

# Lamontai Improvement District (LID) Water System Rules and Regulations

## **1. Effective Date: June 01, 2024**

The LID Board of Directors amends the Rules and Regulations when deemed necessary, subject to compliance with Oregon Revised Statutes, applicable state regulations, and LID Articles of Incorporation and Bylaws.

## **2. Opening an account**

New property owners shall submit an application and pay a \$300 security deposit in order to establish a new account and ensure continuity of water service. Account application forms are available at the billing agent's office at 20 N. 5<sup>th</sup> St. in Cottage Grove. New owners shall be billed for all metered water usage after the final meter reading for the previous owner. Water service to a property may be disconnected when a new owner has been notified of LID requirements but has not submitted an application and paid the security deposit within 5 business days of new ownership. (See Disconnect Fee described in Items 7 and 16 of these rules.)

## **3. Closing an account**

Departing owners shall notify the district of pending ownership changes. The departing owner shall specify the date to stop water service and provide their new mailing address. On the specified date, the water meter shall be read to determine final billing charges. Final charges will be sent to the departing owner's new mailing address. Upon receiving full payment for the final bill, the district will issue a deposit refund check.

## **4. Meter Fee (Base Rate)**

A basic monthly service fee is charged for each metered connection regardless of water use. The charge per month is the same for all customers. The fee is subject to change by resolution of the LID Board of Directors. These basic meter fees are mandatory for all residences and may not be waived or placed on hold for any reason (i.e., vacation, vacant properties, emergencies, etc.)

## **5. Billing Cycle**

Water bills shall be mailed approximately the 1<sup>st</sup> day of each month. Due date for payment shall be clearly shown on the bill. Accounts shall be considered delinquent if not paid in full by the due date.

## **6. Payments**

- **CHECK**, payable to Lamontai Improvement District, or
- **MONEY ORDER**, payable to Lamontai Improvement District, or
- **EXACT CASH**, only in person at billing agent's office during normal business hours, or
- **CREDIT / DEBIT CARD**, payable at billing agent's office in person or via phone during regular business hours (there will be a \$2.00 charge per card transaction to help offset card fees).
- Invoices shall be paid in full. Partial payments are not acceptable.
- Mail to: **Lamontai Improvement District, PO Box 1257, Cottage Grove, Oregon 97424.**
- Drop Box: Payments may be left in the secure LID Drop Box on Talemna Drive.
- Non-sufficient-funded (NSF) checks shall result in a \$50 penalty charge per occurrence.
- NSF checks may result in loss of customer option to pay using personal checks.

## **7. Delinquent Accounts**

Payments not received by the specified due date shall be delinquent on the day immediately following the bill due date. A \$50 per occurrence Delinquency Fee shall be charged to the account. A "Water Service Disconnect Notice" shall be sent via certified mail to notify the account holder that water service shall be disconnected unless all delinquent charges, including the Delinquency Fee, are paid in full within 7 calendar days of the Date of Notice. At the time service is disconnected, the meter shall be read and tagged, and the account shall be charged a Disconnect Fee of \$250. Per ORS 554.135(4) delinquent accounts shall be charged interest on the unpaid balance, at the rate of 1.5% per month or fraction thereof, until paid in full.

## **8. Service Cancellation**

Service may be cancelled, terminated, or disconnected when any one of the following occurs:

- a) Delinquent account not made current within the 7-day period specified in a Disconnect Notice.
- b) Water service has been improperly altered to the detriment of the District.
- c) Unauthorized alteration of any District equipment, connections, and/or property.
- d) A backflow device has been modified or removed by anyone not properly authorized to do so.

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- e) A backflow device has not passed the annual device test (per State law).
- f) A health hazard exists (i.e., septic system failure) to the property's resident or community well system, and water service contributes to that hazard, as determined by Lane County Environmental Health, Oregon Department of Environmental Quality, or the LID System Operator.
- g) Failure to submit application form and pay required security deposit.

## 9. Service Restoration

Water service shall be restored after: 1) payment of all delinquent charges in full, including the delinquency and disconnection fees, and 2) full restoration of any depleted deposit funds, and 3) LID verification that there are no problems with the customer's water lines. Any customer who attempts to restore manually their own water service without making full payment and without district authorization shall be subject to an additional **\$750** Tampering Fee and other penalties to be determined by the LID Board of Directors.

## 10. Rental Properties

Owners are required to promptly notify the district if they rent their property out to tenants. Rental property owners shall post a **\$500** security deposit for each rental property. ***The rental property security deposit will be in addition to the owner's initial security deposit as required in Section 2.*** LID bills for meter fees, water usage, and all other related fees (including delinquency fees and disconnect fees) shall be the exclusive responsibility of the property owner. The district shall not deal with renters or property agents. The Property Owner is the responsible party at all times and subject to all LID rules and regulations.

## 11. Water Meters

- All water meters are district property.
- Installation of meters will be in/at the edge of the public right of way as close to the main as possible. If the meter is on customer property, the district shall be allowed 24/7 access to the meter.
- Damage to district equipment caused by a customer shall be paid for by the customer.

## 12. Property Owner Line(s)

- Property owner line begins at the end of the district service line (outlet of water meter).
- Property owners assume all responsibility for their line(s).
- Minimum line size shall conform to plumbing regulations of Lane County and the State of Oregon.

## 13. Backflow Device

All property owners receiving service shall have an approved backflow device and maintain it according to Oregon law and district requirements. It is the property owner's responsibility to keep backflow boxes clean or pay a dig-out fee when backflow units are serviced.

## 14. Unimpeded Access

All customers shall provide unimpeded access to LID equipment by properly pruning vegetation or allowing LID personnel or contractors to prune the vegetation as necessary

## 15. Water Leaks and Leak Adjustments

The property owner is responsible for locating and repairing all leaks in the owner's water lines. If a leak occurs in an owner's line under the surface of the ground between the meter and the residence, The LID Board may, at its discretion, approve an adjustment of the owner/customer's bill under the following conditions:

- The underground leak is found by the customer, or the customer is notified that the verified meter reading shows an abnormally high consumption indicating a potential leak.
- The owner/customer is obligated to locate and repair the leak as soon as possible.
- A board member, or the district's water system operator, must see the repaired leak before it is covered up. In lieu of this, the board must be provided some other form of acceptable verification that the leak has been repaired.
- Leaks that are located in irrigation systems are NOT eligible for billing adjustments.

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- The Board will consider approval of the bill adjustment at its next regularly scheduled Board meeting. Alternatively, the board president may direct the accountant to adjust the bill according to provisions laid out in this Rule.
- Upon board approval or the direction of the board president, the adjusted bill will be calculated by using the billed gallonage and base rate amount for the same cycle of the previous year plus the total metered amount for the billing period, minus the previous year's normal assumed usage, times the current base rate per 1000 gallons divided by 2. For example, given a 50,000-gallon leak and a previous billing of \$58 for 6000 gallons of normal usage, the calculation would be:

$$\begin{aligned} & \$58 + ((50,000 \text{ gal} - 6,000)/1000) \times \$3.00/2 = \$58 + (44 \times \$3.00)/2 = \\ & \$58 + (44 \times 3)/2 = \$58 + \$66 = \$124 \end{aligned}$$

Note: The current base rate will be used without application of the exponential component used to calculate normal bills.

- If the customer had no bill for the same cycle of the previous year, then the previous year's billing cycle will be based upon an assumed six thousand gallons of usage.
- If the leak cycle bridges billing periods the formula may be applied to both affected periods as necessary.
- The adjusted billing amount for each individual leak identified at a property shall be limited to a maximum of \$1200 per occurrence providing the above criteria have been met and the customer account is in good standing.

### **16. Summary of Fees and Deposits**

Fee and deposit payment checks shall be mailed to the district's P.O. Box address, or delivered to the billing agent's office. Board members and employees shall not accept any payments. Refundable deposits will remain with the district until termination of water service to the customer and verification that all payments have cleared the bank. Failure to pay entire balance owed LID when a customer leaves the district shall result in forfeiture of the deposit and referral to collection agency and/or credit bureau.

Fee	Amount
Non-sufficient Funds (NSF) Penalty Fee	\$50
Delinquency Fee	\$50
Disconnect Fee	\$250
Deposit--Owner Occupied Home	\$300
Deposit--Unoccupied Non-rental	\$300
Deposit—Rental Property Owner	\$500
Meter Fee – basic fee (monthly, may not be waived)	\$50
Non-LID water service	\$150% of Member Rate
Fee for Additional Services	\$75
Penalty Fee for Tampering	\$750
Connection Fee – New Metered Service	\$20,000