

Water Committee

April 2, 2016

1:00 PM

Community Building

Meeting called by: Charles Smith

Type of meeting: Committee

Facilitator: Charles Smith

Note taker: Charles Smith

Timekeeper: Charles Smith

Attendees: Charles Smith, Janet Podell, Kathy Deuster, Frank Harrison,

Please read: N/A

Please bring: N/A

Minutes

Agenda item: Water Billing for May

Presenter: Charles Smith

Discussion:

Fred, Carolyn and I produced the water billing details and the water billing on 29 April 2016. The water bills will go out 01 May 2016. We have still not quite got the process down to smooth running, but Fred and Carolyn are working on some of the small details. It is quite the job to trouble shoot the line by line and step by step process under the pressure of producing the billing, but we are getting there.

I expect that we will be looking at the "fourth time is a charm".

Conclusions:

None at this time.

Action items

✓ Review of process document

✓

✓

Person responsible

Carolyn, Fred, Charles

Deadline

04/02/2016

Agenda item: Leak List

Presenter: Charles Smith

Discussion:

This discussion is continued from last meeting.

As of the 16 April 2016 meter reading, there are two members on the exception (leak) list. We have notified the one member that has let their leak go on for several months. The second member is not likely to be able to respond at this time, so details are being worked out to address the leak.

Also, the North Beach made it on the Leak List for April. There are no leaks at the North Beach. This is the result of people letting the spigots run after using them.

Conclusions:

None at this time.

Action items

✓ Issue Leak List Notification Letters

Person responsible

Charles and Claudia

Deadline

03/17/2016

Agenda item: Water Committee Status Revision

Presenter: Charles Smith

Discussion:

This discussion is continued from the previous meeting. (I left this in so that we can discuss with any new member).
The Non-Disclosure form has been reviewed by HMC's attorney and he did not see any issues with the document. The members of the Water Committee have signed the document and returned the signed copies to the HMC Office for filing in the Member file. A copy of the document is included below.

Action items	Person responsible	Deadline
✓		
✓		
✓		

**HMC Water Committee
Proprietary Information/Non-Disclosure Agreement**

The purpose of this document is to provide awareness of the sensitivities regarding Membership information as it pertains to the HMC Water Department and the responsibilities of the Water Committee to protect any HMC Member information that is discussed or disseminated during the regular course of Water Committee business.

HMC Management is a business entity operating as a Washington State Non-Profit Corporation. As with any business, information created by the governing Board of Directors or their authorized Committees can sometimes be sensitive and/or proprietary in nature. It is incumbent upon members of the Water Committee to protect and treat any HMC Membership information discussed or disseminated from the Water Committee as proprietary in nature. This would include information about HMC Member water billings, water usage, loan status, financing, delinquencies, water leakage, service notifications, or other information that a reasonable person would consider to be private in nature.

I have read and understand my responsibilities as a member of the HMC Water Committee.

I agree:

- To treat any private membership or individual water service connection information I receive either by verbal, written, or electronic means related to Water Committee issues as sensitive and proprietary to the members of the Water Committee.
- Not to disseminate this private membership or individual water service connection information outside of the Water Committee unless other parties have demonstrated a specific need to know. Any request for release of information should be directed to the HMC Board, HMC Water Department or HMC Administration.

Signature: _____ Date: _____

Printed Name: _____

Other Information

Observers:

N/A

Resources:

N/A

Special notes:

The next meeting of the Water Committee is scheduled for 9:30 AM, 03 May 2016 in the Community Building. My apologies for the confusion with regards to the January meeting date.

06 February – 1:00 PM

05 March – No Meeting

02 April – 10:00 AM

03 May – 9:30 AM (Remainder of meeting times and dates will be determined as we go)

04 June – 10:00 AM

02 July – Conflict with Booster activities

06 August – 10:00 AM

03 September – Conflict with Booster activities

01 October – 10:00 AM

05 November – 10:00 AM

03 December – 10:00 AM

Exception Report/Leak List Letter. Please review and comment.

Dear Herron Island Water Customer:

The [Date of Meter Reading] meter reading Exception Report indicates that you may have a water leak on your private property. Our new meter system creates a "Leak List" that shows if your meter reading has been flowing at more than one gallon per hour continuously for more than 24 hours.

The Herron Island Water Department is responsible for all leaks and problems on the HMC side of your meter. If a leak or problem occurs on your property, the repair is your responsibility. If work needs to be done within two feet of the HMC meter in any direction, you must contact The Water Distribution Manager at hmcwater@herronisland.org / (206) 707-4645, or the HMC office at [253-884-9350](tel:253-884-9350) before attempting a repair. This will help insure that we can avoid damaging the meter or fittings.

You may attempt to do other repairs on your property yourself or hire a qualified person to do so.

Water customers will be billed on a usage basis beginning October 2015. We are attempting to identify individual member leaks so that members can avoid paying for water consumed in leaks once the billing begins. This work will also satisfy the Annual Water Use Efficiency requirements of the State Department of Health. In addition, if the leak continues, it may become necessary to curtail or terminate the member's water service until it is repaired.

Additional information on the Water Department Policies can be found on the Herron Island Website at:

<http://www.herronisland.org>

Select: Water System button on the left

Select: Water Admin and Operating Rules link (http://www.herronisland.org/home/water/admin_rules.pdf)

Fee Schedule: <http://www.herronisland.org/home/members/feeschedule.pdf>

If you have any questions, please contact hmcwater@herronisland.org, or the HMC office.

Thank you.

Level 1 Exception Report Letter: This letter would be used when HMC first notices a possible leak, but that leak could be due to other circumstances such as watering gardens.

Dear Herron Island Water Customer:

The [Date of Meter Reading] meter reading Exception Report indicates that you may have a water leak on your private property. Our new meter system creates a "Leak List" that shows if your meter reading has been flowing at more than one gallon per hour continuously for more than 24 hours.

This notice is to inform you that we have detected a possible water leak originating on your property. The inclusion on the Leak List could be due to watering gardens or some other use of water. We would suggest that you take a moment and review your water usage. This will help in making the determination if there is an actual leak. HMC Water Department will review the next meter reading to see if there is a continuing issue that needs to be resolved.

The Herron Island Water Department is responsible for all leaks and problems on the HMC side of your meter. If a leak or problem occurs on your property, the repair is your responsibility. If work needs to be done within two feet of the HMC meter in any direction, you must contact The Water Distribution Manager at hmcwater@herronisland.org / (206) 707-4645, or the HMC office at 253-884-9350 before attempting a repair. This will help insure that we can avoid damaging the meter or fittings.

You may attempt to do other repairs on your property yourself or hire a qualified person to do so.

Beginning October 2015 Water customers have been billed on a usage basis. We are attempting to identify individual member leaks so that members can avoid paying for water consumed in leaks once the billing begins. This work will also satisfy the Annual Water Use Efficiency requirements of the State Department of Health. In addition, if the leak continues, it may become necessary to curtail or terminate your water service until it is repaired.

Additional information on the Water Department Policies can be found on the Herron Island Website at:

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Select: Water System button on the left

Select: Water Admin and Operating Rules link (http://www.herronisland.org/home/water/admin_rules.pdf)

Fee Schedule: <http://www.herronisland.org/home/members/feeschedule.pdf>

If you have any questions, please contact hmcwater@herronisland.org, or the HMC office.

Thank you.

Level 2 Exception report Letter: HMC would use this letter if a property has been on the Leak List more than three (3) consecutive months.

Dear Herron Island Water Customer:

The [Date of Meter Reading] meter reading Exception Report indicates that you may have a water leak on your private property. Our new meter system creates a "Leak List" that shows if your meter reading has been flowing at more than one gallon per hour continuously for more than 24 hours.

This notice is to inform you that this property has been on the Leak List for three (3) or more consecutive meter readings. Please check your property to verify that there is no leak in your water service. Once you have verified the situation on the property, please notify the HMC Water Department or HMC Office that there is no leak or that necessary repairs have been completed. HMC Water Department will review the next meter readings and follow up if there are continuing issues.

The Herron Island Water Department is responsible for all leaks and problems on the HMC side of your meter. If a leak or problem occurs on your property, the repair is your responsibility. If work needs to be done within two feet of the HMC meter in any direction, you must contact The Water Distribution Manager at hmcwater@herronisland.org / (206) 707-4645, or the HMC office at [253-884-9350](tel:253-884-9350) before attempting a repair. This will help insure that we can avoid damaging the meter or fittings.

You may attempt to do other repairs on your property yourself or hire a qualified person to do so.

Water customers will be billed on a usage basis beginning October 2015. We are attempting to identify individual member leaks so that members can avoid paying for water consumed in leaks once the billing begins. This work will also satisfy the Annual Water Use Efficiency requirements of the State Department of Health. In addition, if the leak continues, it may become necessary to curtail or terminate the member's water service until it is repaired.

Additional information on the Water Department Policies can be found on the Herron Island Website at:

<http://www.herronisland.org>

Select: Water System button on the left

Select: Water Admin and Operating Rules link (http://www.herronisland.org/home/water/admin_rules.pdf)

Fee Schedule: <http://www.herronisland.org/home/members/feeschedule.pdf>

If you have any questions, please contact hmcwater@herronisland.org, or the HMC office.

Thank you.

Level 3 Exception Report Letter: HMC would use this letter if a property has been on the Leak List more than five (5) consecutive meter readings. This is the letter that would trigger the review of the situation and the determination as to if or when a water service will be turned off.

Dear Herron Island Water Customer:

The [Date of Meter Reading] meter reading Exception Report indicates that you may have a water leak on your private property. Our new meter system creates a "Leak List" that shows if your meter reading has been flowing at more than one gallon per hour continuously for more than 24 hours.

This notice is to inform you that this property has been on the Leak List for five (5) or more consecutive meter readings. Please check your property to verify that there is no leak in your water service. Once you have verified the situation on the property, please notify the HMC Water Department or HMC Office that there is no leak or that necessary repairs have been completed. The repairs will need to be completed to the satisfaction of the HMC Water Department to resolve this issue. HMC Water Department will review the next meter readings and follow up if there are continuing issues. If you do not address this situation within [] days, HMC will begin proceedings to terminate your water service. See HMC Policy, Herron Island Water Department Administrative and Operating Rules, Section P and Section R on Termination of Water Service.

It is not our intent to stop your water service. Our intent is to repair all noticed leaks so that you are not paying for water that you are not using. The HMC Water Department will work with you to determine the best solution to repair the leak and to keep costs down. Please see attached listing of Water Leak Detection Services.

The Herron Island Water Department is responsible for all leaks and problems on the HMC side of your meter. If a leak or problem occurs on your property, the repair is your responsibility. If work needs to be done within two feet of the HMC meter in any direction, you must contact The Water Distribution Manager at hmcwater@herronisland.org / (206) 707-4645, or the HMC office at [253-884-9350](tel:253-884-9350) before attempting a repair. This will help insure that we can avoid damaging the meter or fittings.

You may attempt to do other repairs on your property yourself or hire a qualified person to do so.

Water customers will be billed on a usage basis beginning October 2015. We are attempting to identify individual member leaks so that members can avoid paying for water consumed in leaks once the billing begins. This work will also satisfy the Annual Water Use Efficiency requirements of the State Department of Health.

Additional information on the Water Department Policies can be found on the Herron Island Website at:

<http://www.herronisland.org>

Select: Water System button on the left

Select: Water Admin and Operating Rules link (http://www.herronisland.org/home/water/admin_rules.pdf)

Fee Schedule: <http://www.herronisland.org/home/members/feeschedule.pdf>

If you have any questions, please contact hmcwater@herronisland.org, or the HMC office.

Thank you.

Level 4 Exception Report Letter: HMC would use this letter if a property has been on the Leak List more than twelve (12) consecutive meter readings. This is the letter that would trigger the review of the situation and the determination as to when a water service will be turned off.

Dear Herron Island Water Customer:

The [Date of Meter Reading] meter reading Exception Report indicates that you may have a water leak on your private property. Our water meter system creates a "Leak List" that shows if your meter reading has been flowing at more than one gallon per hour continuously for more than 24 hours between meter readings.

You have been notified previously that this property has been on the Leak List for twelve (12) or more consecutive meter readings. Please contact the HMC Office or HMC Water Department at the contact information below as soon as possible. If you do not address this situation within 30 days of the mailing of this letter, HMC will begin proceedings to terminate your water service. See HMC Policy, Herron Island Water Department Administrative and Operating Rules, Section P and Section R on Termination of Water Service.

It is not our intent to stop your water service. Our intent is to repair all noticed leaks so that you are not paying for water that you are not using. The HMC Water Department will work with you to determine the best solution to repair the leak and to keep costs down. Please see attached listing of Water Leak Detection Services.

The Herron Island Water Department is responsible for all leaks and problems on the HMC side of the water meter. If a leak or problem occurs on your property, the repair is your responsibility. If work needs to be done within two feet of the HMC meter in any direction, you must contact The Water Distribution Manager at hmcwater@herronisland.org / (206) 707-4645, or the HMC office at [253-884-9350](tel:253-884-9350) before attempting a repair. This will help insure that we can avoid damaging the meter or fittings.

You may attempt to do other repairs on your property yourself or hire a qualified person to do so.

Additional information on the Water Department Policies can be found on the Herron Island Website at:

<http://www.herronisland.org>

Select: Water System button on the left

Select: Water Admin and Operating Rules link (http://www.herronisland.org/home/water/admin_rules.pdf)

Fee Schedule: <http://www.herronisland.org/home/members/feeschedule.pdf>

If you have any questions, please contact hmcwater@herronisland.org, or the HMC office.

Thank you.