matter that would be shown in a title report since the District did not require the recordation of a document disclosing the private pipeline arrangement, and this information is not indicated on property deeds.

Current Conditions

District records indicate that there are currently 40 private pipelines active in the distribution system providing service to 112 meters. Private pipelines comprise over three miles of pipeline length with pipe sizes ranging from 1 inch to 4 inches in diameter.

The District has made efforts to eliminate private pipelines. Current District rules provide for free relocation of a customer meter off a private pipeline, if the customer provides the connecting piping on their side of the meter. Furthermore, when water main replacement projects are built the District always makes the effort to eliminate private pipelines in the process.

Nevertheless, the existence of private pipelines continues to create service problems. As private pipelines age they develop leaks like any other failing facility. When private pipelines leak the water losses are unmetered, creating revenue loss for the District.

Private pipelines also create customer relations problems. Persons who were not informed of this special service arrangement when they purchased their homes are reluctant to assume responsibility for maintaining facilities that they not unreasonably assume are the responsibility of the water company.

District rules currently state that when private pipelines leak the District may discontinue service. However, enforcing this rule is increasingly untenable as the persons who agreed to this requirement are no longer involved and the documentation of these arrangements is fragmentary at best. As a result District crews have repaired leaks on private pipelines in order to provide uninterrupted service to our customers.

Proposal

While District efforts to repair leaks on private pipelines have mitigated the need to shut off leaking private pipelines, the maintenance obligations on private parties remain. This results in continued customer relations issues. Staff proposes some changes to District policy that could effect an improvement in this area. Specifically, staff proposes that the policy be amended to acknowledge the current practice of District repairs on private pipelines. In addition, staff proposes relocating language about service lines on the customer side of the meter (which is not a private distribution pipeline issue) to the pertinent section of the document. ***The attached proposed policy contains revised language in Section 6.7 stipulating that repairs or replacement will be at District cost.***

The following is requested:

"Accept the proposed revisions to the District Policy and Procedures Manual Sections 6.7 and 6.8, or provide direction to staff for alternative changes, as determined.

6.7 PRIVATE DISTRIBUTION PIPELINES

The District no longer approves private distribution pipelines (pipelines on the District's side of the meter, but not owned by the District). It is to such pipelines earlier approved and installed that the comments of this section apply.

In the event of leakage from such privately owned pipelines the District will effect repairs or replacement of the pipeline at District cost. ~~and failure or~~ In the event of a refusal of ~~by~~ property owner(s) to allow District repair or replacement of the same, the District may at its option in the Manager's discretion, in order to avoid waste of water or property damage, discontinue service of water through such privately owned pipelines until the condition is remedied.

6.7.1 Maintenance of Meters Relocated from Private Distribution Pipelines –

It is the goal of the District that private pipelines be eliminated from the District's distribution system. In order to achieve this goal, the District will relocate meters onto a nearby District main at no cost to the customer if the customer absorbs the cost of connecting their service line from the meter to their existing plumbing. ~~The District may consider other participation in the elimination of private pipelines in order to resolve operational difficulties or other problems, however, no funds for private pipeline work other than meter relocations shall be spent without prior approval of the Board.~~

~~6.7.2 Condition of Private Service Pipelines Beyond District Meters –~~

~~Before water is turned on for a private service pipeline, the pipeline shall be in suitable condition to receive water. Failure to comply with this policy shall be sufficient cause for refusal to turn water into such pipelines. Nothing herein shall be construed as an assumption of liability on the part of the District, its Directors, officers or employees for any maintenance, or use of any private pipeline or by reason of permitting the flow of water or turning water therein.~~

6.7.23 Acceptance of Private Distribution Lines –

Upon request of property owners of a private distribution pipeline, the Board may, at its sole discretion and after proper inspection by the District, agree to accept conveyance of title to the pipeline and right-of-way and thereafter operate and maintain it as a District pipeline.

6.8 CUSTOMER SERVICE LINES IMPROVEMENTS

6.8.1 Condition of Customer Service Pipelines Beyond District Meters –

Before water is turned on for a customer service pipeline, the pipeline shall be in suitable condition to receive water. Failure to comply with this policy shall be sufficient cause for refusal to turn water into such pipelines. Nothing herein shall be construed as an assumption of liability on the part of the District, its Directors, officers or employees for any maintenance, or use of any customer pipeline or by reason of permitting the flow of water or turning water therein.

6.8.2 Customer Service Line Improvements

[Section 6.8 continues, as before.]