

**Lady Creek Water System**  
**Policy for Member Water Leaks and Related Fees**  
**January 18, 2021**

*Note: This policy was amended in January of 2021 to reflect the increased importance on leak detection and mitigation. While most of the water leaks occur on the cabin owner's side of the meter, even internal leaks within cabins can waste substantial amounts of water and should be repaired quickly by the cabin owner.*

**Policy Statement**

Water loss due to leaks is one of the most serious problems that Lady Creek Water System ("LCWS") faces each year. Water leaks increase the costs of providing service and can result in an increase in annual dues for all cabin owners.

LCWS has a vested interest in ensuring that LCWS and cabin owners are detecting and repairing leaks, whether from their individual service lines or in LCWS mainlines and infrastructure, in a timely manner.

**Background and Purpose**

LCWS is responsible for the water system up to and including the water meter located nearest to the mainline. LCWS member cabin owners are individually responsible for the service line from the meter nearest to the mainline to the cabin, as well as all related plumbing at or around the cabin and any outbuildings.

In order to ensure that leaks are repaired in a timely manner, 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.

All noticeable leaks shall be reported to the Water Master immediately upon discovery. In addition, the Water Master is charged with leak detection through visual means or through unusually high meter reads.

LCWS will take the following actions whenever a leak on the cabin owner's side of the system is discovered:

1. The Water Master will turn off the 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 Board Designee for the Leak Elimination Program ("Board Designee") promptly of the lot and road number where the leak was discovered, the date and time of discovery, and the actions taken. The Water Master will log the leak on the monthly leak report to the Board.
2. The Board Designee 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 email or mail and in a telephone call. This duplicate notification by the Board Designee will state that the cabin has a water leak and the water service was temporarily turned off for that reason. The cabin owner will be given 90 days to repair the leak (the "Repair Period"). The notice will require the cabin owner to contact the Board Designee when repairs have been completed. The Repair Period may be extended by the Board Designee if the cabin owner is cooperating and progress on the leak repair is being made.
3. 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. The water service is not to be left on when the cabin is unoccupied or over night, unless and until the leak is repaired. Leaving the water on will constitute "Unauthorized Use" of water, which is subject to a fee. 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.

Approximately once per month during the Repair Period, the Board Designee will follow up with the cabin owner regarding progress on repairing the leak. The Water Master may also 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 or following notification from the Board Designee that the repair has been completed, to determine if the leak has 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, in the same manner described in #1 and #2 above, 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 Board Designee may grant such request based upon their judgment of the situation, subject to the final approval of the Board.