



10602 S.E. 129th Avenue
Happy Valley, OR 97086
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A G E N D A

A WORK SESSION of the Sunrise Water Authority Board of Commissioners, to be held on **WEDNESDAY, JANUARY 12, 2011 AT 6:00 PM** at Sunrise Water Authority, 10602 SE 129th Avenue, Happy Valley, Oregon, 97086.

- 1. CALL MEETING TO ORDER**
- 2. INTRODUCTIONS & WELCOME OF VISITORS**
- 3. FLAG SALUTE**
- 4. PUBLIC COMMENT**
- 5. WORK SESSION ON POLICY REVIEW**

Posted per requirements January 7, 2011

The meeting site is accessible to persons with disabilities. Requests for an interpreter for the hearing impaired should be directed to Kim Anderson at 503-761-0220 or kanderson@sunrisewater.com at least 48 hours in advance

5. WORK SESSION ON POLICY REVIEW

DISCUSSION: The first item presented in this packet is an annotated Guide to the policies that were reviewed by Staff and a summary note on the types and extent of changes made in the document. Following that document every policy reviewed is presented in first its original form and then with proposed revisions. Policies 1-00 through 01-07 are policies that have been previously adopted by the Board. Starting with the Public Records Policy, policies adopted by Resolution where the content of the policy was contained in the resolution have been reformatted to match the standard policy format. The final four items are new draft policies proposed for the Boards consideration.

Annotated Guide to Recommended Policy Revisions

Policy No.	Policy Title	Notes
1-00	Board Member Attendance at Meetings	Broaden list of meetings for which Board member attendance would be paid without specific approval
2-00	Employee Computer Purchase	Eliminate; no longer needed
3-01	Credit Card Policy	Amend list of approved credit card holders and card limits; and clarify spending authority
4-01	Fixed Assets	Adds language regarding useful life and associated equipment
5-01	Rental Property Water Deposit	Updates procedural notification regarding deposit requirement and payment conditions; also amends account transfer language
6-01	Board Member Attendance at Conferences	Broadens list of pre-approved conferences and amends language to clarify travel and expense requirements
7-02	Disposal of Surplus Property	Simplify language and adds disposal procedures for computers and related electronic equipment; also clarifies alternative sales option for surplus equipment via liquidation
8-02	Late Payment and Turn-off	Amends fee schedule and procedures regarding collection
9-03	Leak Adjustment	Clarify notification procedures and adds qualifying conditions for leak adjustment
10-03	Computer Purchase for Board Members	Recommend elimination; no longer needed
11-03	Easement Acceptance	Minor change to amend signature line
12-03	Staff Apparel	Simplify language and set new limits on annual amount
13-03	Boot Reimbursement	No change; need to address status
14-09	Temporary Irrigation Meter	Simple language change
2005-01	Wellness Program	Simple language change
01-07	Concurrency in Annexation and Service Provision	Simplification of language to reflect the original IGA with Happy Valley.
Res. 2002-7	Public Records	Requires consideration by Board, confirmation that references are to current versions of docs.
Res. 2005-05	Irrigation Control	Recommend to eliminate; need discussion
Res. 2008-09	Reclaimed Water	Need discussion on intent
Res. 2010-03	Identity Theft Protection	Confirm content; placed into policy format
Res. 2010-08	Personnel Communication & Computer Use Policy	Recommend to hold and revise at future meeting

Proposed New Policies

Policy No.	Policy Title	Notes
1-10	Budget	Establish procedural standards for budgeting
2-10	Financial Management	Establish procedural standards for financial reporting
3-10	Re-Establishing Water Service Under New Property Ownership	Outline procedures for re-establishing service to a former account that may have delinquent charges and fees and now under a new property owner
4-10	SDC Credit	Outline procedures for granting SDC credit and potential transfer to new location

Sunrise Water Authority

Policy 1-00

POLICY ON BOARD MEMBER ATTENDANCE AT MEETINGS

Sunrise Board Members will receive a payment of \$50 for each Board meeting attended. Board members may also be asked to attend meetings outside of regularly scheduled Board meetings. If requested to attend meetings outside fo the normal Board, or assigned Committee meetings then Board members will receive a payment of \$50 for the meeting attended.

Sunrise Water Authority

Policy 1-00

POLICY ON BOARD MEMBER ATTENDANCE AT MEETINGS

Payment for each meeting attended by Board members will be \$50 per meeting day. Should a Board member attend multiple meetings in one day, the maximum payment will be \$50.

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Meetings automatically scheduled for payment with out additional action by the Board include:

- Regular Board
- Special Board
- Emergency Board
- Board Work Sessions
- Budget Committee
- Board Committee
- Board Sub-Committee
- Meetings of organizations to which Board Members have been assigned

Any other meeting, conference or symposium to which Board Member attendance has been approved under formal motion of the Board shall be eligible for similar payment.

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Sunrise Water Authority

Policy 2-00

EMPLOYEE COMPUTER PURCHASE PROGRAM POLICY

Each employee of Sunrise is eligible for a purchase of a home computer in the Computer Purchase Program. All new employees qualify for a one time \$500 educational assistance rebate. Sunrise will finance the purchase of the home computer if the employee uses payroll deduction to repay the no-interest loan for a computer and peripherals for a term of 24-months and not more than \$2,000. All loans will be paid in full before another loan will be administered.

[\(recommend the policy be eliminated\)](#)

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**EMPLOYEE COMPUTER
PURCHASE PROGRAM POLICY¶**

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Each employee of Sunrise is eligible for a purchase of a home computer in the Computer Purchase Program. All new employees qualify for a one time \$500 educational assistance rebate. Sunrise will finance the purchase of the home computer if the employee uses payroll deduction to repay the no-interest loan for a computer and peripherals for a term of 24-months and not more than \$2,000. All loans will be paid in full before another loan will be administered. ¶

SUNRISE WATER AUTHORITY

Policy 3-01

CREDIT CARD POLICY

The Board authorizes credit cards for staff in the following amounts:

General Manager	\$ 7,500
Operations Manager	\$ 2,500
Construction and Engineering Manager	\$ 2,500
Finance Director	\$ 2,500
Administrative Assistant	\$ 2,500
Executive Assistant	\$ 1,500
Customer Service Supervisor	\$ 2,500
Zone Managers (3)	\$ 1,000
SCADA Technician	\$ 2,500
Public Outreach/Conservation Coordinator	\$ 2,500
Customer Service Representative	\$ 1,000
Field Staff (5)	\$ 1,000
Meter Reader/Backflow (2)	\$ 1,000

The individual cardholder is responsible for the following:

- Obtaining proper documentation to support all purchase by the card. This includes but is not restricted to, receipts, class registrations, online print screens
- Security of the credit card
- Reporting Lost or Stolen Cards
- Surrendering credit cards to the General Manager or Finance Director upon termination or change of employment
- Notifying the Finance Director of any known or suspected inappropriate use of the credit card

The Finance Director or Finance Assistant is responsible for the following:

- Managing the credit card program
- Reviewing the applications and ordering the credit cards

- Reconciliation of the monthly statement to ensure all purchases are supported by the proper documentation
- Reviewing the credit card program to insure the program is properly functioning
- Payment and posting of the credit card purchases
- Maintaining a list of cards with limits and individual authorized

Limitations on the how the credit card may be used:

- The credit card may only be used to purchase goods and services for the Authority or related entities
- The limit of the card is not to be exceeded during any monthly cycle
- The credit card does not exempt the purchase from the Authority purchasing policy
- The credit cards may not be used for the following:

To obtain cash advance from financial institutions

To make personal purchases

To purchase material or services from any member of the card holder's immediate family

SUNRISE WATER AUTHORITY

Policy 3-01

CREDIT CARD POLICY

The Board authorizes credit cards for staff in the following amounts:

General Manager	\$ <u>7,500</u>	Deleted: 7,500
Operations Manager	\$ <u>5,000</u>	Deleted: .
Finance Director	\$ <u>5,00</u>	Deleted: 2,500
Finance Assistant	\$ <u>2,500</u>	Deleted: Construction and Engineering Manager . \$ 2,500¶
Engineering and Technical Services Manager	\$ <u>2,500</u>	Deleted: .
Customer Service Supervisor	\$ <u>1,500</u>	Deleted: 2,500
Government Relations Manager	\$ <u>2,500</u>	Deleted: 0
SCADA Technician	\$ <u>2,500</u>	Formatted: Font color: Custom Color(84,141,212)
Customer Service Representative	\$ <u>1,00</u>	Deleted: 5,000
Water Distribution Superintendent	\$ <u>2,500</u>	Deleted: Administrative Assistant . \$ 2,500¶ Executive Assistant . \$ 1,500¶
Field Staff	\$ <u>1,000</u>	Deleted: .
Meter Reader/Backflow (2)	\$ <u>500</u>	Deleted: 2,5001,000
Others (As Approved By General Manager)	\$ <u>500</u>	Deleted: Zone Managers (3) . \$ 1,000

The individual cardholder is responsible for the following:

- Obtaining proper documentation to support all purchases by the card. This includes but is not restricted to, receipts, class registrations, online print screens
- Security of the credit card
- Reporting Lost or Stolen Cards
- Surrendering credit cards to the General Manager or Finance Director upon termination or change of employment
- Notifying the Finance Director of any known or suspected inappropriate use of the credit card

The Finance Director or Finance Assistant is responsible for the following:

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- Managing the credit card program
- Reviewing the applications and ordering the credit cards
- Reconciliation of the monthly statement to ensure all purchases are supported by the proper documentation
- Reviewing the credit card program to insure the program is properly functioning
- Payment and posting of the credit card purchases
- Maintaining a list of cards with limits and individual authorized

Limitations on the how the credit card may be used:

- The credit card may only be used to purchase goods and services for the Authority ~~or related entities~~
- The authorized limit of the card ~~is not to serve as formal spending authority and the use of any card by staff should be coordinated with her/his supervisor and/or the Finance Director.~~
- The credit card does not exempt the purchase from the Authority's purchasing policy
- The credit cards may not be used for any personal use or the purchase of good or services not approved as part of the Authority's normal course of business.

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¶ To obtain cash advance from financial institutions¶

¶ To make personal purchases¶

¶ To purchase material or services from any member of the card holder's immediate family

SUNRISE WATER AUTHORITY

POLICY 4-01

FIXED ASSET POLICY

ADDITIONS

All purchases of capital asset in the amount greater than \$750 and an estimated useful life greater than 5 years will be recorded as a fixed asset. A computerized fixed asset register will be maintained and updated on a not longer than a quarterly basis. Fixed assets will be stated at cost or estimated historical cost. Donated fixed assets will be stated at fair market value at the time received. Maintenance and repairs will be expended as incurred. Replacements which improve or extend the lives of property will be capitalized.

Depreciation of Fixed Assets will be recognized and reflected in the general purpose financial statements. Depreciation is calculated on the straight-line method based upon the estimated useful lives of the assets:

Water System	50 years
Buildings	40 years
Automotive Equipment	5 years
Other Equipment	7-10 years

DISPOSALS

All items that are identified by staff as surplus, will be listed for the Board to properly declare the items surplus at a Board Meeting. Then the items will be properly disposed of, donated, taken to the state surplus auction, or published for sale in the paper of record, taking the first offer which meets our criteria.

SUNRISE WATER AUTHORITY

POLICY ~~4-01~~

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FIXED ASSET POLICY

ADDITIONS

All purchases of capital assets in the amount greater than \$750 and an estimated useful life greater than 5 years will be recorded as a fixed asset. A computerized fixed asset register will be maintained and updated on a ~~not longer than a quarterly~~ an annual basis. Fixed assets will be stated at cost or estimated historical cost. Donated fixed assets will be stated at fair market value at the time received. Maintenance and repairs will be expended as incurred. Replacements which improve or extend the lives of property will be capitalized.

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Depreciation of Fixed Assets will be recognized and reflected in the general purpose financial statements. Depreciation is calculated on the straight-line method based on the estimated useful lives ~~set forth under General Accepted Accounting Principles (GAAP) or engineering professional standards. General useful lives for typical equipment include:~~

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Water System	50-100 years
Buildings	30-40 years
Automotive Equipment	5 years
<u>Computer Equipment</u>	<u>5 years</u>
<u>Electronic Equipment</u>	<u>5 years</u>
<u>Telecommunication Equipment</u>	<u>5 years</u>

All other equipment will follow the depreciation schedule outline under GAAP or engineering profession standards, as applicable.

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DISPOSALS

All fixed assets recommended for disposal are subject to the provisions outlined under Policy 7-02 Disposal of Surplus Property.

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SUNRISE WATER AUTHORITY

Policy 5-01

RENTAL PROPERTY WATER DEPOSIT POLICY

The purpose of the water deposit on a rental property is to provide a similar measure of security for final payment as Sunrise Water Authority (SWA) has on a homeowner. On a homeowner we may collect money owed through SWA's water shut-off policy or through collection during the escrow process when the residence is sold. Oregon Revised Statute 264.308 allows SWA to require cash deposits of water users. Therefore, a \$100 refundable deposit will be collected for all rental property.

The only exception for not collecting water deposits from renters is if the rental property owner will keep the bill in their name. Therefore, the property owner is accepting responsibility for the account and SWA has the ability to collect money owed from the property owner through SWA's water shut-off or through collection during the escrow process when the residence is sold.

A refundable deposit, collected prior to the customer moving into the residency, will be required to establish an account for a rental property. The deposit will be applied to the final bill of the customer, with any balance being refunded along with the calculated interest for the time period of the deposit.

When the Authority is contacted after the renter has already taken possession and moved in the property, a date specific 72-hour reminder notice will be given requesting payment of the deposit. The Authority will make payment arrangements for customers unable to pay the full amount.

The Authority will pay simple interest on the \$100 water deposit calculated on an annual basis at an interest rate the Authority is receiving on the Local Government Investment Pool.

SUNRISE WATER AUTHORITY

POLICY 05-01

RENTAL PROPERTY WATER DEPOSIT POLICY

As of June 2001, a \$100 refundable water deposit, ~~collected prior to the customer moving into the residency,~~ will be required to establish an account for a rental/leased property. Since Sunrise can not place a lien on the property for water services, the deposit encourages tenants to pay their bills. The deposit will be applied to the final bill of the customer, with any credit balance being refunded along with calculated simple interest for the time period of the deposit.

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When the Authority is contacted to establish new service either by the owner of the property or the new tenant, a door hanger will be given requesting payment of the water deposit within 10 business days. When payment of the deposit is not made within 10 business days, a date specific 48 hour reminder notice is given. If the deposit goes unpaid after 48 hour notice, the water service to the property will be shut off and a \$40 turn off fee will be assessed. ~~after the renter has already taken possession and moved in the property, a date specific 72 hour reminder notice will be given requesting payment of the deposit.~~ The Authority will make payment arrangements for customers unable to pay the full amount.

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In the instance when a home owner within Sunrise's service area moves out of said owned property to rent/lease another property within Sunrise's service area and has a credit score of A or B in the Enquesta billing system, the deposit shall be waived. If at anytime the customer has the water turned off for nonpayment the water deposit will be required.

The Authority will pay simple interest on the \$100 water deposit calculated on an annual basis, at ~~an~~ the interest rate the Authority is receiving on the Local Government Investment Pool.

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The only exceptions for not collecting water deposits from renters are as follows: ~~if the rental property owner keeps the bill in their name or if in the instance that a current customer moves to another rental property within Sunrise's service area and has already paid the water deposit.~~

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If the rental property owner agrees to keep the bill in their name.

If a current customer moves to another rental property within Sunrise's service area and has already paid the deposit

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If a current home owner within Sunrise's service area moves into a rental/leased property on a temporary basis, for reasons being home burned down or new home being built, the water deposit can be waived. The customer must move out of temporary housing within 4 months for the deposit to be waived.

Sunrise Water Authority

Policy 06-01

POLICY ON BOARD ATTENDANCE AT CONFERENCES

With approval from the Sunrise Water Authority Board of Commissioners, Board members are encouraged to attend at least one industry sponsored conference a year in an effort to improve their knowledge and skill as leaders. A Board member may attend more than one a year with the approval of the Board. Conferences that a Board member can attend include, but are not limited to, events sponsored by:

American Water Works Association
Special Districts Association
American Automated Meter Reading Association

Members of the Board of Commissioners shall be compensated at the rate of \$50 per member per day of any conferences attended as a representative of the Sunrise Water Authority. Board members expenses incurred at these conferences including registration, lodging, meals, and travel expenses shall be eligible for reimbursement. In situations where either airfare (at the lowest available coach accommodations) or mileage at the current IRS rate are reasonable options for travel expense, whichever is less costly will be the rate at which reimbursement is paid, regardless of the actual mode of travel selected by the individual Board member.

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Any activity that is part of the conference can be reimbursed by Sunrise for a Board member. Activities and travel expenses for relatives of a Board member will not be reimbursed by Sunrise. If an activity is offered by a third party at the conference, the Board member can accept a one time annual 'gift' valued up to \$50.

Board members who have Sunrise Staff make their travel arrangements must inform the Executive Assistant of their attendance at an event as early as possible, but no later than one month prior to an upcoming event, in order to allow for acquisition of the best possible rates for travel, accommodations, and event registrations. Should a Board member decide not to attend an event for which arrangements have been made on his/her behalf and no alternate attendee can be found, said Board member shall reimburse Sunrise for any non-refundable deposits/airfare made on his/her behalf. Exceptions to this policy shall be, but are not limited to:

- Death in the immediate family
- Serious illness in the immediate family, or of the Board member
- Any other circumstance beyond the control of the Board member

NOTE: We need to check our forms to make sure they match the names given in policies.

Sunrise Water Authority

Policy 06-01

POLICY ON BOARD ATTENDANCE AT CONFERENCES

Board member attendance at conferences is subject to Board approval.

Conferences that a Board member can attend include, but are not limited to, events sponsored by:

- American Water Works Association
- Special Districts Association
- American Automated Meter Reading Association
- Water Environment Federation
- Water Reuse Association
- American Public Works Association
- Association of Metropolitan Water Agencies

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Compensation for attendance at an approved conference will comply with the policy on Board member attendance at meetings.

Board members who request Sunrise Staff make their travel arrangements should inform the designated Staff member of their attendance at an event as early as possible, but no later than one month prior to an upcoming event if at all possible, in order to allow for acquisition of the best possible rates for travel, accommodations, and event registrations.

Deleted: Members of the Board of Commissioners shall be compensated at the rate of \$50 per member per day of any conferences attended as a representative of the Sunrise Water Authority.

TRAVEL EXPENSES

Expenses incurred directly by Board members for attendance at conferences including registration for the conference proceedings or any activity offered as part of the conference, lodging, meals, and travel expenses shall be eligible for reimbursement. To receive reimbursement, documentation of the expenditure must be submitted within two weeks of the conclusion of travel or event attendance.

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A travel advance may be requested by submitting an expense request form to the Finance Assistant two weeks prior to the date of travel. Advances will be calculated based on GSA expense rates for the destination location. Within two

weeks of the conclusion of travel, documentation of actual expenditures must be submitted to the Finance Assistant for reconciliation of the advance to actual expenses.

Expenses related to guests traveling with the Board member will be the responsibility of the Board member. Registration in guest programs, activities or tours offered by conferences or symposiums will not be reimbursable expenses.

TRANSPORTATION

Air travel will be obtained at the lowest available coach rate. Requested class upgrades or premium rates not necessitated by scheduling conflicts will be the responsibility of the Board member.

In situations where either airfare or mileage at the current IRS rate are reasonable options for travel expense, whichever is less costly will be the rate at which reimbursement is paid, regardless of the actual mode of travel selected by the individual Board member.

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CANCELLATIONS

Should a Board member decide not to attend an event for which arrangements have been made on his/her behalf and no alternate attendee can be found or when substitutions are not allowed, said Board member shall reimburse Sunrise for any non-refundable deposits/airfare made on his/her behalf. Exceptions to this policy shall be, but are not limited to:

- Death in the immediate family
- Serious illness in the immediate family, or of the Board member
- Any other circumstance beyond the control of the Board member

Deleted: Board members who have Sunrise Staff make their travel arrangements must inform the Executive Assistant of their attendance at an event as early as possible, but no later than one month prior to an upcoming event, in order to allow for acquisition of the best possible rates for travel, accommodations, and event registrations.

SUNRISE WATER AUTHORITY

Policy 7-02

Disposal of Surplus Property Policy

The intent of the policy is to provide guideline to employees on the requirements for the disposal of surplus property.

Before disposal of any Authority property, the Board of Directors will adopt a resolution declaring that property is no longer needed for a public purpose of the Authority and declare that property surplus. However, if the estimated value is less than \$500, the property may be disposed of at the Manager's discretion.

The disposal or sale of surplus property is considered a public contract and must follow the same rules that are required for contract purchases.

If the number, value, and nature of the items to be sold make it probable that the cost of conducting a sale by competitive bidding will be such that a liquidation sale will result in substantially greater net revenue to the Authority, then no competitive bidding will be required.

For number value and nature and of the items where competitive bidding will not substantially reduce the net revenue to the Authority, the Authority will use the public contracting rules as adopted by the Authority. Notice of the sale will be advertised, bidders will be allowed to compete for the property, and the property will be sold to the highest bidder.

Sunrise Water Authority

Policy 7-02

DISPOSAL OF SURPLUS PROPERTY POLICY

Before disposal of any Authority property, the Board of Directors will adopt a resolution declaring that property is no longer needed for a public purpose and declare that property surplus. In general, the disposal or sale of surplus property is considered a public contract and must follow the same rules that are required for contract purchases.

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If the surplus item retains market value it may be sold subject to competitive bidding following the required notification and conduct of such sale. If the number, value, and nature of the items to be sold are such that the cost of conducting a sale by competitive bidding will substantially reduce the net revenue to the Authority, then no competitive bidding will be required and the items may be sold by liquidation.

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The Authority may also exchange or trade-in property when it is in the best interests of the Authority. Exchange or trade-in is considered disposal for the purposes of this policy.

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Prior to disposal of any computer, computer peripheral, software, electronic storage device or storage media device, the Authority will render unreadable all information, data, or software residing on the device. Computer or computer related equipment to be scrapped will be recycled whenever possible.

The rules of this policy, however, do not apply to the disposal of real property.

Sunrise Water Authority

Policy 8-02

LATE PAYMENT AND TURN-OFF POLICY

The late payment and turn-off policy has been adopted to encourage customers to pay their bills on time and to cover the costs associated with the notification of past due bills and the turn off procedures. The process follows the schedule described below.

- 1) Before the first of the month the Customer receives a bill with a due date of the 20th, and the billing statement will have a printed statement, which notifies the customers of Sunrises complete late payment and turn-off process including associated fees incurred.
- 2) If the bill is not paid by the end of the business day on the 20th, a late fee of \$5.00 is applied and following the due date a past due reminder is sent out.
- 3) If the bill is still not paid within 5 business days, a late fee of \$10.00 is applied and a second past due reminder with notification of turn-off day and time is sent.
- 4) If the bill is still not paid by the established due date (approximately 5 more business days) as indicated on the second notice, service is turned off and a \$25.00 call-out fee is applied to the account. A door hanger is used as the final notice that water has been shut-off.
- 5) Accounts must be paid in full prior to service being reconnected. A \$75.00 service charge will apply to services being reconnected after regular business hours. Only exact cash or money orders accepted after hours. On-call field staff does not carry change. No charge applies to accounts being turned on during regular business hours.
- 6) If a customer tampers with the meter, a \$50 Tampering Fee will be charged to the account.

Sunrise Water Authority

Policy 8-02

LATE PAYMENT AND TURN-OFF POLICY

The late payment and turn-off policy has been adopted to encourage customers to pay their bills on time and to cover the costs associated with the notification of past due bills and the turn off procedures. The process follows the [procedures](#) described below [and the related fees are per Schedule A which is attached.](#)

1) Before the first of the month the Customer receives a bill with a due date of the 20th, and the billing statement will have a printed statement, which notifies the customers of Sunrises complete late payment and turn-off process including associated fees incurred.

2) If the bill is not paid by the end of the business day on the 20th, [and after a 5 day grace period](#), a late fee [of \\$5.00](#) is applied and [following the due date a past due reminder is mailed to the customer.](#) ~~sent out.~~

3) If the bill is still not paid [by the due date on the past due reminder](#) ~~within 5 business days~~, a late fee [of \\$10.00](#) is applied and a second past due reminder with notification of turn-off day and time is sent [to the customer by mail.](#)

4) If the bill is still not paid by the established due date (approximately 5 more business days) as indicated on the second notice, service is turned off and a [\\$40.00](#) ~~\$25.00~~ call-out fee is applied to the account. A door hanger is used as the final notice that water has been shut-off.

5) Accounts must be paid in full prior to service being reconnected. A [\\$200.00](#) ~~\$75.00~~ service charge will apply to services being reconnected after regular business hours. Only exact cash or money orders accepted after hours. On-call field staff does not carry change. No charge applies to accounts being turned on during regular business hours.

6) If a customer tampers with the meter, a [\\$300.00](#) ~~\$50~~ Tampering Fee will be charged to the account [or the cost of the associated repair \(including labor and materials\), whichever is greater.](#)

[7\) If a customer tampers with a meter more than two times for a single turn off, the service to the water meter will be turned off at the corp stop, which is attached to the water main. The cost of the work \(including labor and materials will be charged to the owner of the property.](#)

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Schedule A

Late fee – past due reminder \$5.00

Late fee – 2nd past due reminder \$10.00

Call out fee – turn off \$40.00

After hours turn on fee \$200.00

Meter tampering fee \$300.00

SUNRISE WATER AUTHORITY

POLICY 9-03

LEAK ADJUSTMENT POLICY

The intent of the policy is to provide partial monetary relief from water bills resulting from a sudden and accidental leak in a customer's service line.

The leak adjustment policy applies to all Sunrise Water Authority (Sunrise) accounts. Credits for leakage will be granted to customers a maximum of two (2) times over a five-year period.

Sunrise is not responsible for a customer's leak beyond the meter. All leakage occurring beyond the meter is the responsibility of the customer. The customer must promptly repair leaks or other sources of water loss.

As a customer courtesy, under conditions outlined in this policy, Sunrise allows customers to apply for a leak adjustment credit on a water bill resulting from a sudden and accidental leak in the customer's service line.

Adjustments will not be granted for excessive water use resulting from more apparent causes like faucets inadvertently left on, hoses not turned off, leaky toilets or irrigation systems.

NOTIFICATION

Sunrise will notify the customer verbally or by door hanger if a leak is found by a field representative during a routine inspection. When notification occurs by Sunrise to the Customer or the Customer to Sunrise, a Leak Adjustment Request Form will be sent to the customer. The Customer will then have forty-five (45) days to fix the leak and return the completed Leak Adjustment Request Form to be eligible to receive an adjustment. If the Leak Adjustment Request Form is not received within the forty-five (45) day limit the customer will be responsible for the entire amount of leak consumption.

PROCESS

Sunrise Customer Service staff will evaluate the leak adjustment request based on the qualifying conditions in this policy.

- A. To apply for a leak adjustment the customer shall:
 - 1. Submit a completed Leak Adjustment Request form to Sunrise Customer Service staff within forty-five (45) days of notification.
 - 2. Provide copies of the plumber's bills, receipts for parts required to fix the leak and/or pictures or additional information of why receipts were not obtained.
- B. SWA Customer Service will calculate the leak adjustment request by:
 - 1. Determining how many billing cycles the leak covered. Calculating the 'excess consumption' based on the customer's average usage for the same period in previous years. The average will be deducted from the total consumption used during the period of the leak to determine the excess consumption.
 - 2. Where there is no previous customer use history, the customer's average use will be based on average industry consumption for similar customers during the time period.
 - 3. The average consumption for the time period will be billed at Sunrise's regular rate.
 - 4. The excess consumption will be billed at the calculated wholesale rate.
 - 5. The sum of the average consumption and the excess consumption will be the new amount for the bill and will be subtracted from the original bill to provide the amount of the credit.
 - 6. The credit will then be applied to the customers account and show on the next bill.
 - 7. Notification of the approved leak adjustment will be mailed to the customer within two weeks of the next billing date.
 - 8. Payment arrangements may be made available upon customer request. When payments are not made in a timely manner the account will

receive late notices, late fees and/or be subject to shut-off for non-payment.

APPEAL PROCESS

- A. A customer may appeal staff's decision to the Board of Commissioners when: Staff determines that the customer does not qualify for a leak adjustment or if the customer disagrees with the amount of the leak adjustment.
- B. A customer who chooses to appeal the staff decision must notify Customer Service of their desire to appeal either by phone or by submitting a written request. The customer must indicate the reason for their appeal and include information supporting the appeal. Customer Service will notify the customer of the date the Board of Commissioners will consider the appeal.
- C. The following information is required for an appeal:
 - 1. Customer's name, address, and phone number.
 - 2. A copy of the water bill(s) in question.
 - 3. A copy of the completed leak adjustment form (including receipts).
 - 4. A copy of staff's decision.
- D. The Board of Commissioners will review the customer's appeal at the next regular monthly meeting. Staff will convey the Board's decision in writing to the customer within thirty (30) days of the review. All decisions of the Board of Commissioners are final.

SUNRISE WATER AUTHORITY

POLICY 9-03

LEAK ADJUSTMENT POLICY

The intent of the policy is to provide partial monetary relief from water bills resulting from a sudden and accidental leak in a customer's service line.

The leak adjustment policy applies to all Sunrise Water Authority (Sunrise) accounts. Credits for leakage will be granted to customers a maximum of two (2) times over a five-year period.

Sunrise is not responsible for a customer's leak beyond the meter. All leakage occurring beyond the meter is the responsibility of the customer. The customer must promptly repair leaks or other sources of water loss.

As a customer courtesy, under conditions outlined in this policy, Sunrise allows customers to apply for a leak adjustment credit on a water bill resulting from a sudden and accidental leak in the customer's service line.

Adjustments will not be granted for excessive water use resulting from more apparent causes like faucets inadvertently left on, hoses not turned off, leaky toilets or irrigation systems.

NOTIFICATION

Sunrise will notify the customer verbally or by door hanger if a leak is found by a field representative during a routine inspection. If the customer takes no action and the leak is still apparent on the next regular visit, one more notification will be given. Leak adjustment request forms will not be given to a customer without the customer requesting it either by phone or in writing. ~~When notification occurs by Sunrise to the Customer or the Customer to Sunrise, a Leak Adjustment Request Form will be sent to the customer. The Customer will then have forty-five (45) days to fix the leak and return the completed Leak Adjustment Request Form to be eligible to receive an adjustment. If the Leak Adjustment Request Form is not received within the forty-five (45) day~~

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limit the customer will be responsible for the entire amount of leak consumption.

QUALIFYING CONDITIONS

- A. Repairs on the leak must be complete.
- B. When the adjustment excess usage exceeds \$500, the customer must provide verification that they did not qualify for reimbursement from their homeowner's insurance.
- C. If the new installation of water lines is required, the customer must certify that the new lines are not covered under a warranty by another party.

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PROCESS

Sunrise Customer Service staff will evaluate the leak adjustment request based on the qualifying conditions in this policy.

- A. To apply for a leak adjustment the customer shall:
 - 1. Submit a completed Leak Adjustment Request form to Sunrise Customer Service staff within forty-five (45) days of notification.
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 - 1. Determining how many billing cycles the leak covered. Calculating the 'excess consumption' based on the customer's average usage for the same period in previous years. The average will be deducted from the total consumption used during the period of the leak to determine the excess consumption.
 - 2. Where there is no previous customer use history, the customer's average use will be based on average industry consumption for similar customers during the time period.

3. The average consumption for the time period will be billed at Sunrise's regular rate.
4. The excess consumption will be billed at the calculated wholesale rate.
5. The sum of the average consumption and the excess consumption will be the new amount for the bill and will be subtracted from the original bill to provide the amount of the credit.
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- B. A customer who chooses to appeal the staff decision must notify Customer Service of their desire to appeal either by phone or by submitting a written request. The customer must indicate the reason for their appeal and include information supporting the appeal. Customer Service will notify the customer of the date the Board of Commissioners will consider the appeal.
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- D. The Board of Commissioners will review the customer's appeal at the next regular monthly

meeting. Staff will convey the Board's decision in writing to the customer within thirty (30) days of the review. All decisions of the Board of Commissioners are final.

Sunrise Water Authority

Policy 11-03

EASEMENTS ACCEPTANCE POLICY

The Easement Acceptance Policy is the formalized process by which Sunrise accepts easements for facilities and infrastructure. A Waterline Easement template includes the formalized process in detail and is presented as Attachment 11-03-1. The Waterline Easement form is filled out by the Grantor and then acceptance by the governing body can occur.

WATERLINE EASEMENT

The undersigned, Sunrise Partners, LLC., Grantor, for the consideration of the sum of one dollar (\$1.00) paid to Grantor, the receipt of which is hereby acknowledged, grants unto the Sunrise Water Authority, a municipal corporation, organized and existing under the laws of the state of Oregon, its successors and assigns, (hereinafter "Authority"), a permanent right-of-way and easement to construct, reconstruct, operate, maintain, repair and replace underground water supply pipelines and mains and all necessary related facilities under and along described premises attached as Exhibit "A" and incorporated herewith by this reference.

The permanent right-of-way and easement shall include the right for the Authority to construct, operate, maintain, and remove underground water pipelines and mains and all necessary appurtenances for the conveyance of water over, under, and across the right-of-way. The installation of plant material or construction of buildings, fences and other obstructions which may endanger the safety or interfere with the use of said water pipelines and mains or appurtenances to the water pipelines or mains shall be prohibited without written approval of the Authority; sewer or other utility facilities existing within the easement at the time of creation are exempt from this provision. The Authority has the right of ingress and egress to and over the premises at any and all times for the purpose of patrolling, maintaining, repairing, or replacing the water pipelines and mains and appurtenances, or installing additional pipelines and mains and appurtenances and for doing anything necessary, useful, or convenient for the enjoyment of the easement.

Subsequent to any work performed by the Authority within or on the easement, the Authority shall restore the easement property to a condition as close as possible to the condition prior to the performance of work within or on the easement. The Authority will be liable for any and all material damage to property or trees that do not endanger the safety or interfere with the use of said water pipelines and mains or appurtenances, or utilities, caused in whole or in part by the initial installation, operation, repair, maintenance, removal, or presence of its facilities, appurtenances or equipment.

Grantor does hereby covenant with the Authority that it is lawfully seized and possessed of the real estate above described and has good and lawful right to convey the easement. Grantor further covenants that the subject real estate is free and clear from all encumbrances except as follows:

_____, and it will forever warrant and defend title thereto against the lawful claims of all persons.

The grantor does here agree that it shall not construct, build, install, or erect any dwellings, garages, plant material or other easements on the easement set forth in this document.

Dated this ____ day of _____, 2003

(NAME, TITLE)

(FIRM, ADDRESS)

This is to certify that the interest in real property conveyed herein to Sunrise Water Authority, a governmental agency organized under ORS 450, is hereby accepted by the undersigned, General Manager, on behalf of the Sunrise Water Authority Board of Commissioners, pursuant to authority conferred by motion of said Board, passed on _____, 20____, and the grantee(s) consent(s) to the recordation thereof by its duly authorized officer.

JOHN D. THOMAS, GENERAL MANAGER
SUNRISE WATER AUTHORITY

STATE OF _____)
)ss.
County of _____)

The foregoing instrument was acknowledged before me this _____ day of _____, 2003, by _____.

Notary Public for _____
My Commission Expires: _____

STATE OF OREGON)
)ss.
County of Clackamas)

The foregoing instrument was acknowledged before me this _____ day of _____, 2003, by John D. Thomas as the _____ of Sunrise Water Authority.

Notary Public for Oregon
My Commission Expires: _____

Sunrise Water Authority

Policy 11-03

EASEMENT ACCEPTANCE POLICY

The Easement Acceptance Policy is the formalized process by which Sunrise accepts easements for facilities and infrastructure.

Construction of water facilities by developers or property owners that lie within private property boundaries will be approved and accepted conditioned upon the completion of necessary easements benefitting the Authority. Easements will be in the form provided by the Authority as Exhibit A to this policy.

EXHIBIT A TO EASEMENT ACCEPTANCE POLICY

WATERLINE EASEMENT

The undersigned, _____, Grantor, for the consideration of the sum of one dollar (\$1.00) paid to Grantor, the receipt of which is hereby acknowledged, grants unto the Sunrise Water Authority, a municipal corporation, organized and existing under the laws of the state of Oregon, its successors and assigns, (hereinafter "Authority"), a permanent right-of-way and easement to construct, reconstruct, operate, maintain, repair and replace underground water supply pipelines and mains and all necessary related facilities under and along described premises attached as Exhibit "A" and incorporated herewith by this reference.

The permanent right-of-way and easement shall include the right for the Authority to construct, operate, maintain, and remove underground water pipelines and mains and all necessary appurtenances for the conveyance of water over, under, and across the right-of-way. The installation of plant material or construction of buildings, fences and other obstructions which may endanger the safety or interfere with the use of said water pipelines and mains or appurtenances to the water pipelines or mains shall be prohibited without written approval of the Authority; sewer or other utility facilities existing within the easement at the time of creation are exempt from this provision. The Authority has the right of ingress and egress to and over the premises at any and all times for the purpose of patrolling, maintaining, repairing, or replacing the water pipelines and mains and appurtenances, or installing additional pipelines and mains and appurtenances and for doing anything necessary, useful, or convenient for the enjoyment of the easement.

Subsequent to any work performed by the Authority within or on the easement, the Authority shall restore the easement property to a condition as close as possible to the condition prior to the performance of work within or on the easement. The Authority will be liable for any and all material damage to property or trees that do not endanger the safety or interfere with the use of said water pipelines and mains or appurtenances, or utilities, caused in whole or in part by the initial installation, operation, repair, maintenance, removal, or presence of its facilities, appurtenances or equipment.

Grantor does hereby covenant with the Authority that it is lawfully seized and possessed of the real estate above described and has good and lawful right to convey the easement. Grantor further covenants that the subject real estate is free and clear from all encumbrances except as follows:

_____, and it will forever warrant and defend title thereto against the lawful claims of all persons.

The grantor does here agree that it shall not construct, build, install, or erect any dwellings, garages, plant material or other easements on the easement set forth in this document.

Dated this _____ day of _____, 20____

(NAME, TITLE)

(FIRM, ADDRESS)

This is to certify that the interest in real property conveyed herein to Sunrise Water Authority, a governmental agency organized under ORS 450, is hereby accepted by the undersigned, General Manager, on behalf of the Sunrise Water Authority Board of Commissioners, pursuant to authority conferred by motion of said Board, passed on _____, 20____, and the grantee(s) consent(s) to the recordation thereof by its duly authorized officer.

GENERAL MANAGER
SUNRISE WATER AUTHORITY

STATE OF OREGON)
)ss.
County of Clackamas)

The foregoing instrument was acknowledged before me this _____ day of _____, 20____, by _____ as the General Manager of Sunrise Water Authority.

Notary Public for Oregon
My Commission Expires: _____

Sunrise Water Authority

Policy 12-03

STAFF APPAREL POLICY

To achieve the vision established in the Strategic Plan, “To be the best water provider in the Northwest as judged by the phrase “being a positive household word”, recognition of the Sunrise name and logo needs to be furthered amongst our patrons. Logoed apparel for the Field and Office Staff furthers this goal in two ways. First, every time a patron interacts with an employee of Sunrise who is wearing logoed apparel, the name and identity of the organization is reinforced. The concept is called branding and is widely practiced in commercial environments. Retail, commercial, and service industry companies all rely on logoed apparel to reinforce brand name recognition. Secondly, employees who are outfitted with logoed apparel tend to take more ownership of the company they represent, and consequently extend extra effort on behalf of the patrons and take more pride in their work product.

Also contained in the Strategic Plan under Goal 9; “Insure a positive future by developing influence in the region”, is a stated desire on the part of the Board. Employees that have worn logoed apparel to functions outside of the office environment have stated that members of other organizations have recognized the Sunrise name and logo, thus even the limited amount of apparel provided is contributing to achievement of that goal.

Field Staff

Field Staff is provided an annual (fiscal year) amount of \$400 to spend on uniforms (shirts, pants and coats) that include the Sunrise Logo. Sunrise Water Authority will pay for the embroidery of the Sunrise Logo.

Office Staff

Each Office Staff employee is granted an amount of \$200 to spend on clothing with the Sunrise Logo. The Office Staff apparel purchases are not to exceed a total value of \$4,800. Sunrise Water Authority will pay for the embroidery of the Sunrise Logo.

Sunrise Water Authority

Policy 12-03

STAFF APPAREL POLICY

PURPOSE:

The intent of this policy is to foster the logo and "brand" of the Authority through its use on uniforms, work clothes and other apparel approved by the Authority.

Accordingly, each field staff employee will be provided an annual (fiscal year) amount of \$400 to spend on uniforms (shirts, pants and coats) that include the Sunrise Logo. In addition, each office staff employee will be granted an annual amount up to \$200 to spend on clothing with the Sunrise Logo. The Office Staff apparel purchases, however, are not to exceed a total value of \$5,000. In accordance with this policy, the Sunrise Water Authority will pay for the embroidery of the Sunrise Logo onto approved apparel.

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Deleted: To achieve the vision established in the Strategic Plan, "To be the best water provider in the Northwest as judged by the phrase "being a positive household word", recognition of the Sunrise name and logo needs to be furthered amongst our patrons. Logoed apparel for the Field and Office Staff furthers this goal in two ways. First, every time a patron interacts with an employee of Sunrise who is wearing logoed apparel, the name and identity of the organization is reinforced. The concept is called branding and is widely practiced in commercial environments. Retail, commercial, and service industry companies all rely on logoed apparel to reinforce brand name recognition. Secondly, employees who are outfitted with logoed apparel tend to take more ownership of the company they represent, and consequently extend extra effort on behalf of the patrons and take more pride in their work product.¶

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Office Staff¶

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Sunrise Water Authority

Policy 14-09

TEMPORARY IRRIGATION METER POLICY

A customer may request the installation of a temporary irrigation meter. Any single parcel is eligible for installation of a temporary meter one time only. A temporary irrigation meter can be utilized by the customer for a total of 36 months under this policy. Prior to installation, the requesting party will pay Sunrise:

1. Costs for installation, including the cost of the meter and backflow device; and,
2. Estimated removal charges.

Upon installation, the customer will receive regular bills from Sunrise and will pay the same in a timely manner. The meter will be removed at the expiration of the 36th month of service unless the customer requests conversion of the meter to permanent status, in which case the full cost of Systems Development Charges applicable at the date of the conversion will be immediately due and payable for continuation of service.

Sunrise Water Authority

Policy 14-09

TEMPORARY IRRIGATION METER POLICY

A property owner may request the installation of a temporary irrigation meter. Any single parcel is eligible for installation of a temporary meter one time only. A temporary irrigation meter can be utilized by the customer for a total of 36 months under this policy. Prior to installation, the requesting party will pay Sunrise:

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1. Costs for installation, including the cost of the meter and backflow device; and,
2. Estimated removal charges.

Upon installation, the customer will receive regular bills from Sunrise and will pay the same in a timely manner. The meter will be removed at the expiration of the 36th month of service unless the customer requests conversion of the meter to permanent status, in which case the full cost of Systems Development Charges applicable at the date of the conversion will be immediately due and payable for continuation of service.

Sunrise Water Authority

Policy 2005-01

Wellness Program: Health Club Membership Incentive

As part of the Wellness Program, Sunrise Water Authority will extend a \$15 reimbursement to employees who have memberships at Health Clubs. The incentive is valid with membership at any health club and proof of membership must be shown in the form of an invoice, account statement or other document displaying membership and payment. Reimbursement will be applied to employee's paycheck for the amount of \$15.

Sunrise Water Authority

Policy 2005-01

Health Club Membership Incentive

Deleted: Wellness Program:

In an effort to encourage healthful lifestyles and reduce worker injury and absenteeism due to health related issues Sunrise Water Authority will extend a \$15 per month reimbursement to employees who choose to establish or maintain memberships at Health or Athletic Clubs. The benefit is valid with membership at any health club and proof of membership must be shown in the form of an invoice, account statement or other document displaying membership and payment. Reimbursement will be applied to employee's paycheck for the amount of \$15 per month.

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Sunrise Water Authority

Policy 01-07

CONCURRENCY OF APPLICATION FOR MUNICIPAL ANNEXATION AND WATER SERVICE PROVISION

The purpose of this policy is to formalize the Sunrise Water Authority position on concurrency of annexation to municipalities with provision of water service. Under provisions of the original agreement with the City of Happy Valley for the formation of Sunrise Water Authority, and subsequent amendments, Sunrise has an obligation to facilitate annexations to Happy Valley. Amended Section A3. of the Agreement for the Formation of Sunrise Water Authority reads as follows:

3. ANNEXATION TO THE CITY OF HAPPY VALLEY

Properties within the Urban Growth Boundary contiguous to the City of Happy Valley whose owners request water service from the Water Authority shall be required to petition for annexation to the City of Happy Valley. If Happy Valley voters deny annexation, the Water Authority may serve the properties. For properties within the Urban Growth Boundary, as such Urban Growth Boundary existed on March 1, 2001, which wish connection to the water system of the Water Authority but are not contiguous to the City of Happy Valley, owners of these properties will be required to sign and record an agreement with the City of Happy Valley to not remonstrate against further annexation and to sign an irrevocable petition to the City of Happy Valley.

In order to not only meet obligations under the Agreement, but to facilitate the orderly and timely provision of urban services, Sunrise adopts as policy the following:

Properties requesting water service will be evaluated for the current status of inclusion within the City of Happy Valley.

Those properties contiguous to, or in close proximity to, an existing boundary of the City of Happy Valley will be required to submit an application for annexation to the City of Happy Valley as a condition for provision of water service by Sunrise Water Authority.

Those properties in an area bounded by the Clackamas River on the South, 177th Avenue on the East, Interstate 205 on the west, and by the Happy

Adopted: October 24, 2007

Valley City limits or City of Portland boundary on the north, and falling within the parameter of the geographical area identified in the City of Happy Valley's 2004 ballot measure for blanket approval of annexations without elections, as represented in Attachment A to this policy, would be required to execute and record an agreement with the City of Happy Valley to not remonstrate against further annexation and to sign an irrevocable petition to the City of Happy Valley as a condition for provision of water service by Sunrise Water Authority.

Sunrise Water Authority

Policy 01-07

CONCURRENCY OF APPLICATION FOR MUNICIPAL ANNEXATION AND WATER SERVICE PROVISION

The purpose of this policy is to formalize the Sunrise Water Authority position on concurrency of annexation to municipalities with provision of water service. Under provisions of the original agreement with the City of Happy Valley for the formation of Sunrise Water Authority, and subsequent amendments, Sunrise has an obligation to facilitate annexations to Happy Valley. In order to not only meet obligations under the Agreement, but to facilitate the orderly and timely provision of urban services, Sunrise agrees to require all future service outside the City of Happy Valley as follows:

- (a) Those properties contiguous to, or in close proximity to, an existing boundary of the City of Happy Valley will be required to submit a petition for annexation to the City of Happy Valley as a condition of water service.
- (b) Those properties in an area bounded by the Clackamas River on the South, 177th Avenue on the East, Interstate 205 on the west, and by the Happy Valley City limits or City of Portland boundary on the north, and falling within the parameter of the geographical area identified in the City of Happy Valley's 2004 ballot measure for blanket approval of annexations without elections, would be required to execute and record an agreement with the City of Happy Valley to not remonstrate against further annexation and to sign an irrevocable petition to the City of Happy Valley as a condition for provision of water service.

Deleted: Amended Section A3. of the Agreement for the Formation of Sunrise Water Authority reads as follows:¶

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Public Records Policy Sunrise Water Authority

Sunrise's Public Record Policy ensures compliance with local, state, and federal laws related to public information. This policy also ensures that all citizens seeking to access information shall be treated uniformly by Sunrise personnel and assisted in obtaining the requested information. Sunrise's Public Record Policy provides for timely responses, uniform fee structures, and guidelines for Sunrise. The Oregon Public Record Law provides further details. Any questions not clearly covered by this policy may be directed to the General Manager for clarification.

Procedure

- I. All public record requests must be received in writing – with two exceptions:
 - Sunrise may waive this requirement for requests from other public bodies.
 - Information on a current computer screen that can be accessed directly by Staff does not require a written request.

In order to avoid unnecessary expenditure of staff time, requests for public records shall specify the records requested with particularity, furnishing dates,

Public Records Policy

subject matter and other such detail as may be necessary to enable Sunrise staff to readily locate the records sought.

A written request also provides a record for Sunrise that may be used as a management tool to evaluate the time and material demands related to public record requests.

2. Portions of some public records may be withheld by request of the customer under certain conditions. ORS 192.445 provides that the public body shall not disclose the portion of a public record that shows a home address or personal telephone number "if the individual demonstrates to the satisfaction of the public body that the personal safety of the individual or the personal safety of a family member residing with the individual is in danger if the home address or personal telephone number remains available for public inspection."

Sunrise will require a written request to keep information confidential.

Demonstration of appropriate personal safety criteria must be consistent with State of Oregon Attorney General's guidelines, Appendix G [\(Note: Incorrect reference, must be updated\)](#).

3. Individuals utility billing information is information of a personal nature and therefore considered exempt from disclosure under ORS 192.502 (2).

4. The General Manager or designee will be responsible for reviewing requested material before release.

Public Records Policy

The General Manager or designee will review the requested materials prior to release to determine if the records [or parts of the records](#) are statutorily exempt from disclosure. The General Manager may need to confer with legal counsel as to the propriety of the request before records are made available.

4. A response acknowledging receipt of the request will be provided within a reasonable timeframe. Five (5) working days of receiving the written request will be the standard. If locating the document(s) is difficult or will require extensive research, Sunrise will provide to the requester an estimate of when the material will be available.

5. All public records requests received from an opposing party or its counsel during pending litigation between that party and the City are referred to Legal Counsel. If Sunrise is presently in litigation with an individual or organization, the release of certain records may be governed by applicable administrative or judicial procedures. When Sunrise receives requests for records during litigation, Legal Counsel must be consulted to determine the response.

6. An appointment, during regular business hours, can be scheduled for review of the requested documents at the Sunrise. Once the requested information has been compiled, the requester may wish to review the material to determine whether copies are needed. In this case, Sunrise will provide the opportunity to examine the documents during business hours. A representative of

Public Records Policy

Sunrise shall be present at any time original records are reviewed, and the charges for standing by while the records are reviewed shall be the same as the charges for searching or reviewing records. **Records may not be removed from the offices of Sunrise.** Copies of documents can be provided upon written request according to the fee structure in this policy.

7. Requests for information must be specific to existing documents.

Sunrise is not required to manipulate data, create lists from existing databases or accept standing requests for information which has not been created or retained at the time of the request. Questions regarding requests may be directed to the General Manager.

8. Fees. Materials produced or used by the Sunrise as part of its public information and education activities will not be subject to a fee. This may include brochures, pamphlets, regulatory standards and requirements, and educational materials.

Sunrise wishes to maximize access to public records and minimize administrative time devoted to tracking and collecting fees for public records. Sunrise will provide one-half hour staff time and up to \$5.00 printing and mailing costs per requester, per month, before implementing the fee schedule [\(Review these standards\)](#).

The fee schedule beyond this is contained in Attachment A. ORS 192.440 (2)

Public Records Policy

authorizes a public body to "establish fees reasonably calculated to reimburse for its actual cost in making such records available." Copying of other kinds of documents — diskette, [cd](#), Mylar, blueprint, etc., will be billed to the requester at Sunrise's cost. Persons requesting copies will be provided an estimate of costs before any copies are made.

When materials are requested in an alternate format (large print, Braille, audio tape, etc.) to meet the needs of an individual with a disability, Sunrise shall not charge any more for making these materials available than for copies in the original format. (Where providing an alternate format would be very expensive or disruptive to the operations of Sunrise, Sunrise may consult with counsel prior to providing the requested copies.)

A minimum charge per hour as presented in Attachment A, the fee schedule, or actual cost will be assessed for all records searches greater than thirty (30) minutes in response to a public records request. There will be no charge for the first 30 minutes per requester per month. As discussed above, the public records laws allow for the recovery of costs attributable to staff time spent in location and examination of public records. If it is determined that the staff time necessary to respond to the public records request will be greater than thirty(30) minutes, the person making the request will be informed of the hourly charge and an estimate of the time needed.

Public Records Policy

9. Sunrise requires prepayment of all costs associated with the records production.

10. **Fee Waiver Criteria** The General Manager has considerable discretion in granting whole or partial fee waivers. One criterion for making this decision is the public interest. Anyone wishing a fee waiver may present a request in writing to the General Manager of Sunrise. That person must specifically identify the asserted public interest.

The General Manager may consider these factors in determining whether to grant a full or partial fee waiver based on public interest:

- How the requested information benefits the public;
- what specific publics are served;
- in what manner the information will be distributed to the public;
- whether the requester can communicate meaningfully with the public;
- the requester's identity;
- the purpose for which the requester intends to use the information;
- whether the requester can demonstrate ability to disseminate the information to the public; and
- the requester's ability to pay which may be a factor, but which alone is not sufficient basis for a waiver.

Public Records Policy

[\(Consider appropriateness of factors related to dissemination of requested information to the public\)](#)

The General Manager will also consider any financial hardship on the agency, the extent of time and expense and interference with the business of the public body, the volume of the records requested, the necessity to segregate exempt from non-exempt materials, and the extent to which an inspection of the records is insufficient for the public interest or for the particular needs of the requestor.

11. Questions concerning potential exemptions or procedural issues in responding to requests should be referred to the General Manager. Questions on matters not addressed by this policy should be directed to the General Manager. If there are legal issues, the General Manager will contact Legal Counsel for guidance.

12. All requests for information concerning the personnel records of employees of Sunrise should be directed to the General Manager. The Personnel Policy (Adopted by Sunrise on August 20, 2001)[\(Check date for last adoption of amended policy\)](#) details exactly what information may be released concerning employees, by whom, and under what circumstances.

Public Records Policy

ATTACHMENT "A"

PUBLIC RECORDS FEE SCHEDULE

Photocopies:

All sizes, up to and including 11" X 17" \$.25/page

Audio Tape:

Sunrise does not have the ability to duplicate audiotapes. The actual cost of out-sourcing duplication will be charged to the requester.

Other Materials:

Diskette, [cd](#), Mylar, blueprint, etc., will be billed to the requester at Sunrise's cost.

Search Time:

Any request for records requiring more than one-half hour of Staff time, per month, per requester, shall be charged Sunrise's standard hourly rate for the employee or employees involved.

Sunrise will provide one-half hour staff time and up to \$5.00 printing and mailing costs per requester, per month, before implementing the fee schedule.

Irrigation Control Policy

Adopted by Resolution 2005-05

It is recommended that this policy be eliminated for the following reasons:

1. Implementation of the policy has been sporadic
2. No planning has been made to complete the original program objectives including budget, staffing, implementation, and oversight
3. Increased costs to developers in the current economic climate would be inappropriate
4. There are potential legal ramifications with the implementation of the policy that have not been thoroughly investigated.
5. Long term costs and benefits have not been quantified.

RESOLUTION 2005-05

A RESOLUTION OF THE SUNRISE WATER AUTHORITY ADOPTING THE IRRIGATION CONTROL POLICY FOR THE SUNRISE WATER AUTHORITY.

WHEREAS, it is in the best interest of the citizens of the Authority and the environment for the Authority to actively and aggressively pursue all appropriate conservation methods; and

WHEREAS, the peaking factor 2.5 times the average demand of the Sunrise Water Authority is largely driven by landscape irrigation demands;

WHEREAS, technology exists that can significantly influence the amount of water utilized exclusively for landscape irrigation; and,

WHEREAS, developers will not, in general, voluntarily assume the additional cost associated with installing this technology without an incentive to do so;

NOW, THEREFORE BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE SUNRISE WATER AUTHORITY:

That the Irrigation Control policy attached hereto be approved and adopted as the policy for all new developments and improvements within the Authority that entail landscape irrigation of public green spaces, and that this policy shall be retroactive to any development or improvement plans received in the Sunrise Water Authority office for approval subsequent to February 1st, 2005, which have not received final approval prior to the date of adoption of this policy.

Resolution moved by _____. Seconded by _____. Adopted by the Board of Commissioners of the Sunrise Water Authority this _____ day of _____, 2005, by the following vote: Ayes _____, Nays _____.

SUNRISE WATER AUTHORITY

Robert Frentress, Chairman

Ron Blake, Secretary

7.2 IRRIGATION CONTROL PROGRAM POLICY

DISCUSSION:

Objective and Need:

Sunrise Water Authority is a potable water supply agency. The irrigation demands within the territory served by Sunrise create a peaking factor of more than 2.5 times the base demand for potable uses. In order to lower the peaking factor, Sunrise is considering all appropriate conservation methods. Evapotranspiration based irrigation control systems are a proven technology that directly affects the amount of water applied to landscapes. However, these technologies are only effective if operated appropriately.

Planned unit developments, street improvements, subdivisions, and public green spaces are mandated by the City and County governments in SWA's service area. Concurrently mandating ET based irrigation controls for these spaces will minimize the impact of these developments or improvements on Sunrise's peaking factor and, therefore the system and source requirements.

Municipal water providers are stewards of the water resource as well as users. Taking actions that minimize demands on the current water resources for non-essential uses is one way to move towards minimizing additional withdrawals and maximizing the benefit of each gallon used. Irrigation systems with ET based controls must be designed more conscientiously than those operated with traditional timer based controllers, placing more responsibility on the landscape or irrigation system designer.

Program Requirements:

Each subdivision, planned unit development, or street improvement, either public or private, which occurs within the Sunrise service territory will be subject to the program as a condition of water service.

Any development, redevelopment, or street improvement or installation project that results in the requirement of more than one standard residential meter (5/8 X 3/4, rated at 20 gpm) to be dedicated to the irrigation of publicly accessible green space and/or planter strips, shall be required to install irrigation systems that utilize Evapotranspiration based controllers, if the green spaces are to be irrigated at any time during peak demand season. Subdivisions, planned unit developments, and road projects requiring more than two standard residential meters (5/8 X 3/4, rated at 20 gpm) to be dedicated to the irrigation of publicly accessible green space and/or planter strips, shall utilize central control systems with active connection to weather stations and flow monitoring sensors.

The Developer or project owner will be required to pay the cost for initial set-up and programming with the contractor selected by Sunrise Water Authority to manage the irrigation control system. Sunrise Water Authority will retain responsibility for engaging the contractor to operate any and all irrigation management systems installed under this program.

Annual operational costs for the management of the system shall be collected from the homeowners within the subdivision or planned unit development as a surcharge on their water bill. Industry standard charges for operation and management of ET based irrigation control systems are based upon the number of valves in the irrigation system. This charge shall be equitably distributed amongst all home sites within the subdivision or Planned Unit Development or, in the case of road projects, borne by the project owner, such as the County, City or State.

ACTION: The Board of Commissioners is requested to adopt Resolution 2005-05, instituting the Irrigation Control Program as Board policy.

Sunrise Water Authority

Policy XX-XX

POLICY DESIGNATING RECLAIMED WATER DISTRIBUTION SYSTEM COMPONENTS AS PART OF THE WATER FACILITIES

The Authority has instituted a reclaimed water distribution system as a component of the water facilities for the Authority. As such, the person or persons requesting extension of a water main may also be required to install a portion of the reclaimed water transmission system. The minimum size of said installation shall be 4-inches in diameter. The Authority may elect to install a reclaimed water main larger than that required for the distribution system at the time the extension is made. In such cases, the Authority will pay the additional cost for upsizing to the larger transmission main.

A variance from the standard pipe diameter will be considered, providing the requesting party can substantiate that the flow requirements for the development is less than that provided by the standard minimum line size.

As part of the Authority's plan review requirements, irrigation plans submitted to the jurisdiction with the authority for approving landscaping and development plans for the project shall include total instantaneous maximum flow for the irrigation system.

SUNRISE WATER AUTHORITY

Policy XX-XX

Identity Theft Prevention Policy

Statement of Purpose

This policy outlines the actions Sunrise Water Authority will take to preserve and protect personal information of its employees and customers to prevent its use in the commission of acts of identity theft.

Scope

This policy applies to employees, contractors, consultants, temporary or other workers at Sunrise Water Authority, including all personnel affiliated with third parties.

Policy

Safeguarding Personal Information: Sunrise Water Authority will maintain reasonable safeguards to protect the security and confidentiality of personal information, including its proper disposal and IT security. Personal information includes an employee or customer's name in combination with a social security number, driver's license number or identification card number, address, or any financial credit or debit card numbers, along with any security or access codes.

Social Security Numbers (SSN) Protection: Printing of SSN's on any mailed materials not requested by the employee or customer, unless required by Federal or State law; or on cards used to access products, services, or Authority's buildings; or publicly posting or displaying SSN's is prohibited.

Notification of Security Breach: In the event that personal identifying information has been subject to a breach, the Authority will provide notification of the breach to the customer or the employee as soon as possible:

1. in writing, preferred method,
2. electronically, if that is the primary manner of communication with the customer or the employee, or
3. by telephone.

The exception is if the notification would impede a criminal investigation.

Utility Billing: The Finance Director, Information Services and Customer Service Supervisor shall maintain technical controls to safeguard personal information stored in electronic format and shall document safeguard practices in writing, including maintaining security compliance as required by the banks and card processing companies.

Computer Network: The Finance Director and Information Services shall maintain controls to safeguard personal information of employees and customers by limiting access to systems to an “as needed basis”.

Human Resources Department (HR): HR is responsible to include this Identity Theft Prevention Policy as part of new employee orientation by documenting their review and understanding of this policy.

Management: Sunrise Water Authority Management is responsible to be familiar with the Identity Theft Protection Act and to meet with staff to assess current compliance and document appropriate safeguard practices in writing.

Employees: Employees are responsible to comply with this policy and any internal processes as directed. Noncompliance may result in formal disciplinary action up to and including termination of employment. Employees should contact their supervisor if they have any questions about compliance with this policy.

Identity Theft Prevention Program

Steps To Be Taken To Safeguard Sensitive Documents:

- Review documents, forms and processes that include or require personal information to determine if and when obtaining or retaining personal information is necessary.
 - If the personal information is not necessary, revise the forms and the process to eliminate collection of that information.
 - Redact personal information if no longer needed.
 - Shred documents with personal information when allowed by Oregon Revised Statutes (ORS 166) record retention schedules.
- If personal information is necessary, take steps to ensure that information is secure from unauthorized access.

Examples include but are not limited to:

 - Documents containing personal information should not be left unattended on a desk, work area or office.
 - When not in use, documents containing personal information should be stored in a secured area or in a locked file cabinet or drawer.
 - Notary journals that contain personal information should be kept in a secured area or a locked file cabinet or drawer.
 - Computers and Network
 - Passwords changed on a regular basis
 - Sharing of passwords is prohibited.
 - Computers to lock automatically when unattended.
 - Computers to be logged off at end of shift.
 - Backup tapes to be kept in secure area and/or bank lockbox.

Employee Signature

Date

Sunrise Water Authority Personnel Communication and Computer Use Policy

Statement of Purpose

This policy outlines the appropriate use of all electronic and telephonic communication systems, including, but not limited to, computers, telephones, the internet, e-mail, voice mail, pagers and all communications and information transmitted by, received from, or stored in Sunrise Water Authority (“SWA”) owned or leased systems.

Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at SWA, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by SWA.

Policy

1. **SWA Property:** All Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, telephone equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP are the property of SWA and as such are to be used for purposes related to an individual’s job with SWA, subject to exceptions noted below. For security and network maintenance purposes, authorized individuals within SWA may monitor equipment, systems and network traffic, including but not limited to network accounts providing electronic mail, at any time. SWA reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Opinions, advice, services, and all other information expressed by system users, information providers, service providers, or other third-party individuals in the system are those of the providers and not necessarily SWA. SWA will cooperate fully with local, state or federal officials in any investigation concerning or relating to misuse of SWA’s electronic communications system.

SWA shall not be liable for users’ inappropriate use of electronic communication resources or violations of copyright restrictions, users’ mistakes or negligence, or costs incurred by users. SWA shall not be responsible for ensuring the accuracy, age, appropriateness, or usability of any information found on electronic resources, including the Internet.

2. **Telephone Use:** Personal calls should be kept to a minimum to reduce negative impacts on productivity and disturbance of other employees.
Personal Bills Incurred: The employee’s supervisor must authorize personal long distance calls made by an employee and billed to SWA in advance and the employee must reimburse SWA for whatever charges are incurred. The same rules will apply to computer systems. Should an employee incur any charges on the computer system or the Internet, he/she must have advance permission and must reimburse SWA for those

Sunrise Water Authority Personnel Communication and Computer Use Policy

charges within 30 days of when the fee was charged. Any fees not reimbursed will be deducted from an employee's monthly compensation and/or final paycheck from SWA.

3. **Computer Security and Confidential Information:** Confidential information sent via an e-mail message (which is automatically sent over the Internet) is not secure.

Therefore:

A. Security:

- No personal or outside computers are permitted to access SWA's computer system without prior permission from Information Technology Department
- User accounts are not to be shared.
- Passwords must be kept secure and adhere to password protocols defined in the "SWA Personnel Communication Equipment and Computer Guidelines" manual.
- All systems, laptops and workstations will be secured with a password-protected screensaver with the automatic activation feature set at 30 minutes or less.
- Postings by an employee from a SWA email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of SWA, unless posting is in the course of business duties.
- All hosts used by the employee that are connected to SWA Internet/Intranet/Extranet, whether owned by the employee or SWA, shall be continually executing approved virus-scanning software with a current virus database unless granted an exception by the Information Technology Department.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs or Trojan horse code.
- Employees shall not copy confidential information of customers or employees to any storage systems, ((egg. CD's, USB Flash Drives, (thumb drives), Tape Drives and Hard Drives)).
- Employees must use extreme caution when using storage systems to transfer data from computer to computer. Viruses and Malware may often be transferred through this media.

- B. Privacy:** An employee does not have a privacy right in any matter created, received or sent via SWA owned or leased systems. SWA reserves the right, without advance notice and at anytime, to monitor, access or disclose any messages or documents created, received, sent or stored via SWA-owned or leased systems.

Sunrise Water Authority Personnel Communication and Computer Use Policy

- C. **Program Installation:** All programs installed on the computers must be fully licensed for that computer. Downloading free or beta software, or different versions of firm software is strictly prohibited. No personal or downloaded programs are to be installed unless granted an exception by the Information Technology Department.
- D. **Standardized Format:** All computers will be operable in a standardized format that allows for ease of servicing and repair.

E. **System and Network Activities:**

The following activities are strictly prohibited:

- Violations of the rights of any person or SWA protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of “pirated” or other software products that are not appropriately licensed for use by SWA.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which SWA or the end user does not have an active license is strictly prohibited.
- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using a SWA computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user’s local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any SWA account.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purpose of this section, “disruption” includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

Sunrise Water Authority Personnel Communication and Computer Use Policy

- Port scanning or security scanning is expressly prohibited unless prior approval from the Information Technology Department is received.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, SWA employees to parties outside SWA.
- Submitting, publishing, or displaying any defamatory, inaccurate, racially offensive, abusive, obscene, profane, sexually oriented, or threatening materials or messages, whether public or private.
- Using the network for financial gain or for commercial activity.
- Gambling.
- Pornography, (Porn).

4. Internet and E-mail Usage:

- A. **Discrimination and harassment:** Creating, sending, forwarding or storing Internet or e-mail messages or documents (including, but not limited to, e-mail message signature lines, sayings and quotations) which are offensive, intimidating, harassing, disparaging or hostile on the basis of race, gender, color, religion, national origin, disability, age, political beliefs, pregnancy or any legally protected status is grounds for disciplinary action, up to and including termination. SWA does not allow connections to sites that contain sexually explicit material. Use of such sites on SWA owned or leased equipment may lead to disciplinary action, up to and including termination.
- B. **Confidential Information:** Confidential information should not be exchanged over the Internet unless the messages and any attached files are encrypted, which requires special encryption software for both sender and receiver.
- C. **Unacceptable Use:** The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services). Under no circumstances is an employee of SWA authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing SWA resources. The lists below are by no means exhaustive, but constitute an attempt to provide a framework for activities which fall into the category of unacceptable use.

Sunrise Water Authority Personnel Communication and Computer Use Policy

D. Email and Communication Activities: The following activities are strictly prohibited:

- Sending unsolicited email messages, including the sending of “junk mail” or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of email for any other email address, other than that of the poster’s account, with the intent to harass or to collect replies.
- Creating or forwarding “chain letters”, “Ponzi” or other “pyramid” schemes of any type.
- Use of unsolicited email originating from within SWA’s networks of other internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by SWA or connected via SWA network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).
- Attempting to read, delete, copy, or modify the electronic mail of other system users, deliberate interference with the ability of other system users to send/receive electronic mail, or the use of another person’s user ID and/or password is prohibited.
- Instant messaging, (e.g. AOL, MSN, Yahoo).
- Blogging, with exception by permission from Information Technology Department.

5. **Illegal Activities:** Employee use of SWA owned or leased electronic and telephonic communication systems, including telephones, the Internet, e-mail, voice mail, and pagers must comply with all other Administrative Directives of SWA and any established departmental policies. Illegal activities discovered by monitoring or auditing activities may be brought to the attention of the appropriate governmental agency or other persons.

Improper or unethical use may result in disciplinary actions consistent with SWA policies and procedures and, if appropriate, report to state and/or federal authorities. This may also require restitution for costs associated with system restoration, hardware, or software costs.

6. **Enforcement:** Access to SWA’s electronic communications system is a privilege, not a right. All users shall be required to acknowledge receipt and understanding of all administrative regulations governing use of the system and shall agree in writing to comply with such regulations and guidelines. Noncompliance with applicable regulations may result in suspension or termination of privileges and other disciplinary action consistent with SWA policies. Violations of law may result in criminal prosecution as well as disciplinary action by SWA, up to and including termination of employment.

Sunrise Water Authority Personnel Communication and Computer Use Policy

Definitions:

<u>Term</u>	<u>Definition</u>
<i> Blogging </i>	Writing a blog. A log (short for weblog) is a personal online journal that is frequently updated and intended for general public consumption.
<i> Spam </i>	Unauthorized and/or unsolicited electronic mass mailings.
<i> Host </i>	A machine that communicates via a network includes servers and clients.
<i> Ponzi </i>	A fraudulent investment operation that involves paying abnormally high returns (“profits”) to investors out of the money paid in by subsequent investors, rather than from net revenues generated by any real business. It is named after Charles Ponzi.
<i> Trojan Horse </i>	A program that installs malicious software while under the guise of doing something else.
<i> Worm </i>	A program that replicates itself over a network and usually performs malicious actions.
<i> E-mail Bomb </i>	Sending huge volumes of e-mail to an address in an attempt to overwhelm a system.
<i> Port Scanning </i>	It is similar to a thief going through your neighborhood and checking every door and window on each house to see which ones are open and which ones are locked.

Sunrise Water Authority Personnel Communication and Computer Use Policy

CERTIFICATE

I certify that I have received a copy of the Personnel Communication and Computer Use Policy of the Sunrise Water Authority. I understand that it is my responsibility to read and ask questions, if necessary, regarding personnel policies. I accept responsibility for understanding and complying with the Authority's policies. I understand that my employment can be terminated with or without cause, at any time, at the option of either the Authority or myself, subject however only to such restrictions as may appear in the Authority Policies, Communication and Computer Use Manual, as each may be amended periodically. I understand that no one, except the General Manager and Board of Commissioners, has the authority to enter into any agreement in writing contrary to the personnel policies and procedures of the Authority.

I also understand that the Computer Use Policies do not constitute a contract of employment (either expressed or implied), and that all of the provisions and descriptions in the personnel policies are subject to change at the discretion of the Authority.

Signature

Date

SUNRISE WATER AUTHORITY

BUDGET POLICY

PURPOSE

The Authority has the responsibility to develop a budget according to Oregon Revised Statutes, that provides for services which will meet the needs of its constituents. The extent of the services and capital projects will be determined by the available resources for the activity. Budget provisions are determined by Oregon Local Budget Law (ORS 294).

Budget Statute Requirements

- a. Budget officer appointed (ORS 294.331)
- b. Proposed budget prepared (ORS 294.331)
- c. Budget officer publishes notice (ORS 294.401)
- d. Budget committee meets (ORS 294.401)
- e. Budget committee approved budget (ORS 294.406)
- f. Budget summary and notice of budget hearing published (ORS 294.421)
- g. Budget hearing held (ORS 294.430)
- h. Budget adopted, appropriations made, taxes declared & categorized (ORS 294.435)
- i. Taxes certified (ORS 294.555)

Budget Preparation

The Finance Director will develop a proposed budget based upon discussions with the Board of Commissioners and management. The proposed budget will be sent out to the Board of Commissioners, Budget Committee and management for review prior to the budget workshop.

The proposed budget will be presented at the Budget Workshop to the Board of Commissioners, sitting as the Budget Committee. Any changes requested by the Budget Committee will be incorporated into the Approved Budget which will be used to prepare the budget summary for publication and notice of the budget hearing.

The Approved Budget will be presented at the public hearing. The budget will be adopted and appropriations made in accordance with the decision of the Board of Commissioners.

The Adopted Budget is submitted to State of Oregon, Clackamas County Tax and Assessment, Clackamas County Clerk and Multnomah County Tax and Assessment.

Supplemental Budget

A supplemental budget is utilized to pay additional expenditures or spend unplanned revenues which were not anticipated during the regular budget process. Procedures for adopting a supplemental budget depend upon relationship to fund's expenditures as follows:

If less than 10% of fund's expenditures

- a. Adopted at regular meeting of the Board of Commissioners
- b. Notice must be published at least seven days prior to the meeting date

If greater than 10% of fund's expenditures

- a. Special hearing must be held.
- b. Hearing notice and supplemental budget must be published between 14 and 20 days prior to the meeting.

Sunrise Water Authority Financial Management Policy

Objectives

- To ensure that all financial systems, functions, and controls meet generally accepted accounting principles (GAAP).
- Preserve capital through prudent banking and cash management activities.
- To achieve the most productive use of cash, minimize operating costs and to control receipts and disbursements.
- To maintain an adequate segregation of duties/internal controls in order to safeguard financial assets.
- To maintain competitive and good working relations with financial institutions.
- To provide safety to employees.
- To assure stakeholders that the Authority is well managed and fiscally sound.

Accounting

- The Authority will maintain high standards of accounting. Generally accepted accounting principles (GAAP) will be used in accordance with the standards developed by the Governmental Accounting Standards Board (GASB) and endorsed by the Government Finance Officers' Association (GFOA). If guidance beyond GASB is necessary, principles will be used in accordance with the standards developed by the Financial Accounting Standards Board (FASB).
- An independent annual audit will be performed by a public accounting firm, which will issue an official opinion on the annual financial statements and management letter detailing areas that need improvements.
 - The Authority will request bids for audit services every five years.
 - The independent annual audit must meet the requirements of Ors 297.425.
 - If over \$300,000 is received for a single federal program, that program needs to be audited according to Office of Management and Budget Circular A133.
- Full disclosure will be provided in the financial statements and bond representations.
- Financial statements will be provided on a monthly basis to the Board of Commissioners for review and approval. The financial statements will show the monthly and year to date information regarding revenues and expenditures with comparison to the annual budget. Quarterly, a written analysis will be provided for variances to budget.

Fund Structure

- The accounts of the Authority are organized into funds. The operations of each fund are accounted for with a separate set of self-balancing accounts that comprises its assets, liabilities, fund equity, revenue and expenses.

- The General Fund is the general operating fund of the Authority. It is used to account for all financial resources except those required to be accounted for in another fund.
- The System Development Fund (SDC Fund) is used to account for SDC Revenues and the expenditure of those funds for system development and payment of long-term debt related to system development.
- The Debt Service Funds are used to account for debt related obligations of the Authority including any interest earnings on reserves, transfers from other funds to pay the debt and the debt payments.
- The Reserve Fund is used to accumulate funds to pay for the replacement of assets of the Authority. It is funded by transfers from the General Fund.
- Special Revenue Funds are used to account for special projects of the Authority which are not financed by general operating revenues.

Banking Services

- Banking services shall be solicited every five years on a competitive basis. The financial institution will meet the following guidelines:
 - Financial institution is on list of qualified depositories on State Treasurer's website.
 - Be insured by the FDIC.
 - Be able to facilitate transfers to and from LGIP accounts.
 - Provide annual audited financial statements.
- All Authority bank accounts must be authorized by the General Manager.

Investments

- The Authority will utilize the Oregon Local Government Investment Pool (LGIP) for all investment activity. Accounts will be maintained for separate funds and any comingled funds will be reconciled on a monthly basis.
- Investment reports will be provided to the Board of Commissioners on a monthly basis as part of the financial report package.

Fixed Assets

- Fixed Assets are accounted for based upon the **Fixed Asset Policy** which was developed based upon GASB 34 and general accounting rules.

Billing and Receipts

- The Authority bills its customers on a monthly or bi-monthly basis depending on the type of meter and/or account.
 - Bills are computed utilizing the current rates approved by the Board of Commissioners.
 - Late fees are added to bills based upon the **Late Fee Policy. Policy #**
- The Authority receives cash/checks on a daily basis.
 - Cash and checks are processed and deposited on a daily basis via a check scanning system for customer's bills by a customer service representative.

- Other checks are processed daily and deposited 3 times per week.

Accounts Payable

- The Authority maintains an accounts payable system.
- All obligations to the Authority are reviewed by the Finance Director and a second signer to ensure all Authority requirements are met. Signature on the check is approval of those requirements.
- All checks require two signatures.
- All checks are listed for Board review and approval on a monthly basis.
- A 1099 will be issued on an annual basis as required by the Internal Revenue Service.

Payroll

- The Authority maintains an integrated payroll system.
- Payroll checks are issued on a bi-weekly basis based upon timesheets.
- Deductions will be taken as required by Federal and State laws and/or upon request of the employee.
- Employees will be encouraged to utilize direct deposit for their checks.
- Payroll will be approved by Finance Director or General Manager prior to final run disbursement.
- Manual checks require two signatures.

Debt

- If feasible, the Authority may enter into long-term lease obligations or issue bonds to finance capital acquisitions upon approval of the Board of Commissioners.
- Before issuing any debt, the Authority will consult with appropriate internal/external financial advisors.

Internal Controls

- Duties are assigned to individuals in such a manner that no one individual can control all phases of collecting cash, recording funds, and processing transactions in a way that permits errors or omissions to go undetected.
- Deposits are reviewed, initialed and input into the software system by the Finance Assistant.
- All accounting computer records are kept secure. Persons authorized to edit or review the records are given the passwords only to enable them to access the system. More than one person is trained on the system. Accounting records are backed-up on a daily basis.
- The Finance Director does the reconciliation of Authority accounts and the Finance Assistant writes the checks.
- All checks require two signatures.
- All purchases are authorized by someone other than the signer of the check. Purchase approval guidelines are as follow:

- \$0 to \$2,500 Finance Director
 - \$0 to \$10,000 General Manager
 - \$10,000 and above Board of Directors
- Receipts are always verified prior to paying an invoice by the Finance Assistant. Invoices are reviewed by the check signer prior to releasing a check. Signature is evidence that all documentation has been reviewed.
- Cash transactions are verified by two employees to ensure that cash is properly recorded and deposited.
- Checks are secured in a locked vault at all times and under control of the Finance Assistant.
- Voided checks are voided by hand, signature lines are cut out and the physical check is filed in the vault. The voided check is noted in the check staff authorization report for the Board's authorization and recorded in the accounting software.
- The Authority is responsible for maintaining current signature cards.

SUNRISE WATER AUTHORITY

Policy XX-XX

Re-establishing Water Service Under New Property Ownership

The intent of the policy is to provide a guideline to employees on procedures for re-establishing water service following prior shut-off and subsequent sale of the property to new ownership.

In the event, a service was shut-off and/or an account remains delinquent with respect to the payment of prior service or fees and the associated property is sold to new ownership, the new owner will remain responsible for reconciliation of the account and payment of all outstanding service charges and fees.

However, those payments are traditionally covered as part of the sales transaction conducted with support of a title company and associated title insurance. If at closing those payments have not been made and the prior account remains delinquent, the Authority will give the new owner XX days to reconcile the account. If reconciliation payment is not received in that period of time, the account will become formally delinquent and subject to processing under the Authority's Late Payment and Turn-off Policy as part of the next billing period.

SUNRISE WATER AUTHORITY

Policy XX-XX

SDC Credit Policy

The intent of the policy is to provide a guideline to employees on the application of System Development Charge (SDC) capacity credits for water services that have been removed from the water distribution system.

An SDC capacity credit will be granted to a private property owner in the event that an original tax lot with an existing water service is subdivided or developed into multiple successor parcels. The property owner will be permitted to transfer the SDC capacity credit to one of the successor parcels.

In addition, an SDC capacity credit will be granted to a property owner whose original tax lot with an existing water service was rendered unusable or unbuildable due to: a) Acts of God (landslide, sinkholes, etc.); b) changes in zoning; or C) eminent domain actions rendering the parcel(s) or remainder thereof unbuildable.

Moreover, units of government that obtain tax lots (with existing water service) for public purposes or purchase new service connections will be granted an SDC credit for these connections that may be transferred to new locations.

The following terms and conditions apply to all SDC capacity credits:

1. The original connection that incurred the SDC must be fully abandoned and the property owner or unit of government owning that connection must pay for the associated removal and abandonment; and
2. The recipient of the SDC capacity credit pays for the cost of the water service installation or transfer, including meter assembly, at the new location (exclusive of any third-party agreements); and,
3. The transfer of SDC capacity to a new location must not compromise the ability of the existing water distribution system to maintain its current level of service to all existing customers, as determined at the sole discretion of the Authority.

It is the responsibility of the holder of the credit to inform the Authority of the desire to utilize the credit when requesting the installation of the replacement service. Capacity credits will be granted based on the size of the original meter at the original tax lot and may be transferred to only new locations within the Authority's boundary. In no instance will the transfers authorized herein require the Authority to extend or upgrade distribution mains to allow for future service connection. Any requested increase in size or capacity of the new meter will be subject to SDC's at the current applicable rate.