



Glenwood Acres Homeowners Association
P.O. Box 1915
La Pine, OR 97739

CHANGE
July 1, 2014

ByLaws

Appendix A – POLICIES AND PROCEDURES

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Glenwood Acres Homeowners Assoc #00468 2015

1. Water Board Responsibilities

The Water Board shall be responsible for but not limited to the following.

- a. The Water Board is a Standing Committee of the Glenwood Acres Homeowners Association.
- b. The Water Board shall have 5 members: Chairman, and 4 members from the GAHA Board.
- c. The Water Board is chaired by the GAHA President.
- d. The Water Board shall meet not less than 3 times per year. The date and time shall be set by the Water Board.
- e. The Water Board shall be directly responsible to the GAHA Board of Directors
- f. The Water Board Chairman shall appoint a Water Services Manager (WSM) and an Assistant Water Services Manager (AWSM). The WSM and AWSM shall be responsible to the Water Board for the day-to-day operations of the GAHA water system.
- g. The Water Board shall appoint 2 board members as a committee to develop an annual operating budget. A Water Board approved budget shall be submitted to the GAHA Board of Directors NLT April 30th of each year.
- h. The GAHA Treasurer shall be a permanent member of the Water Board's Budget Committee.
- i. The Budget committee shall work directly with the WSM in development of the budget.
- j. Those other responsibilities defined by the GAHA Board of Directors.

2. Water Service Manager/Assistant Water Service Manager

- a. The WSM shall be responsible for the development of standard operating procedures for the proper and efficient operations of the GAHA water system.
- b. The WSM shall develop Water Service Delivery (WSD) procedures for the varied aspects of water service within GAHA. WSD procedures shall be attached to Appendix B as WSD rules. WSD rules shall, at all times, adhere to state and local regulations.
- c. The WSM shall have authority to expend up to \$500 per event or emergency repairs to the GAHA water system. The WSM shall report all emergency occurrences associated with the GAHA water system and actions taken within 24 hours of the start of an emergency.
- d. The WSM and AWSM shall be responsible for maintaining a water testing program that conforms to all state and federal requirements.
- e. The WSM shall develop and produce an Annual Consumer Confident Report.
- f. The WSM shall be responsible to the Water Board for the backflow device program and implementation of an annual inspection program thereof.
- g. The WSM shall be responsible for the implementation of all water service programs approved by the Water Board.

3. Water Service Fees

The following water service fees shall apply effective July 1, 2014.

a. Regular Service for homeowners

- \$39.50/535 cu. ft. per month
- \$3.75/100 cu ft over monthly allotment
- \$50.00 Refundable Deposit
- \$25.00 Administrative/Hook-up Fee
- \$10.00 Late Fee for water bills not paid by the 25th of each month
- \$10.00 Service Fee for Returned Check, plus Bank Fees
- \$2.50 Insurance Fund Fee
- \$1.25 Water Meter Maintenance Fund Fee

b. Renter Service

- \$39.50/535 cu. ft. per month
- \$3.75/100 cu ft over monthly allotment
- \$50.00 Refundable Deposit
- \$25.00 Administrative/Hook-up Fee
- \$10.00 Late Fee for water bills not paid by the 25th of each month
- \$10.00 Service Fee for Returned Check, plus Bank Fees
- \$2.50 Insurance Fund Fee
- \$1.25 Water Meter Maintenance Fund Fee

c. Vacation/Vacant Land (with meter)

- \$27.50/375 cu. ft. per month
- \$3.75/100 cu. ft. over monthly allotment
- \$50.00 Refundable Deposit
- \$25.00 Administrative/Hook-up Fee
- \$10.00 Late Fee for water bill not paid by the 25th of each month
- \$10.00 Service Fee for Returned Check, plus Bank Fees
- \$2.50 Insurance Fund Fee
- \$1.25 Water Meter Maintenance Fund Fee

d. Commercial Service

- \$45.50/668 cu. ft. per month
- \$4.75/100 cu ft over monthly allotment
- \$50.00 Refundable Deposit
- \$25.00 Administrative/Hook-up fee
- \$10.00 late fee for water bills not paid by the 25th of each month
- \$10.00 Service Fee for Returned Check, plus Bank Fees
- \$2.50 Insurance Fund Fee
- \$1.25 Water Meter Maintenance Fund Fee

e. New Service

\$750.00 for implementation of new service.

“a”, “b”, or “c” above, shall apply as applicable after new service has started.

f. Yearly Maintenance Program

An annual fee of \$30.00 shall apply to all non-water service lots.

g. Non-Maintenance Program

A water service membership fee of \$2,000.00 shall apply to all property owners who do not belong to the yearly maintenance program and desire to be hooked up to the GAHA water system. This is in addition to the fees required in “d” and “e”, above.

h. Irrigation

User will pay electric fee for KWH used. (Rate as established/set by Midstate.)

i. Non-Payment

A fee of \$75 will be assessed for users whose water is turned off as a result of a 10-day notice for non-payment (Appendix A, Section 6, Unpaid Water Bills).

j. Service Failure

A fee of \$250 will be assessed to any user for direct cause, particularly where the backflow device is not properly or inadequately insulated, resulting in the backflow device freezing and creating a break or an “open” in the line/connection and water escapes. The user will also be responsible for and invoiced for all costs of water above the system monthly, average, over-use rate.

4. Billing of Water Service

- a. Billing for regular, renter, and vacation/vacant lot (with meter) service water use during April 30th through September 30th shall be based upon volume of use as established from meter readings.
- b. Billing for regular, renter, and vacation/vacant lot (with meter) service water use during October through March shall be at the basic monthly fee. Water use in excess of the allowed monthly volume during this period shall be billed in the April water bill.
- c. Billing for those owners on the yearly maintenance program shall be in April of each calendar year.

5. Water Service for Renters

- a. Renters are required to pay a hook-up service fee as established by the GAHA Board of Directors.
- b. Renters are required to pay a refundable start-up service deposit as established by the GAHA Board of Directors.
- c. Property owners or their agents are responsible for notifying the GAHA Water Board of new renters. They will provide their property billing information for water service.
- d. Property owners or their agents are responsible for notifying the GAHA Water Board of renters that move from their property located within Glenwood Acres.
- e. Property owners are responsible for any outstanding water bills left unpaid by renters of their property.
- f. Water service shall be stopped for any rented property, where an unpaid water bill exists for a previous renter. Water shut-off occurs after the property owner has had 60 days notice to remit the overdue water bills.
- g. Renters have 10 days from the date of receipt of the Water Service Document Package to pay the fees described in a. & b., above.

6. Unpaid Water Bills

Water users will be issued a 10-Day Shut-Off Notice when their water bill has not been paid by the 1st of the month following non-payment for 45 days.

Example:

1-5 May – Water for April (and overage for winter water use) is billed.

26 May – Bill for April water is overdue.

1-5 June – Water for May is billed.

26 June – Bill for May and June water is overdue, a 10-day Water Shut-Off Notice will be issued effective on date of notice.

A 10-day notice will stipulate date and time water will be shut off and how and where payment should/may be made. Once a 10-day shut-off notice has been issued, user must bring their account up to date (for all billed water use plus late fees).

All payments due as a result of a 10-day notice must be by money order, cashier's check or personal check. Payment may only be made to location stipulated in the 10-day shut-off notice. GAHA will not be responsible for payments sent by mail to satisfy a shut-off notice and not received by the shut-off date. A bounced personal check will result in automatic shut-off.

7. Cross Connection Program

- a. In accordance with the requirements of the Oregon Department of Human Services, Health Division, Drinking Water Program, for establishment of a cross-connection program, the Water Board has developed the following mandatory cross-connection program for Glenwood Acres.
- b. All current property owners/water users shall install or cause to be installed a state-approved double check valve (DCV) backflow control device (BCD) on their water service line, as outlined in the attached diagram.
- c. To assist property owners/water users in meeting this requirement, the Water Board has developed an installation program that is available to those who are unable, or do not want to perform the installation themselves. This installation program and the fixed fee will include all the materials, labor, and initial inspections necessary to properly install and certify the installation of the required DCV-BCD. The fixed fee is \$250.00 for each site.
- d. The required completion date is June 30, 2001. Failure to meet this deadline could result in stoppage of water service.
- e. Property owners who desire to effect their own installation of a state-approved DCV-BCD are more than welcome to do so. Please contact the Water Service Manager (Ken Mulenex, 541-536-5309) for a list of state-approved DCV-BCDs.
- f. Verification of completion of installation of a BCD shall be an "Inspection Certificate" signed by a state-certified DCV-BCD inspector prior to June 30, 2001.
- h. It is a requirement that installed DCV-BCDs be inspected annually. The Water Service Manager has been directed to develop an inspection program in compliance with this mandate. This program shall use a state certified inspector contracted to perform the inspections in the most economical method possible.
- i. Property owners may contract their own state certified inspector for the annual mandated certification.
- j. Property owners who choose to provide their own state-certified inspector for inspection of their installed DCV-BCDs shall provide a copy of the inspection certificate to the WSM not later than the date herein specified.
- k. All DCV-BCDs shall be inspected annually prior to June 30th.
- l. DCV-BCD devices that fail inspection will be repaired/replaced and reinspected within 30 days of the "Failed" inspection date.
- m. New water service customers shall comply with this program prior to water service "turn on"
- n. No outside water source (well) shall be connected between the water meter and the DCV-BCD.

8. New Water Service

- a. Property owners who desire connection to the GAHA Water Service shall complete the Water Service Request Form (see attached).
- b. The WSM shall perform a preliminary survey of the requested new water service hookup and submit recommendations, along with the water service request form to the Water Board.
- c. Upon approval of the new service hookup by the Water Board, receipt of all prescribed fees and permits, and environmental conditions being favorable, the WSM shall proceed to effect installation of a new water service.
- d. All new water service connections shall include the mandated DCV-BCD as part of the water service connection.
- e. The property owner requesting new water service connection is responsible for all required state, county, and local permits.

Attachment – New Water Service Request Form

9. Meter Reading

- a. Water meters shall be read 6 times per year, at the end of April, May, June, July, August, and September. For the months of October, November, December, January, February, March and April, the difference between the September 30th reading and the April 31st reading shall establish the water use volume.
- b. The total volume for the period October through April, shall be divided by 7 (number of months) to obtain an average monthly volume. Volume above the allowable cubic feet per month (shown below) shall be billed at the overage use rate.

Residential/Rental	535 cu. ft.
Commercial	668 cu. ft.
Vacation/Vacant Lot (w/Meter)	375 cu. ft.

Appendix A

Attachment 1

Water Service Delivery Rules

Rule 1 – Digging

Prior to any digging, the locator service shall be scheduled and completed for the dig area. The WSM or his assistant shall meet the locator service agent to insure the proper locator service is rendered.

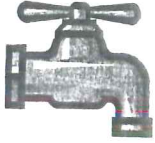
Rule 2 – Backflow Control Devices

All drinking water customers shall have a Backflow Control Device (BCD) installed on the customer side of the service meter.

The BCD shall be a double check valve type approved by the state health division.

The BCD shall be installed as outlined in Attachment 1 to this rule.

The BCD shall be installed between 18” and 36” of the customer’s side of the GAHA meter (see attached diagram).



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WATER SERVICE REQUEST FORM

Development of this form is pending

Attachment to New Water Service