

SOP – WATER ONE TIME FORGIVENESS REQUEST

PURPOSE

Establish policies and procedures for approving and granting a large water bill forgiveness request due to an unexpected, large water leakage in the customer's water lines beginning at the water meter.

SCOPE

To review circumstances that make a large, unexpected water leak eligible for forgiveness. Historically Lake Limerick has allowed a one-time forgiveness request since members of the community own the water system.

DEFINITIONS

Forgiveness: One time forgiveness per property owner per lot while that owner owns the lot. Forgiveness is for a single month's excess usage water bill of the members choosing caused by the leak. This does not forgive the balance, base amount or reserve.

Member in Good Standing: These are members with no current substantial Protective Covenant or other rule violations; and those who are no more than 90 days delinquent in the payment of any amount due to the Association, unless a repayment agreement has been reached and is complied with. (Bylaws of Lake Limerick Country Club, 2005)

Large Leak: Significantly higher volume use than normal during the month, e.g. several times normal usage.

Unexpected Leak: Unaware because it was hidden underground or behind a wall and or sudden loss of water because of a water line break.

Water forgiveness packet:

- Request form
- Written request from the homeowner, not from a renter or property manager
- Water meter historical data
- Water manager comments and confirmation of leak status

FORGIVENESS CONSIDERATIONS

ALLOWED

- Member in good standing, current on their water bill and HOA dues
- Major water line leak or break
- Theft by others
- Significant toilet leak
- Significant faucet leak
- Irrigation system failure

NOT ALLOWED

- Member not in good standing
- Any additional request from the same owner for the same property that already received forgiveness
- Avoidable leak
- Break caused by contractor

- Break caused by homeowner
- Leak still occurring
- Failure to winterize water lines properly unless caused by an abnormally cold winter

ROLES AND RESPONSIBILITIES

HOMEOWNER

- Leak must be repaired before request can be submitted
- Make written forgiveness request within 60 days of getting leak fixed and verified and at least 2 weeks prior to next Water Committee meeting
- If approved, homeowner must still pay
 - previous month(s) balance
 - base rate
 - reserve charges
- If not approved, homeowner may appeal to Water Committee and, if still denied, then may appeal to Hearing Committee.

OFFICE

- Runs an exception report
- Imports meter readings and notes high bills
- If forgiveness request is accepted by Water Committee and the Board, office staff will credit the requester within the next billing cycle and make notation in Water billing application records.

WATER STAFF

- Meet with homeowner to discuss leak and repair
- Submit information to the water committee before meeting
- End of the month meter read

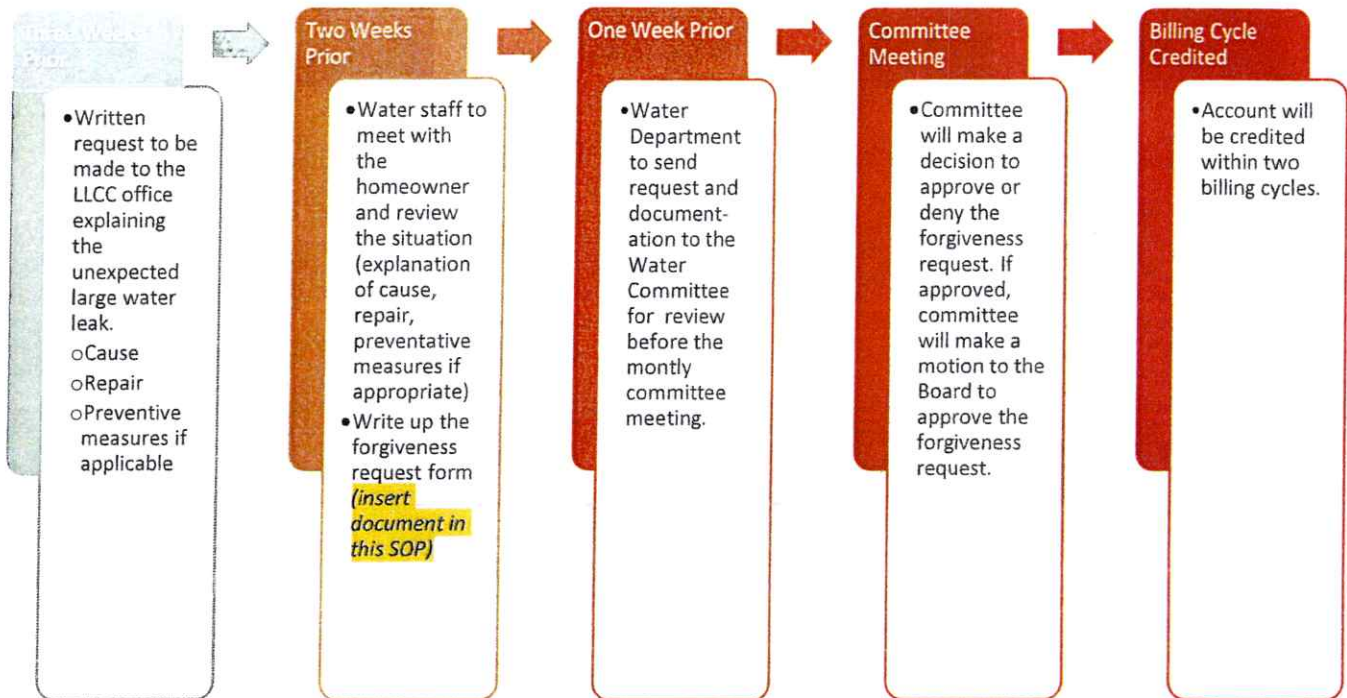
WATER COMMITTEE

- Reviews forgiveness request packet.
- During the monthly meeting, committee members will review the forgiveness request packet and make a decision on forgiveness.
- The committee will make a motion to the board to accept forgiveness request or will deny the request and provide reason(s) to owner.
- If request is denied, Water Committee will send requester a letter of denial for the forgiveness request.

LAKE LIMERICK BOARD

- Approve or deny forgiveness request

REQUEST TIMELINES – WATER MEETING (4TH SATURDAY OF THE MONTH)



FORMS

Water forgiveness request form

REVISIONS

Date	Revision Made	Initials