

**Paradise Community Club
Member Water Leak Credit Policy and Procedures**

Policy #: 100.1
Revision #: 3
Owner: President, Paradise Community Club

Approved By:
Paradise Community Club Board of Trustees

Effective Date: 11/14/2021

Revision History

Revision Number	Date of Revision	Revised By	Modification
1.0	12/03/2008	Brett Anderson	N/A (Original)
1.1	12/15/2010	Brett Anderson	Clarification of Policy
2.0	11/14/2021	Brett Anderson	Change Frequency to one credit every 3-years

1 Introduction

Paradise Community Club (PCC) maintains a public water system that supports nearly 400 lots owned by private citizens. Water is pumped from the wells in the system and distributed to these lots, passing through a meter in all cases. PCC is responsible for maintaining the water distribution system, up to these individual meters.

Any breaks or leaks that occur between the wells and the meters are repaired as promptly as possible and all costs are paid from PCC accounts. Individual lot owners are responsible for any repairs or water usage past the point of the meter.

Occasionally a lot owner suffers a break or leak on the owner's side of the meter. If undetected for an extended period, the lot owner can incur significant water usage charges. This policy details the extent to which a lot owner may be credited for such charges, as well as the process to follow in order to seek such a credit.

2 Purpose

To define the policy for handling water distribution breaks or leaks on private lot owner's premises and in applying a consistent methodology in terms of crediting the lot owner's water account.

3 Policy Review Frequency and Accountability

The PCC Board will review the policy on an as-needed basis.

4 Scope

This policy applies to ALL lot owners who are connected to a water meter, which is subsequently connected to the Paradise Estates water system.

5 Policy Details

- Lot owners who incur a break or leak on their side of the lot's water meter are responsible for the cost of repairs and water charges that result.
- Upon request by the lot owner, PCC will consider crediting the lot owner for one half of the **Above Average Usage³** charges resulting from the break / leak. These credits are applied directly to the customer account. Requests for credit must be made within three (3) months of receiving the bill reflecting the abnormally high usage and be approved by PCC Water Department personnel. Negligence by the lot owner or resident voids this option.

The credit calculation is as follows:

$$\text{Current Usage}^1 - \text{Normal Usage}^2 = \text{Above Average Usage}^3$$

Cost of Above Average Usage may then be reduced by 50% in the water billing system.

- Such a credit may only be calculated against the most recent billing period and may only be granted once every three (3) years. Additional requests, whether greater or lesser, will not be honored. For this reason, the customer may decide to forego a smaller credit.

6 Lot Owner Procedure

6.1 Reporting a Known or Suspected Water Leak

If a lot owner knows of or suspects a leak on or near their property they should:

1 - Shut off the water at the meter, if capable to do so.

2 - Report the matter to the PCC office at (360) 569-2669 or the Emergency Water Numbers at (360) 569-2726, (360) 523-4111 or (360) 569-2782. (A charge may apply during non-business hours.)

3 – Leak is verified by PCC representative.

Reports will be promptly investigated to verify which side of the meter is encountering the leak. Any problems discovered on the supply side of the meter shall be the responsibility of PCC. If a leak is verified on the demand side (lot owner's side) of the meter, the dispatched PCC representative will report the issue to the PCC office. The lot owner will be responsible for securing an appropriate resource to repair the problem. The PCC office staff, if present at the time, will provide potential resource names on a best effort basis but is not responsible for the workmanship or expense of the repairs. Due to potential liability issues, PCC cannot make repairs on the lot owner's side of the meter.

7 PCC Procedure

7.1 Proactive Monitoring

PCC runs an "out of range" usage report at least once per billing cycle. This report is reviewed for any unreported leaks and then delivered to the Water System Operator for follow up. The operator will contact lot owners if it appears they are consuming abnormally high water volume. Any leaks discovered will be handled per the procedure in section 6.1 above.

8 Enforcement

Any violation of this policy shall be reported to the PCC President. Violators are subject to disciplinary action, up to and including termination of employment or contract.

9 Definitions

¹**Current Usage (CU)** is the amount of water usage for the current billing cycle (in ft³).

²**Normal Usage (NU)** is the usage for the same billing period in the prior year, when the result is a positive number. Note: If the owner has owned the lot for less than one year, then all prior usage amounts will be averaged and the result considered as Normal Usage.

³**Above Average Usage (AAU)** is the difference between **Current Usage or CU** and the **Normal Usage or NU**

Example: CU (4200 ft³) – NU (400 ft³) = AAU (3800 ft³)

Result: Owner may seek a credit for 50% of the AAU (1900 ft³)