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#### **CHAPTER 1**

#### **DESCRIPTION OF WATER SYSTEM**

#### 1.1 OWNERSHIP AND MANAGEMENT

King County Water District No. 49 (District) is a municipal Group A Water System serving an urban area in southwestern King County (see Figure 1-1). The Water District is a public system formed and operating under RCW 57, dedicated to providing reliable and safe drinking water to residential and commercial customers in its service area. The system is regulated by the Washington State Department of Health (DOH) and is formally identified as:

King County Water District No. 49 System ID No. 39800P

A copy of the current Water Facilities Inventory (WFI) is included in Appendix A.

The daily operation of the Water District is under the direction of the Superintendent who reports directly to the District's Board of Commissioners. There are three positions on the Board and each Board Member must be a resident of the District.

#### 1.2 AUTHORIZATION

Recognizing the need for establishing a uniform process to identify present and future District needs and setting forth a means for meeting those needs in an efficient manner, the Board of Commissioners has authorized CHS Engineers, LLC to proceed with the studies required to prepare this 2019 Water System Plan.

This plan brings together information on the existing system and data from future projections into an organized document. This document will be used for planning and prioritization of improvements within the District's water service area. A general summary of changes made to the 2017 Water System Plan is included in Appendix N.

#### 1.3 SYSTEM BACKGROUND AND CHARACTERISTICS

#### 1.3.1 Historical Water System Development

The Lake Burien area developed in the late 1800's as a farming and logging community. In the early 1900's, travelers would arrive by steamboat at Three Tree Point and make their way to the Lake Burien area resorts. This scenic rural setting became a prime resort area for the elite families of Seattle and Tacoma.

In late 1933, the first Commissioners were chosen for a new water district in the Lake Burien area. The new district would provide adequate and constant water pressure for fire protection and replace the many small existing systems, most of which were in need of repair. By September 1936, grants and LID bonds equaling approximately \$240,000 were obtained for the construction of the water system.

The District operated independently with wells and elevated storage tanks until 1958 when the District began purchasing water from the Seattle Water Department, now known as Seattle Public Utilities (SPU). Over time, the elevated tanks were no longer required and were removed.

The area and the water system grew slowly until the boom of the defense industry during World War II. During the 1940's, the area's population tripled and then doubled again during the 1950's. Slowdowns at Boeing during the 1970's resulted in a small population drop. However, growth quickly returned at around one to two percent and has continued through the end of the century.

In the early 1980's, the District investigated the possibility of development of a new well water source in response to the introduction of demand metering charges by SPU. In 1988 as part of negotiations with the SPU, the District relinquished its water rights, abandoned its plans for a well and completed construction of a 500,000 gallon storage tank and booster station.

In 2011, the District and SPU completed negotiations for a new long-range water supply contract, to replace the supply contract scheduled to expire at the end of 2011. The new contract, effective May 5, 2011 continues through January 1, 2062. Periodic review and mutual revision is allowed in 2021 and 2041. The contract provides for the District's full water requirement for the term of the contract.

## 1.3.2 Topography

The District's service area encompasses approximately 2,136 acres of land. The local topography is comprised of predominantly gentle slopes with elevations ranging from 85 to 425 feet above sea level. The southwestern portion of the District slopes somewhat steeply toward the Puget Sound. The general Seattle metropolitan region is surrounded by the Olympic and Cascade Mountains, protecting it from the continental cold air and ocean storms.

#### 1.3.3 Climate

The climate in Water District No. 49 is typical of the Puget Sound region. The Pacific Ocean air masses are relatively mild, producing moderate summer and winter temperatures. Local precipitation is generally heavy in the winter, moderate in the fall and spring, and light in the summer. The average annual amount of rainfall is 38.3 inches with winter averages of about 5.25 inches per month and summer averages of about 1.10 inches per month. The average annual air temperature is about 59.3°

Fahrenheit (F) with average high and low winter temperatures of 46.3° F and 35.8° F, respectively, and average high and low summer temperatures of 73.0° F and 53.5° F, respectively.

Climatic data used in this report was obtained from the Western Regional Climate Center division of the Atmospheric Sciences Center of the Desert Research Institute. The institute maintains records from SeaTac International Airport, located just east of the District.

#### 1.3.4 Surface Waters

The District lies close to the eastern shore of Puget Sound. The lowest District elevation is approximately 85 feet above sea level and therefore it is assumed that Puget Sound poses no potential threat of flooding the service area. Lake Burien lies within the boundaries of the District. The lake is a fresh water lake and is fed by ground water and local surface runoff. The lake poses no potential threat of flooding the service area.

## 1.3.5 Neighboring Purveyors

The District serves a portion of the urban area that extends from Seattle to Tacoma. The District is bounded by King County Water District No. 20 to the north, northwest and east, King County Water District No. 125 to the east and by Highline Water District to the south and southwest. In addition, the District shares a portion of its southeastern boundary with the Port of Seattle's SeaTac Airport. Figure 1-2 shows the District's Retail Service Area (service area) and the adjacent water purveyors. Except for a number of parcels which are within the corporate boundary of one district but served by the neighboring district, the corporate boundary is the same as the service boundary.

## 1.3.6 Ordinances

The Board of Commissioners initiates, reviews and formally adopts resolutions pertaining to the regulations and operations of the District, consistent with authority granted to Districts by RCW 57. These resolutions are on file at the District office.

#### 1.4 INVENTORY OF EXISTING FACILITIES

The District's existing water system is shown in Chapter 3 and includes the following facilities and connections.

#### 1.4.1 Sources

The District's initial source of supply was a combination of local wells which supplied elevated reservoirs. However, these wells have since been replaced by water supplied from the Tolt and Cedar Rivers. Water from these rivers is purchased by the District

from SPU and is obtained through five direct connections to SPU's regional distribution system.

SPU's regional distribution system in the area of the District provides water at two different hydraulic gradients. The District has connections to both of these hydraulic systems thus creating two main pressure zones within the District's service area. Further discussion with regard to the District's connections and the operation of the pressure zones is presented in Chapter 3.

## 1.4.2 Storage

In 1988 the District constructed a 500,000 above-grade gallon concrete storage reservoir and booster pump station facility. The reservoir is filled from the lower pressure zone during off peak hours, usually over night. Water is then pumped from the reservoir into the upper pressure zone system during periods of high demand, thus reducing the peak demands on SPU's regional supply system.

# 1.4.3 Distribution System

The District owns and maintains approximately 59.1 miles of water mains and 640 fire hydrants with related isolation valves, control valves and water services. The water mains and distribution piping within the District's water system is summarized in Chapter 3. Some water piping smaller than 4-inch diameter is plastic or galvanized iron pipe. Pipes 4-inches in diameter and larger are ductile iron or cast iron. The District has no asbestos cement (AC) pipe within its service area.

The District has had an established water main replacement program for many years. Elements of the updated program are shown in the Capital Improvement Program (CIP) in Chapter 8.

#### 1.4.4 Booster Pump Station

All customers within the District's service boundary can receive water service directly from the connections to SPU's regional system with no additional pressure required. However, the District does maintain a booster station which was constructed in conjunction with the storage reservoir. This booster station is used to transfer water from the reservoir to the upper pressure zone during periods of high demand.

#### 1.4.5 Connections

As of December 2018, there were approximately 4,209 residential, multi-family and commercial metered service connections to the water system. In most cases, multi-family connections include multiple units fed from one metered connection. As of the end of 2018, there were 391 multi-family connections which served approximately 3,540 individual units.

#### 1.4.6 Interties

In addition to the five connections to SPU's regional supply system, the District maintains seven interties with two of the adjacent water districts. The District has five interties with King County Water District No. 20 and two interties with the Highline Water District. The location and status of these interties are summarized in Chapter 3.

#### 1.5 RELATED PLANS

The following is a list of planning documents, with a brief summary of each, that have been reviewed and that have an impact on the development of a Comprehensive Water System Plan for King County Water District No. 49.

# A. King County Water District No. 49 Comprehensive Water System Plan, February 2017

This plan is the District's prior water system plan. The document provides data for historical conditions and provides insight on District changes through the development of past plans.

## B. City of Burien Comprehensive Plan, revised December 2017

The City of Burien's Comprehensive Plan provides existing and future development planning data for a large portion of the District which lies within the City's boundary. Data includes growth rates, zoning and land use.

# C. City of Normandy Park Comprehensive Plan, adopted January 2016

The City of Normandy Park's Comprehensive Plan provides existing and future development planning data for the southern area of the District which is within the City's boundary. Data includes growth rates, zoning and land use.

# **D. City of SeaTac Comprehensive Plan**, updated December 2017

The City of SeaTac's Comprehensive Plan provides existing and future development planning data for a small portion of the District located just west of the Seattle-Tacoma airport. This area will be developed by the Port of Seattle including construction of the third runway and aviation support facilities. The City of SeaTac's proposed zoning and land use confirms this type of development in this area.

# E. Seattle Public Utilities 2019 Water System Plan, July 2018

Seattle Public Utilities Water System Plan provides existing and future planning data relating to the District's source of supply and water quality. As the sole

supplier of water for the District and many other regional purveyors, SPU must plan for adequate facilities to meet future demands. This document was reviewed to insure the District's future demands would be met.

F. Water District No. 20 Water System Plan, July 2012, Amended September 2018

Water District No. 20 Water System Plan provides existing and future planning data relating to the District's source of supply and water quality.

G. Water District No. 125 Water System Plan, January 2018

Water District No. 125 Water System Plan provides existing and future planning data relating to the District's source of supply and water quality.

H. Highline Water District 2016 Comprehensive Water System Plan, March 2016

Highline Water District Comprehensive Water System Plan provides existing and future planning data relating to the District's source of supply and water quality.

I. Port of Seattle, Seattle-Tacoma International Airport Comprehensive Development Plan, Environmental Assessment, 2007

The Port of Seattle manages the Sea-Tac Airport and supporting facilities within the City of SeaTac. The airport operates and maintains its own water system as a direct customer of SPU.

## 1.6 COMMENTS FROM AGENCIES AND ADJACENT PURVEYORS

The February 2017 Plan, adopted March 22, 2017, was sent to the agencies indicated in Table 1.1 for review and comment. Their comments are included in Appendix I. The Statements of Consistency provided by each City are included in Appendix I.

A request for updated Statements of Consistency were sent to each City in January 2019. The February 2019 Plan was sent to the same agencies for review prior to adoption by the District.

TABLE 1.1
PLAN SUBMITTALS AND REVIEW COMMENTS

Organization	Mailing Address	Comments	
organization	ag / taa1 555	YES	NO
Washington State Department of Health	Department of Health NW Drinking Water Operations 20425 72 <sup>nd</sup> Ave S, Building 2, Suite 310 Kent, WA 98032-2358	x	
Seattle Public Utilities	Seattle Public Utilities P.O. Box 34018 Seattle, WA 98124-4018	x	
King County Dept. of Health	Eastgate Environmental Health 14350 SE Eastgate Way Bellevue, WA 98007		х
King County UTRC	King County UTRC Department of Natural Resources 201 South Jackson Suite 500, KSC-NR- 0512 Seattle, WA 98104-3855	x	
City of Burien Planning	City of Burien Planning Dept. 400 SW 152 <sup>nd</sup> Street, Suite 300 Burien, WA 98166		X (see note 1)
City of Normandy Park Planning	City of Normandy Park Planning Dept. 801 SW 174 <sup>th</sup> Street Normandy Park, WA 98166		X (see note 1)
City of SeaTac Planning	City of SeaTac Planning Dept. 4800 South 188 <sup>th</sup> Street SeaTac, WA 98188		X (see note 1)
King County Water District No. 20	King County Water District 20 12606 First Avenue South Burien, WA 98168		x
King County Water District No. 125	King County Water District 125 3460 S 148 <sup>th</sup> Street, Suite 110 Tukwila, WA 98168		х
Highline Water District	Highline Water District P.O. Box 3867 Kent, WA 98032		х
King County Fire District 2	King County Fire Marshal 900 SW 146 <sup>th</sup> Street P.O. Box 66029 Burien, WA 98166		х

Note 1 – The City had previously provided a Statement of Consistency (2017) An updated Statement was requested in January 2019.

#### 1.7 EXISTING SERVICE AREA CHARACTERISTICS

The District's boundary encompasses an urban area containing mostly single and multifamily housing. A small portion of the District contains light industrial and commercial areas. The District serves five schools, elementary through high school, and one hospital, Highline Medical Center. Figure 1-3 illustrates the existing retail service area (service area) and City boundaries within the District. The District lies within the boundaries of three cities: the City of Burien (82.4%), the City of Normandy Park (10.1%) and the City of SeaTac (7.5%). Chapter 2 discusses land use in more detail.

#### 1.8 FUTURE SERVICE AREA CHARACTERISTICS

The service area for the District has been fairly well established. The District is bound on all sides by Water District No. 20, Water District No. 125, the Highline Water District and the Port of Seattle (in the SPU/ Seattle Retail Service Area) as shown in Figure 1-2.

Since nearly all area is within the corporate limit of a water purveyor, there is little opportunity to increase the District's service area by annexation.

Some minor adjustments in service area are possible through interlocal service agreements between districts to address situations where one district can serve property in another district more efficiently or cost effectively. Also, mergers of districts, in part or in whole, are possible but at the present time, no merger negotiations are underway or contemplated for the near future.

Chapter 2 discusses the land use based on the current comprehensive plans of each city.

## 1.9 SERVICE AREA AGREEMENTS

Currently, there are no existing service area agreements between the District and any other purveyors.

#### 1.10 SERVICE AREA POLICIES

Policies and requirements specific to the water service area are addressed in the District's resolutions which are on file at the District office. Water service provided by King County Water District No. 49 is limited to service within the service area boundary of the District. Any individual seeking service from the District who is outside the existing service boundary would be within the service boundary of an adjoining District. However, service may be provided by the District outside the existing service boundary

under the provisions of Title 57 RCW. The following is a brief summary of key service area policies.

## 1.10.1 Wholesaling Water

At this time, the only instances where wholesaling of water occurs is through interties with other districts under emergency situations. Specific agreements are drafted with each district receiving water from the Water District 49.

## 1.10.2 Wheeling Water

The District does not transfer water to other purveyors, other than per the terms of the existing intertie agreements.

#### 1.10.3 Annexation

All land contiguous to the current District boundary is served or planned to be served by adjacent water systems. Future annexations are therefore unlikely.

## 1.10.4 Direct Connection and Satellite/Remote Systems

All new development within the District's corporate limits must connect to the District's water system. Service is available to all areas within the boundary; therefore, there is no need for satellite systems. There are no known self-supplied water users within the District's boundary. Property owners desiring water service must contact the District for water meter installation or a developer extension.

#### 1.10.5 Design and Performance Standards

The District requires all water system designs to be prepared by a licensed professional engineer and to meet all local and State guidelines. The District's performance standards along with construction materials and methods are discussed in Chapter 7. Any water system extension or modification within the District's service area will be governed by District policies.

## 1.10.6 UGA and Water Service Extension

The District is entirely within existing King County designated urban growth areas.

For water service extensions, the proposed developer is solely responsible for all costs associated with expanding the water system beyond the District's present locations and/or capacities. The District may participate in costs based upon its own determination.

## 1.10.7 Oversizing

Developers and private property owners are responsible for system piping improvements along and through their property, and in some cases for some distance from their property, as necessary to provide the fire flow and domestic service to serve their development. Such improvements must also meet or exceed the capacity (i.e. pipe size) identified in the District's capital improvement plan. The developer is solely responsible for all costs associated with upgrading or extending the distribution system to meet the water demands of the proposed development. However, in cases where the District requires oversizing (i.e. installing pipes larger than required for the development, but appropriate to implement the District's capital improvement plan), the District may participate in the cost of oversizing.

### 1.10.8 Latecomers Agreements

Developers extending the District's water system may be eligible for a latecomer's agreement (i.e., reimbursement agreement) as allowed by RCW 57.22.020 and as described in the District's Developer Extension Manual. The term of the agreement is seven years.

### 1.10.9 Cross-Connection Control Policy

The District requires State-approved backflow devices installed on all potential sources of cross-connection. The design of cross-connection systems and the equipment used must be approved by the District prior to installation. The District adopted Resolution No. 05-1196, revising the Cross-Connection Control Standards in September 2005. A copy of the Cross Connection Control Plan is included in Appendix B.

## 1.11 CONDITIONS OF SERVICE

### 1.11.1 Duty To Serve

The State Municipal Water Law (RCW 43.20.260) provides water service conditions to be followed by water utilities of the State. Under this law, a municipal water supplier has "a duty to provide retail water service within its retail service area." WD 49 will provide water service to all the properties within its retail service area, which is the same as the District's future service area.

The District is committed to providing retail water service to all property within its retail service area in a timely and reasonable manner, consistent with applicable District resolutions and policies, the Municipal Water Law, Washington State Department of Health rules and regulations and other applicable federal, state and local laws. Pursuant to RCW 43.20.260, as a municipal water supplier as defined in RCW 90.03.015, the District has a duty to provide retail water service within its retail water service area if:

- District water service can be available in a timely and reasonable manner.
- The District has sufficient water rights and other sources of supply to provide the service;
- The District has sufficient capacity to serve the water in a safe and reliable manner as determined by DOH; and
- It is consistent with the requirements of applicable comprehensive plans or development regulations adopted under Chapter 36.70A RCW (GMA) or any other applicable comprehensive plan, land use plan, or development regulation adopted by a city, town, or county for the service area.

The District will fulfill its "duty to serve" within its retail service area. The District will provide direct water service to all properties located within its retail service area in accordance with its adopted resolutions, policies and procedures.

The District defines "timely" as the availability of retail water service consistent with the terms and conditions in this Chapter and applicable District resolutions, policies and procedures. For example, the owners of properties which may directly connect to the District's existing water system without the need for the extension of that system as addressed by Developer Extension Policy should be able to obtain water service within 120 days after the District receives an application for a water meter and the property owner requesting water service has complied with all applicable District water service policies and procedures and has paid all applicable District meter, connection and administrative rates, fees and charges to the District. The owners of property which require the extension of the District's water system to make water service available to the property should be able to obtain water service following the owner's execution of an extension agreement with the District, preparation of a design of the extension required to connect the property to the District's existing water system by the owner's or the District's engineer and the approval of the extension design by the District, the construction of the extension by the owner's contractor, the owner's payment of all applicable District developer extension, meter, connection and administrative rates, fees and charges to the District, and the transfer of the ownership of the extension to the District by the property owner, all in accordance with the terms and conditions of the extension agreement and applicable District resolutions, policies and procedures.

The District defines "reasonable" retail water service as follows:

- Water service that is consistent with applicable local land use plans and development regulations;
- The conditions of water service and associated fees, costs and charges are consistent with the conditions of service described in this Plan and applicable adopted District resolutions, policies and procedures; and
- The conditions of service and associated fees, costs and charges are consistent with the District's requirements applied to other property owners requesting water service who are similarly situated and are requesting the same type or level of water service from the District.

## 1.11.2 Connection to System and Developer Extension Process

Developers or persons requesting service from the District must first request a Certificate of Water Availability. During the certification process, the District will determine if an extension of the District's system is required for the provision of service, and that determination may be dependent on the local fire official's requirements for fire protection. If a developer's extension (DE) is required, the Developer must purchase a DE Manual from the District. The manual outlines the developer extension process from the submittal of the application through completion of construction and warranty period. The key points in this process are listed below.

## A. Application for Connection to Water System

Prior to entering into an agreement with the District, an applicant must complete an application form with attachments and submit it to the District with the applicable review fees. Upon receipt of the application, and recommendations by the District Engineer, the District Board of Commissioners determines:

- 1. If the District will proceed with an agreement and if there are any special requirements.
- 2. The required deposit to cover the District's anticipated costs associated with the extension.

### B. Completion of Developer Extension Agreement

Upon the Board's approval, the applicant is notified to complete the Developer Extension Agreement and submit it with the estimated deposit, which will be applied toward all costs to be incurred by the District for inspection, engineering, legal, financial or other services performed by or for the District relating to this project. All additional District costs above the deposit amount will be charged to the developer.

Completion of the above step leads to engineering design and review, resulting in construction plans which are approved by the District Superintendent prior to construction.

#### C. Construction

All construction is monitored by the District's inspector and/or District personnel. Construction of the water system is required to meet all Water System Methods and Materials Standards as well as the standards of the applicable City and State agencies. Any contractor performing Developer Extension work must be acceptable to the District, and the Developer's insurance and bonding must meet the requirements outlined in the

Manuals. All connections must meet cross-connection control standards as outlined in the Water System's Cross Connections Control Plan.

The applicant is responsible for all costs including permits, design, review, construction, inspection, testing and all connection charges.

## 1.11.3 Applicable Fees and Connection Charges

The process of connecting to the District's system includes various fees and charges as shown below. The fees include administration fees, engineering fees, permit fees, recording fees, inspection fees and site facilities and general facilities charges. The amounts shown for items other than District general facilities charges are current as of January 2019 and may change by action of the Board of Commissioners. The District adopted updated general facilities charges in June 2017, effective August 1, 2017. The current charges, in the general order of occurrence, are as follows:

## A. Certificate of Water Availability and Developer Extension Manual

\$25.00 for Certificate of Water Availability. When requests for Certificates of Water Availability require engineering analysis or field testing to determine the available fire flow rate, the associated expenses will be included in the charge for the certificate.

\$50.00 for copy of Developer Extension Manual and contracts.

### B. Developer Extension Application Fee

Developer Extension Manual and Contracts: \$1,000

## C. Administration - Design/Review Fees

An extension for the provision of domestic water service (i.e. governed by Developer Extension Manual and Contracts) required payment to the District of a non-refundable \$2,000 Developer Extension Fee. Additional deposits or payments may be required to cover other aforementioned extension-related District expenses.

## D. General Facilities Charge

The District's current General Facilities Charges (GFC) shall be paid to the District by the Developer prior to provision of domestic water service for each metered connection and/or prior to provision of fire protection service for each metered or non-metered fire line connection in accordance with the DE manual and current District policy. The current Potable GFC is \$2,450 per ERU. The current fire GFC is \$850 per ERU.

The District's current General Facilities Charge (GFC) shall be paid to the District by the property owner or developer prior to connection to the water system. The GFC includes a charge per equivalent residential unit (ERU) for potable water and a charge per ERU for fire suppression capacity. The ERU count for the domestic GFC is based on the meter size for potable service. If the service to the property includes a fire suppression line that is supplied by the metered domestic service, the fire line ERU count is based on the domestic meter size. If the fire line is separate from the potable service, the fire GFC is based on the fire line size. The total GFC for a ¾ inch potable service without a separate fire line is \$3,300.

The wholesale contract with SPU has provisions to allocate and recover asset costs for projects that add supply capacity, such as conservation, using either what is defined in the contracts as "Facilities Charges" or through wholesale water rates. The Seattle Regional Water Supply System Operating Board has elected to recover these costs through "Facilities Charges" based on number of ERUs added, and each water utility may recover those costs from its customers as it chooses. SPU's contract does not require that these costs be collected by new utility customers at the time of connection to the system. The District has elected to collect the SPU Facilities Charge from new connections as a direct pass-through charge. As of January 2019, the SPU Facilities Charge is \$1,081 for a service with one inch or smaller meter.

The number of ERUs per connection are assigned by the required meter size as indicated below.

TABLE 1.2
GENERAL FACILITIES CHARGES\*

Meter or Fire Line Size (in)	ERUs	Potable GFC	Fire GFC
3/4	1	\$2,450	\$850
1	2	\$4,900	\$1,700
1.5	5	\$12,250	\$4,250
2	8	\$19,600	\$6,800
3	22	\$53,900	\$18,700
4	31	\$75,950	\$26,350
6	66	\$161,700	\$56,100
8	112	\$274,400	\$95,200
10	169	\$414,050	\$143,650
12	238	\$583,100	\$202,300

<sup>\*</sup>Reference Resolution No. 17-1274 for full District GFC requirements.

Additionally, a Developer will be charged a Meter Upsize Fee when an existing meter is replaced with a large meter. The Meter Upsize Fee is calculated based on the net additional ERU's per connection.

# E. Site Facilities Charge

The Site Facilities Charge is based on meter size and time and material costs for installation. In the event costs exceed the minimum charge, additional costs will be billed at current time and material rates. The current minimum charges are as follows:

TABLE 1.3 SITE FACILITIES CHARGES

Meter Size (in)	Charge	
5/8x3/4	\$800	
1	\$1,000	
1.5	\$1,750	
2	\$2,000	
3	\$4,500	
4	\$8,000	
6	\$18,000	
8	\$32,000	
	TBD, but not less	
Larger than 8	than the 8-inch meter charge	

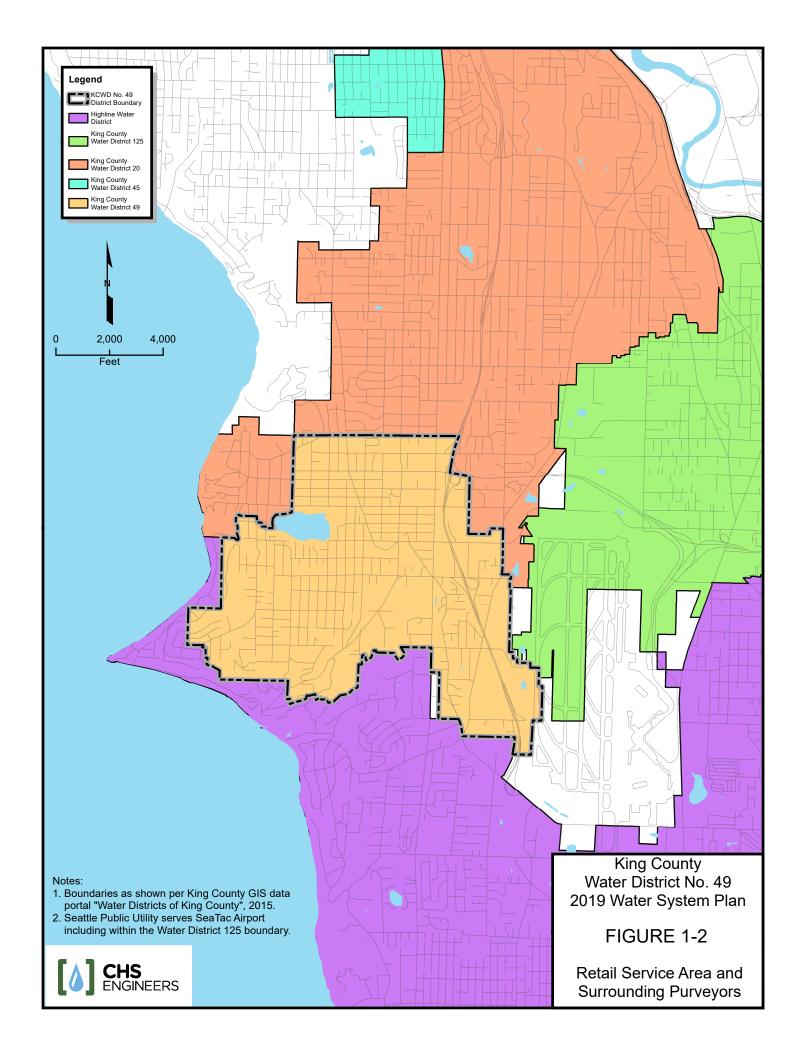
#### 1.12 COMPLAINTS

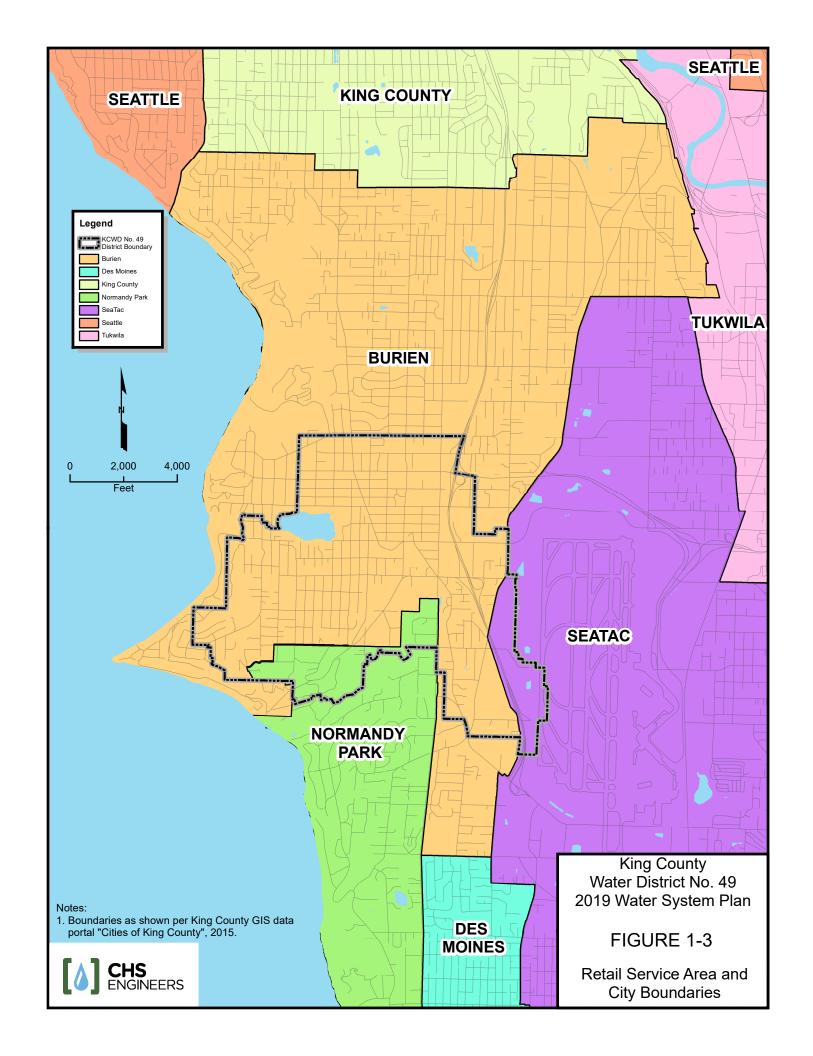
Currently, all complaints pertaining to the District are referred directly to the District Superintendent. The Superintendent initially investigates all complaints and advises the Board of Commissioners if applicable. The District keeps records of complaints by noting the complaint on the billing system. In addition, complaints presented to the Board of Commissioners are noted in the minutes of the Board meeting.

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VICINITY MAP





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