

Lake Cushman Maintenance Company

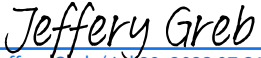
POLICY RESOLUTION NUMBER 2023-05

Relating to the Leak Forgiveness Policy


WHEREAS; the LCMC Board of Directors recognizes that increased water usage due to water leaks may result in financial hardship to an LCMC member;

NOW, THEREFORE, BE IT RESOLVED that the LCMC Board of Directors hereby adopts Resolution 2023-05 relating to the Leak Forgiveness Policy as identified in Exhibit A within this resolution.

ATTEST:


Jeffery Greb (Jul 29, 2023 07:31 PDT)
Board President, Jeffery Greb

07/29/2023
Date


Judy Rogers-Lavigne (Jul 29, 2023 12:07 PDT)
Board Secretary, Judy Rogers-Lavigne

07/29/2023
Date

EXHIBIT A

LAKE CUSHMAN MAINTENANCE COMPANY

Leak Forgiveness Policy

PURPOSE

This policy provides the procedure adopted by the LCMC for processing requests received from members to have water charges reduced when they have experienced a leak in their water system, leading to high water consumption charges. This policy replaces and supersedes the Public Works Committee Protective Policies and Procedures adopted on April 22, 2021, under the Lake Cushman Board Resolution 02-21.

SCOPE

This policy applies to LCMC members connected to the LCMC water system.

GENERAL GUIDELINES

Any leak forgiveness adjustments are done at the discretion of LCMC. They are a courtesy, not a right. Below is a list of reasons for approval and denial of water bill offsets.

List of Approved Reasons:

- Plumbing leaks occurring on the member's side of the meter

List of Unapproved Reasons:

- Outdoor water use (pool filling, outdoor maintenance, watering, etc.)
- Outdoor connection (hose, spigot, etc.) left on
- A leak forgiveness account adjustment was issued within the last five years
- The customer was notified of high-water usage and permanent repairs were not made within 90 days from the date of the original notice.

All other reasons will be considered, on an individual basis, by the Public Works Committee or the Board of Directors.

IMMEDIATE CORRECTIVE ACTION

To be eligible for leak forgiveness, the member must have the leak fixed within 90 days from the date of the original notice. Members who receive a notice should contact our Public Works office to discuss the issue. Unaddressed issues may result in the termination of water service. If water service is terminated, fees may apply, and service will not be restored until the problem is resolved.

REQUESTING FORGIVENESS

1. The member must be current on all water billing accounts at the time of submission of a leak forgiveness request.
2. Permanent repairs – Repairs required will vary with the nature of the leak. Members may either arrange for someone else to do the repair or do them themselves. The member shall retain any receipts for the repairs and provide copies with the Leak Forgiveness Affidavit:
 - a. Copy of the repair invoice (if repaired professionally)
 - b. Copy of the repair receipts (if repaired by member or member's agent)
3. The member will be required to provide proof that a personal shut-off valve is installed within 5 feet of the meter or at a location previously approved by the Public Works staff.
4. Leak Forgiveness adjustment amounts will be capped not to exceed the current annual base rate fee, applied as a credit to the account.
5. Repeat occurrences – Members may only be granted one leak forgiveness account adjustment every five years.
6. While the adjustment request is being processed, the member is responsible for payment of the entire amount due on the utility bills within the normal payment period. Otherwise, the account will be subject to all current and applicable collection activities including termination of service.

APPEAL

If the member is not satisfied with the forgiveness offered by the Public Works Staff, they may appeal their case to the Public Works Committee or Board of Directors.

The Public Works Staff will provide guidance on how a member may appeal their case to the Public Works Committee or Board of Directors.

DEFINITIONS

Leak – An unintentional increase in water consumption due to failure of something in a member’s water system. Examples include, but are not limited to, a break in a water line, a running toilet, a leaking hot water tank, or malfunctioning control valve.

Consumption Charges – Charges based upon amount of water used. Does not include the base rate fees or any collection action fees.

Forgiveness – Cancellation of consumption charges, as defined above, subject to limitations identified in this procedure.

Passed this 27th Day of July 2023

ATTEST:

Jeffery Greb
Jeffery Greb (Jul 29, 2023 07:31 PDT)
Board President, Jeffery Greb

07/29/2023
Date











Resolution 2023-05 Leak Forgiveness

Final Audit Report

2023-07-29

Created:	2023-07-28
By:	Chevon Brownell (cbrownell@lakecushmanmc.com)
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Transaction ID:	CBJCHBCAABAAictm79ztqldqOJqEdQ4s9TUMZTTjlf4b

"Resolution 2023-05 Leak Forgiveness" History

-  Document created by Chevon Brownell (cbrownell@lakecushmanmc.com)
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-  Document emailed to jgreb@lakecushmanmc.com for signature
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-  Email viewed by jgreb@lakecushmanmc.com
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-  Signer jgreb@lakecushmanmc.com entered name at signing as Jeffery Greb
2023-07-29 - 2:31:52 PM GMT- IP address: 216.235.116.107
-  Document e-signed by Jeffery Greb (jgreb@lakecushmanmc.com)
Signature Date: 2023-07-29 - 2:31:54 PM GMT - Time Source: server- IP address: 216.235.116.107
-  Document emailed to jrl@lakecushmanmc.com for signature
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2023-07-29 - 7:04:38 PM GMT- IP address: 206.214.62.77
-  Signer jrl@lakecushmanmc.com entered name at signing as Judy Rogers-Lavigne
2023-07-29 - 7:07:45 PM GMT- IP address: 206.214.62.77
-  Document e-signed by Judy Rogers-Lavigne (jrl@lakecushmanmc.com)
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