

Lady Creek Water System
Policy for Member Water Leaks and Related Fees
October 17, 2011

This policy was first approved by the Lady Creek Water System (“LCWS”) Board of Directors (“Board”) on November 11, 2008 to clarify and improve the actions to be taken concerning leaks discovered on the member’s side of the water system. The Board approved a small modification to article 5 on October 17, 2011 to provide additional flexibility to the President to grant extensions of time for making repairs to members under certain circumstances.

Background: LCWS is responsible for the system up to and including the water meter. The cabin owner is responsible for the service line from the meter to the cabin, as well as all related plumbing at the cabin. Water loss due to leaks is one of the most serious problems facing LCWS. Most leaks are discovered to be on the cabin owner’s portion of the system. LCWS has initiated various procedures, policies and fees concerning “Unauthorized Use” or “Turn-on” conditions with members. The purpose of this policy is to clarify the actions to be taken and the fees to be imposed whenever a water leak is discovered on the member’s side of the system.

Actions to be taken whenever the **Water Master** discovers a leak in the cabin owner’s side of the system:

1. The **Water Master** will turn off the water meter or otherwise turn off the member’s water service. A notification will be placed on the meter with a zip tie serving as a temporary “lock”. The temporary “lock” will allow the water service to be turned on temporarily in order to facilitate repair of the leak. The **Water Master** will also attach a duplicate notice to the door of the cabin. These notices will summarize the information in 2 below. The **Water Master** will notify the LCWS office promptly of the lot and road number where the leak was discovered, the date and time of discovery, and the actions he has taken. The **Water Master** will log the leak in his monthly report to the Board.
2. The **Executive Secretary** will provide duplicate notification to the member within one week of receiving the information from the Water Master, both in a written notice sent by mail and in a telephone call. This duplicate notification by the LCWS office will state that the cabin has a water leak and the water service was turned off for that reason. The cabin owner will be given 90 days to repair the leak (the “Repair Period”). The notice will request the cabin owner to contact the office when repairs have been completed. The cabin owner will be asked to leave the water service off until the leak is repaired, except for limited on site use while the leak is being investigated. It will be made clear that the water service is not to be left on when the cabin is unoccupied or over night, unless and until the leak is repaired, and that doing so constitutes “Unauthorized Use” of water. In the case of a shared service line and/or meter, all of the members on the shared service will be given the notification, unless it can be determined by the Water Master that one or more cabins are not responsible for the leak, in which case only the responsible cabin(s) will be notified.
3. Approximately once per month during the Repair Period, the **Water Master** will visit the cabin and determine whether or not the leak has been repaired, and whether or not “Unauthorized Use” is occurring. If the cabin owner complies with the notification stipulations and repairs the leak within the Repair Period, the water service will be restored without further action or fees. The **Water Master** will visit on or shortly after the end of the Repair Period, if not satisfied that the leak has been repaired on an earlier inspection, and determine whether or not the leak has, in fact, been repaired.
4. If the **Water Master** determines that either the leak is not repaired during the Repair Period, or “Unauthorized Use” has occurred, the **Water Master** will lock the meter or otherwise lock off the water service to the cabin. A second notification will then be given, on the meter with a zip tie, on the cabin door with a zip tie, and in written form issued by the **Executive Secretary**, stating that the water has now been locked off due to the unrepaired leak or Unauthorized Use and will not be restored until the cabin owner repairs the leak and pays all charges and fees outstanding. If Unauthorized Use has occurred, the cabin owner will be assessed an Unauthorized Use Fee of \$200.00. In either case, the cabin owner will be required to pay a \$50.00 Turn On Fee before their service is restored.
5. Upon request of the member for additional time to make repairs, the President of the Board is authorized to extend the 90 day Repair Period at his/her discretion.