

## Procedure for Handling “Urgent” and “Non-Urgent” Water Overusage

The Utility Committee is recommending that the URGENT NOTICE/PROCEDURE result only when DOUBLE the allotted unit amount of 4,000 gallons (8,000 gallons/unit and 3000 gallons/occupant) appears on the water bill. The UC has determined that delay in responding to overages on the URGENT level can result in a major loss of water dollars. The UC has decided to treat overages of 50% (6,000 to 7,999 gallons/unit and 2000 gallons/occupant) with a non-urgent notification process.

The following procedure is intended for URGENT LEVEL overages, with all actions kept logged on a CONTACT FORM and copied to the UC:

1. Bookkeeper receives the water/sewer bill and assesses the URGENT overages, providing that information to the Property Manager and UC as soon as possible.
2. In no more than two CALENDAR days the Property Manager will visit those units to deliver or post the approved Urgent Notices and, if possible, to personally inform the homeowners of the water overuse concerns. Members of the UC are agreeable, if available, to accompany the Property Manager on these visits to offer support/expertise in checking the homeowners' interior and exterior utilities. If so desired by the PM, he should contact a UC member to coordinate a visit. UC members agree that the Property Manager will be the person in charge on these visits.
3. On the initial visit, the Prop Mgr will circle the complex insuring that no exterior faucets are running. During the initial visit (or as soon as practicable), and at any subsequent visits, the Property Manager will take a water meter reading( or take a digital photo), will record the date and the read and share same with the UC. The property manager will also inquire as to the number of occupants in each unit. If this number brings the usage to at or below 2000 gal./occupant it will be considered the normal “allotment” for the building and the procedure will end. If it brings the usage to between 2000 and 3000 gal/occupant, the procedure will switch to the non-urgent procedure below. The units will be so noted on the water use spread sheet.
4. When the initial visit does not result in homeowner response, a follow-up contact to the units in question will be done by the Property Manager within an additional two CALENDAR days.
5. The initial visit, in all probability, will narrow the possible sources of the problem, which will be shared with the UC. In the event that a unit appears vacant or the owner cannot be contacted the issue needs to be immediately referred to the Board for an expedient resolution.
6. If the Property Manager has located the problem and made contact with the owner, the water problem will be temporarily stopped. The Property Manager will discuss further resolution of the problem with the owner including a timeframe for permanent resolution. The owner will be requested to contact the Property Manager when all repairs have been done.
7. Upon satisfactory resolution all homeowners contacted during this URGENT PROCEDURE will receive a thank you letter/email from the Property Manager, with copies sent to the UC.
8. If Property Manager finds there is no leak and item 3 above does not apply or if overage is a repeat of a prior month's situation, he will refer the matter to the UC Chairman for further action.

The following procedure is intended for NON-URGENT LEVEL overages.

1. Bookkeeper receives the water/sewer bill and assesses the NON-URGENT overages, providing that information to the Property Manager and UC as soon as possible.
2. Property Manager will send a Non-Urgent letter to all units involved along with the conservation and leak detection flyers and will notify the UC of same.
3. If Property Manager determines by the responses to the Non-Urgent letter or otherwise that the usage will fall to or below 2000 gal/occupant it will be considered the normal "allotment" for the building and the procedure will end. Copies of the responses will be sent to the UC. The units will be so noted on the water use spread sheet.
4. Upon satisfactory resolution, all homeowners contacted during this Non-Urgent procedure will receive a thank you letter/email from the Property Manager, with copies sent to the UC.
5. If Property Manager finds there is no leak and item 3 above does not apply or if overage is a repeat of a prior month's situation, he will refer the matter to the UC Chairman for further action.