

Colony Mountain Community Club

Consolidated Policies and Procedures

Prepared: September 2019

Adopted: September 19, 2019

I. CMCC SHAREHOLDER RIGHTS AND RESPONSIBILITIES:

1. All provisions of the CMCC Covenants remain in force.
2. Owners are responsible for the cost of initial water service installation in accordance with the CMCC Water Service Connection Policy.
3. It shall be the responsibility of the Water customer to protect the CMCC water system, and water meter area on their lot from damage and report any problems to the water manager or CMCC Board immediately.
4. The water customer owns and is responsible for the service line and equipment on the customer side of the water meter.
5. All meter box area installations, modifications, and repairs must be approved by the CMCC water manager or his/her approved designee.
6. Only CMCC approved personnel shall work on CMCC water system up to and including the entire meter base. Violations are subject to a penalty charge in accordance with the CMCC Rates, fees and Charges Schedule.
7. CMCC will replace or repair water service parts for connected customers up to and including the meter base and meter box.
8. Upon discovering a water leak, the water manager or other Board member shall be contacted immediately. Phone numbers are posted on the Community Bulletin Board.

II. CMCC BILLING AND PAYMENT POLICY

(This policy supersedes all previous billing policies)

A. Water Billing Procedures

1. Billing dates will be the 15th of January and July.
2. Bills will be due upon receipt.
 - a. A late fee will be billed to all past due accounts on the 15th of each month.
3. After thirty days (15th of February and August), accounts not paid are past due. "Past Due" invoices will be sent including the late fee, and will be due upon receipt.

4. On or about the 1st of March and September (total of 45 days), past due accounts are delinquent and will be billed for certified postage and sent a fifteen day water shut-off notice. No further notice of water shut-off will be provided.
5. On or about the 15th of March and September (total of 60 days) water will be shut off on past due / delinquent accounts.
6. Once water is shut off, the following fees will be applied to the account balance:
 - a. Water service disconnection administrative fee
 - b. Water service reconnection fee (or Chronic water service reconnection fee, if applicable)
 - c. Late fees
7. Before water service is reconnected, all accounts must be **paid in full** with cash, money order or certified check.
8. Upon receipt of payment, water service will be reconnected within 3 days.
9. Customers experiencing hardship may submit a request to pay on an installment plan. The written request shall be submitted to the Board and include the reason for the request and a proposed payment schedule. Installment plans are subject to approval by the Board.

B. Water Bill Adjustments

1. In the event of a leak on the customer side of the meter, customers may request a water bill adjustment. The request must be made in person to the CMCC Board of Directors.
- ~~2. Only one bill adjustment is allowed per owner per lot, for the duration the property is under the same ownership. Policy-canceled – April 21, 2017~~
3. A written statement shall be presented to the Board at the time of the bill adjustment request. The written statement shall include location and description of leak, date and time found, date and time CMCC notified, and a detailed timeline of repair actions taken.
4. The adjustment request is subject to the approval of the Board. The decision of the CMCC Board of Directors is final.
5. An adjusted bill must be paid within 30 days of adjusted billing date or adjustment is null and void. Failure to pay the adjusted bill will result in immediate water shut off with no further notice.

III. CMCC RATES, FEES AND CHARGES SCHEDULE

CMCC Dues As of January 1, 2021 biannual dues = \$243	\$240 every 6 months and adjusted annually beginning 2021 based on the prior year's annual average CPI-U for Seattle-Tacoma-Bellevue, WA as published by the US Bureau of Labor Statistics; the dues are to be rounded to the nearest dollar billed in January and July per section II 2020 STB_CPI-U = 1.4%
USDA Loan Payment As of January 1, 2020 biannual payment = \$214 based on 89 Lots	\$212.00* every six months billed in January and July per section II * \$212.00 based on 90 Lots. (Shares of CMCC Stock) Beginning 2019, payment adjusted every January based on a semi-annual payment of \$19,000 divided by the number of CMCC Lots with the result rounded up to the nearest dollar Example: at 97 Lots the loan payment is \$196, at 85 Lots the loan payment is \$224
Water Rates	Base Rate: \$60.00 per 6 months (includes 13,700 gallons) Water Use Rate after 13,700 gallons: Tier 1: \$4.72 /1000 gallons up to 800 gallons/day Tier 2: \$10.00/1000 gallons for usage over 800 gallons/day
Late fee:	1% of outstanding balance per month (not compounded)
Returned check charge:	\$25.00
Meter clearing Fee:	\$50.00
Certified Mailing Fee:	actual cost
Lien fees:	actual cost
Meter installation Charges:	Actual cost or minimum charge in accordance with CMCC Water Service Connection Policy
Water service disconnection administration fee:	\$25.00
Water service reconnection fee after involuntary disconnection:	\$50.00
Water service reconnection fee for chronic involuntary disconnection (Repeat within the previous four billing cycles):	\$160.00
Damage to Community Roads and other property:	actual repair costs
Damage to CMCC water system	Actual Cost of parts and labor plus 20%
Penalty Charge for unauthorized tampering with CMCC water system:	Actual costs for repair plus \$1,000
Cut Lock Charge	\$100.00

If available, CMCC may provide parts from the community supplies for use on customer side repairs. Parts are supplied without guarantee or warranty and customer will be charged for the actual cost to replace the parts.

IV. CMCC WATER SERVICE CONNECTION POLICY

(Adopted by CMCC Board on October 13, 1997)

Colony Mountain Community Club has adopted the following service connection policy for new connections to the community water system.

1. Arrangements for new service connections are to be made through Colony Mountain Community Club. Requests shall be directed to the current water manager.
2. Service connection fees shall be equal to the actual costs for service installation by the community's designated contractor, or \$600.00, whichever is higher.
3. A \$600.00 deposit shall be paid to Colony Mountain Community Club (Treasurer) prior to scheduling the service connection installation.
4. The service connection shall be installed and locked by the community's designated contractor and a bill submitted by the contractor to the community for the costs of installing the service. The Treasurer shall then bill for the actual service connection installation costs minus the \$600.00 deposit.
5. The service connection shall ONLY be unlocked when the bill for service connection installation is paid in full.