

# Buena Vista Community Club

## Water Use & Billing Policy

Approved by the Board of Directors: August 9, 2022  
Revised April 2023

### **PURPOSE:**

Provide Buena Vista Community Club (BVCC) a process to follow when billing water customers.

### **WATER AND DUES RATES:**

The BVCC Board reviews and sets standard water and dues rates annually. Rates for the following year will be included with the notice of annual meeting sent to all property owners each year in October.

For calendar year 2023, standard water and dues rates are \$173.75 per quarter for properties connected to the water system. Rates for lot owners not connected to the water system are \$143.75 per quarter. For water use over the standard amount, property owners will receive an additional bill for the excess water use.

The water meters are read quarterly by our water manager. The standard dues cover a maximum water use of 8,000 cubic feet (approximately 59,840 gallons) of water per quarter per meter. Water used over this amount will be billed at \$0.05 per cubic foot in a separate billing. This policy will be reviewed annually.

### **HIGH WATER USE, RELIEF PROCEDURE FOR HIGH WATER BILLS CAUSED BY LEAKS**

If the property owner feels a meter reading is incorrect, they may contact BVCC in writing within 15 days of the date of the invoice to request another reading.

A property owner may request relief from a high water bill caused by a leak or extenuating circumstances by writing to BVCC within 45 days of the date of the bill. The Board will evaluate each case separately. The property owner must agree to get the leak fixed immediately or they will be liable for the entire bill.

A reduced bill will be negotiated if it can be shown by the customer that the high water bill was the result of a leak. The property owner must fix the leak before the next billing period in order to not be liable and charged the original full billed amount.

### **METER ACCURACY**

The property owner may request a check of the calibration of their meter. If the meter is found to be within the accuracy limits established by American Water Works Association standards, a fee of \$75.00 will be assessed to the property owner.

### **BILLING PROCEDURES:**

BVCC will send standard water and dues invoices on a quarterly basis in January, April, July, and October. Bills for water used over the standard amount will be sent separately following receipt by BVCC of the meter readings from the water manager. The timing of these bills will depend on receipt of the meter readings.

All water bills are due and payable in full (30) thirty days from the date of the bill. If the bill is not paid in full within 30 days, a \$10 service charge will be assessed and the outstanding balance will begin accruing finance charges at 12% annually (1% per month), subject to a minimum finance charge. Any account with a balance will be mailed a statement monthly with the accrued finance charges added to the total amount due.