



Director's Rule

Title Customer Charges		Number FIN-220.1	Rev. no. 3
Responsibility Financial and Risk Services Branch		Supersedes N/A	Pages 4
General Manager/CEO signature  Andrew Lee (Jan 14, 2025 13:41 PST)	Approval date 01/14/2025	Effective date January 24, 2025	

1. PURPOSE

To set charges for special services provided by Seattle Public Utilities (SPU).

2. DEFINITIONS

time and materials. The actual cost incurred by SPU for work performed, including labor, equipment, materials, applicable permit fees and taxes, pavement restoration, overhead costs, and any similar costs, which is calculated by SPU after work has been completed.

3. RULE

A. Meter Charges

1) Meter test

Size (inches)	Meter Test Charge
¾ to 2	\$170
3 to 6	\$375
8	\$480
10	\$600
12	\$720

Note: Charge waived if test results fail to meet American Water Works Association (AWWA) standards.

2) Meter removal

Size (inches)	Meter Removal Charge
¾ to 1	\$135
1½ to 2	\$215
3 and larger	time and materials

3) Meter reset

Size (inches)	Meter Reset Charge
¾ to 1	\$135
1½ to 2	\$245
3 and larger	time and materials

4) Special meter read

- Customer requested meter readings \$60
- For obstructed meter readings \$125
- Adjust buried, obstructed or low meter boxes or valve boxes caused by customer installed landscaping or resurfacing (¾-inch to 2-inch meters)..... \$465

5) Meter shutoff and meter turn-on (Requests initiated by customer, customer's contractor, agent, tenant, or emergency responders acting to protect customer's premises; and for cross-connection control program. Collection and severance meter shutoff and meter turn-on charges are listed in sections B2 and B3.)

Applies to all water services (domestic, fire, and combinations).

- Meter shutoff \$120 per trip
- Meter turn-on \$120 per trip

6) Top shutoff (TSO) installation (customer expedited request)

- ¾ inch \$155
- 1 inch \$220

7) Trim customer-installed vegetation obstructing meter boxes or fire hydrants \$155

B. Collection and Severance

1) Property visit..... \$30

2) Meter shutoff for nonpayment of utility bill \$60

3) Meter turn-on once debt owed to utility is satisfied

- During normal business hours (8 am – 3:30 pm, Monday-Friday, excluding City holidays)no charge
- After hours (other than normal hours) \$80

4) Replace customer damaged lock \$160

5) Illegal jumpers

- Removal \$135
- Removal and slurry \$220
- Removal of slurrytime and materials

C. Special Field Trips

- On-property leak investigation and
City water service line is intact \$120 per trip
- Re-inspection required because
the requesting customer is not ready for
inspection by deadline or stated date \$210 per trip

D. Hydrants, nonfirefighting use of

- Hydrant use permit \$215
- Hydrant meter assembly rental \$305

Note: All equipment must be returned in the same-as-issued condition. In the event of damaged or lost equipment, SPU will assess charges equal to the cost of damaged or lost equipment, including overhead cost.

- Water consumption

Water consumption rates are based on the current City general service rates at the time of hydrant usage.

Water consumption for permits assigned a hydrant meter will be charged at 10 CCF per month or actual metered usage, whichever is greater. Permits assigned a hydrant meter are subject to per-day charges for the entire term of the permit if (a) there is any evidence of hydrant meter tampering, or (b) there is damage to the hydrant meter that prohibits SPU from accurately determining the amount of water used.

If SPU determines water consumption will be less than 10 CCF per day or the permit is for fewer than 30 consecutive days, per-day charges will be applied for the entire term of the permit.

Per-day charges are equal to 10 CCF at current City general service rates.

During a declared water emergency, hydrant-permit users allowed to continue their permits will be charged at the established surcharge-general service rate, if any.

E. Cross-Connection Control Program

- Reminder letters to customers who do not
provide acceptable proof of satisfactory
performance test of their backflow preventers
within 30 days of receiving original notification,
or to customers who have not installed
backflow preventers as required \$105 each backflow preventer
- Late assembly test shutoff notice \$155

F. Sewer Submeter Setup (includes plan review, inspections and billing initiation)

- Initial submeter setup..... \$533
- Each subsequent submeter on same account installed at the same time \$333

G. Late Payment

- Late payment: Past due balances may be subject to a monthly interest charge based on the legal rate.

H. Returned Payments

- Process returned payment..... \$25

Note: This includes all forms of payment that have been returned by a bank or other financial institution.

4. AUTHORITY/REFERENCES

- SMC 21.04.465, Standard, connection, and administrative charges (water)
- SMC 21.28.230, Standard and administrative charges (wastewater)
- SMC 3.02, Administrative code
- SMC 3.32.020, Adoption of rules
- SPU Policy CS-310, Customer Billing, Payments and Collections.
- SPU Director's Rule CS-310.1, Customer Billing, Payments and Collections
- SPU Policy/Procedure CS-105, Cross-Connection Control Program

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