



# MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

*Rely on us.*

TO: Commissioners Mital, Simpson, Helgeson, Manning and Brown  
FROM: Mel Damewood, Engineering Manager and Brad Taylor, Water Operations Manager  
DATE: February 6, 2015  
SUBJECT: 2015 Water Policies and Procedures Update  
OBJECTIVE: Information Only

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## Issue

EWEB Staff has conducted its annual review of our Customer Service Policies and Procedures for Water. A diverse stakeholder group thoroughly reviewed and updated the documents in order to better communicate with customers.

## Background

Every year, EWEB staff reviews the Customer Service Policies and Procedures to ensure these documents meet the needs of both EWEB and its customers. This year, only minor language changes were made in order to clarify policy.

## Discussion

### **W-I, W-II and W-V Water Policy Changes:**

The 2015 review process initiated changes to W-I, Water Service Conditions, W-II, Water Main Extensions, and W-V, Water System Development Charges.

A high level summary of the changes for W-I include:

*Grammatical and clarifying changes to the policy and removed Unauthorized Use of Water from Unmetered Connection due to being covered in All Utilities.*

A high level summary of changes for W-II include:

*Grammatical changes to the policy and moved paragraph regarding temporary service to W-I.*

A high level summary of changes for W-V include:

*Grammatical changes to the policy.*

## TBL Assessment

A full TBL was not conducted on this proposal.

**Recommendation**

This item is information only.

**Requested Board Action**

There is no requested Board action. These minor revisions will be made available online on March 1, 2015 and can be viewed online at EWEB's home page at <http://www.eweb.org/policies>.