

## Utility Billing

LCRD bills for water and wastewater are billed on a bi-monthly schedule. To help us minimize our costs, we offer the ability to receive your bill as a PDF to your email address or by creating an account on our website.

**How Can I Pay My Bill?** Currently at this time, Lake Chelan Reclamation District accepts the following methods of payment at our office:

- Cash
- Check
- Electronic ACH
- Money Order



Unfortunately, here at our office we are unable to run your Debit Card or a Credit Card. If you wish to make a payment using a credit card, you may do so on our website under "ACCOUNT LOGIN" and by clicking "QUICK PAY" (a third-party fee will apply).

## Frequently Asked Questions

**Q: I own a summer home and want to have my water and sewer services shut off during the winter months. Do I still have to pay my bi-monthly utility bill?**

**A: Yes.** The base water and sewer rates are required to be paid on a year round basis whether you use the water or not. You may decide to physically turn off your water in the event your pipes freeze and break during the winter months, however you will still have to pay the base rate. Base rates are designed to cover the fixed costs of the District and are not a function of water use.

**Q: I rent my home out and my rental agreement requires the renter to pay for water and sewer. Can you put the bills in the renter's name?**

**A:** As a service to our customers, we will provide your renter with a copy of the bill. The bill will remain in the owner's name as they remain ultimately responsible. Under irrigation district law, the water and sewer fees are appurtenant to the land and are a lien on the property. Be sure your renters provide you with sufficient deposits so that you can pay the bills if they move out without paying for water and sewer, as you as the owner are responsible.

**Q: How do I apply for water and sewer hook ups?**

**A:** Application forms for water and sewer hook ups can be obtained by clicking on the "Forms" tab on our website or by calling our office.



Lake Chelan Reclamation District

PO Box "J" - 80 Wapato Way  
Manson, WA 98831

# Welcome to Lake Chelan Reclamation District

Serving the Lake Chelan Valley



## Contact Us:

Lake Chelan Reclamation District  
80 Wapato Way  
Post Office Box "J"  
Office: 509-687-3548  
After Hours Emergency: 509-470-2167  
[www.LCRD.org](http://www.LCRD.org)

# Welcome!

The Lake Chelan Reclamation District (LCRD) provides domestic drinking water, wastewater collection service and irrigation water to our customers.

## Domestic Water

The Lake Chelan Reclamation District draws all of its domestic (drinking) water from Lake Chelan. Even though our lake is one of the cleanest in the nation, federal law requires that a community of our size must have a water treatment plant when surface water is the source. We have a state of the art treatment facility that treats all of our water. We monitor water quality each and every day to be sure that our drinking water is pleasant and safe.

Utility bills are mailed bi-monthly and in arrears. For example: January and February utility statements are mailed on March 1st and due prior to April 1st.

**Domestic Water Rates:** Minimum Residential rate (1 ERU) is \$30 per month, for 700 cubic feet (1 cubic foot = 7.48 gallons) and excess is billed at \$4.29 cents for every additional 100 cubic feet. Commercial water rates vary depending on meter size and the number of ERUs.

**Customer Shut Off Valve:** LCRD requires all customers to install their own customer shut off valve directly after our meter box. We recommend a blank ball valve. A “stop and waste” valve is NOT permitted.

**Pressure:** In order to provide domestic water service to all areas of our district, some services will have high water pressure and may need to install a pressure reducing valve (PRV) on your main water line.

**Thermal Expansion:** Protection from thermal expansion is provided by the installation of a thermal expansion tank and a temperature and pressure relief valve (T & P Valve) at the top of your hot water tank. This thermal expansion tank controls the increased pressure generated within the normal operating temperature range of your water heater. Water expands in volume as its temperature rises. The extra volume caused by thermal expansion must go somewhere. The small tank with a sealed compressible air cushion provides a space to store and hold the additional expanded water volume.

**Winterizing:** During the cold winter months, please remember to insulate your water meter and backflow prevention assembly. We recommend placing the insulation in a garbage bag (to keep the insulation from getting wet), and then putting the bag on top of the meter. Failure to do so may result in cracked meters and pipes.

## Backflow Prevention Devices

The Lake Chelan Reclamation District continues to implement our Cross Connection Control Program as required by the Department of Health WAC 246-290-490. The District is required to store information on file regarding backflow assemblies, annual test reports and locations of the assemblies. A backflow prevention device is required, and protects our domestic water distribution system from a potential backflow incident. In accordance with the regulations, these assemblies must also be tested annually by a Certified Backflow Assembly Tester (BAT). This testing will be enforced by LCRD at the owner's or his agent's expense. In accordance with the regulations, failure to install, test or maintain backflow prevention assemblies in good working condition will result in denial of water service or termination of existing water service.

**What is a Cross Connection?** A cross connection is a point in a plumbing system where the potable water supply is connected to a non-potable source. Briefly, a cross connection exists whenever the drinking water system is or could be connected to any non-potable source (plumbing fixture, equipment used in any plumbing or irrigation system).

**Is LCRD the only water system enforcing backflow regulations?** No, all public water systems are required to implement cross-connection control programs in the State of Washington.

**Who needs a backflow preventer?** LCRD requires backflow protection to protect its public water supply from pollution and contamination in accordance with Washington State Regulations WAC 246-290-490. Any parcel that has a fire suppression system, domestic water service, lawn sprinkler system, RV Connection, swim pool/hot tub, hose bib, boiler, pond and another source of water on your property needs one.

**Is my home or my business “grandfathered” in?** There is no “grandfathering” of backflow devices which are out of compliance with current regulations. The State considers backflow regulations to be a health and safety issue. These issues must be addressed in a timely manner for the safety of the public water supply and the health of our customers.

**Why is LCRD responsible for enforcing the rules, since they are State of Washington rules?** The EPA enforces the backflow regulations by delegating the responsibility to the State. The Washington State Department of Health/Office of Drinking Water then enforces the backflow regulations by requiring the water purveyors to administer the backflow program locally. LCRD must report to the State annually to determine if the LCRD is administering the program according to regulations.

## Wastewater

The Lake Chelan Reclamation District collects all of its wastewater (sewer) and pumps it to the City of Chelan's treatment facility in Chelan Falls. All of the wastewater pumped to the City of Chelan gets metered and they bill us accordingly. This is mutually beneficial as it helps offset the City's costs and we don't have to build an extremely expensive sewer treatment plant somewhere here in Manson.

**Wastewater permitted use:** water carrying human wastes (urine and feces) and **toilet** paper are the only things you should ever flush down the toilet. Even though some products such as wipes and baby diapers claim to be flushable, they are not. It is also **NOT** permitted to connect your roof downspouts, exterior drains, storm water runoff, swimming pools or any other grey water to the sewer system.

**Grinder Pump:** Our wastewater collection system is a gravity system with all of our pipes flowing down hill. If your residence sits below our mainline, you may need to install a private grinder pump and discharge line.

**Sewer Rates:** Minimum rate is \$50 per month.

## Irrigation Water

Our district has two types of irrigation water rights within our boundaries. Domestic and Federal irrigation. Irrigation is billed as an annual assessment from January 1st - December 31st, however the irrigation water is only available from April 1st to October 15th.

**Federal Irrigation:** The Lake Chelan Reclamation Federal System provides irrigation to 1,808 customers in the Lake Chelan Valley stretching from Manson to the far east of Chelan representing around 6,336 irrigable acres. The water comes directly from Lake Chelan next to the Mill Bay Boat Launch. Federal Irrigation water is not treated and should never be consumed or connected to the potable water system.

**Domestic Irrigation:** Approximately 250 acres of domestic irrigation water rights are delivered through the domestic system. The allotment of three acre feet, per acre, is credited to the domestic meter, only after the annual irrigation assessment is paid in full.

**Irrigation Assessments:** The 2017 rate is \$145 per acre plus a \$130 per parcel fee. Any excess is billed at the normal rate. This is subject to change annually.

