

**BOARD OF DIRECTORS
CRUMBACHER ESTATES OWNERS ASSOCIATION**

Policy #007

Water Shut-off & Re-connection (Non-payment)

Approved: March 28, 2011

Amended: January 30, 2012

Considerable time and expense is required by the Board of Directors to address accounts that are in arrears. Time spent in this manner interrupts the normal business of the association.

This cost, in addition to the lack of payment, places an unfair burden upon the association as a whole, and should be borne by the member who is in arrears.

A monetary penalty in the form of a shut-off fee should be assessed as an incentive to ensure that members do not allow their accounts to become delinquent. A monetary penalty in the form of a re-connection fee should be assessed to provide some reimbursement to the association for lost revenue during the time that water was shut off.

When it becomes necessary for the Board to disconnect water to any lot for reasons of non-payment, a service interruption fee of \$200.00 shall be assessed to the delinquent account, as established by majority vote of the Board on July 16th, 2009. A Board member or the water system operator shall shut off the service valve to the property, and shall lock the valve in the off position. If the service is metered, the current meter reading shall be recorded, and the meter removed and stored in the association pump house. The meter shall have a tag affixed to it, identifying the lot to which it pertains. Meter removal and storage shall be performed according to certified operator guidance for sanitary procedures.

Water service shall not be resumed until the account is paid in full, including service interruption fee and cost of lien filing, and the check has cleared the bank. No re-connection fee will be assessed, as established by majority vote of the Board on May 23rd, 2011.

The Board or the water system operator shall restore service to the lot within 24 hours of payment in full, unless unforeseen circumstances prevent the restoration of service.

Water Shut-off & Re-connection (Customer Requests)

Lots in good standing may request service interruption for periods of non-use, such as vacation, construction, non-residence, etc. Water service will be shut off, and the lot will be billed only for the base water rate during those months where no use has occurred. Rates will not be prorated for months with partial use. Upon resumption of service, a service interruption fee of \$100.00 shall be assessed to the account, as established by majority vote of the Board on January 30th, 2012. The customer shall be

responsible for locating and maintaining the service valve to allow access, until such time as uniform service vaults and meters have been installed.