

**CAMANO COOPERATIVE WATER AND POWER COMPANY
ISLAND COUNTY, WASHINGTON**

WATER EXCEPTION POLICY

1. An “exception” is defined as a failure in the shareholder’s privately–owned water system and does **not include high usage due to misuse or neglect.**

2. In the event a shareholder establishes to the Board of Trustees’ (the Board) satisfaction that a water exception has occurred and that, if a leak, has been repaired within one month of identifying the leak (although an extension of up to two months may be approved by the Board for good cause as determined by the Office Manager), the Cooperative may adjust the shareholder’s water service bill for the most recent service billing as follows:
 - a. The shareholder shall be billed for water usage equal to the previous average consumption for the same billing period (“average consumption”). Usage in excess of the shareholder’s average consumption over 30,000 gallons shall be billed to the shareholder at \$0.007 per gallon. This rate is intended to cover costs of water production and is subject to review by the Board.
 - b. If no consumption history is available the adjustment shall be based on an average consumption of similar homes during the same billing period.
 - c. Provided the Shareholder has not made a request under this policy for the same tax parcel for the Cooperative’s water billings for a period of three years preceding this request.

3. All adjustments shall be considered by the Board. The Office Manager shall gather documentation and determine the facts for presentation to the Board. If the Office Manager thinks it necessary for the shareholder to be present at the Board Meeting or the holder requests to be present, he/she will arrange for that to occur at the earliest convenience.

4. If a shareholder fails to repair leaks within 30 days of receipt of written notification of such leaks, the Cooperative may have the water shut off in accordance with cooperative’s shutoff policies or after twenty-four hours notice by phone, email or doorhanger, may restrict the flow to the shareholder by partly closing a service valve, installing a restriction fitting, or other means without further notice until such leak is repaired.

5. The Cooperative may make special payment arrangements with shareholders who suffer a hardship paying for substantial water consumption caused by exceptions by allowing them to pay over a period of time, without incurring a late charge on the balance on the amount of the adjusted water bill provided that: 1) any charges for future water consumption shall still be subject to late charges and collection fees as provided by State law and the Cooperative’s policies and procedures; and, 2) agreed-to payments are made timely. Failure to maintain timely payments may result in the full balance becoming due immediately. Payments for the exception amount subject to a payment agreement, may be secured by the Cooperative by recording a lien against the real property, located on Camano Island and associated with the

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water share, until the balance is paid. The cost of filing the lien and lien release will be the responsibility of the shareholder.

6. If the shareholder states and can show that the added bill would cause a significant financial hardship he or she may address the Board. The decision whether or not to provide relief shall be at the sole discretion of the Board. Under no circumstances shall the Board be compelled to provide relief.
7. The Cooperative may shut off a meter at a unoccupied home if a leak is discovered. In such cases, the Cooperative may hang a notice on the door ("Door Hanger") or other visible location near the entry to the home or the property explaining the reason for the shut-off. The Cooperative shall not be held responsible for shutting off or for failing to shut off a leaking service to an unoccupied home or for any potential resulting effects of such action/inaction and/or not notifying a shareholder of a suspected leak.
8. Shareholders who believe their water meters are malfunctioning and desire a replacement meter may file a request for a replacement meter with the Cooperative office along with the payment of a Meter Replacement Fee in an amount established by the Cooperative. The Cooperative will review the shareholder's water consumption records and replace the shareholder's meter if it determines, in the Cooperative's discretion, the meter is malfunctioning and should be replaced.

The Cooperative may have the replaced meter tested for accuracy at an independent facility. If such tests determine that the meter has an error factor of more than 1.5 %, the Cooperative shall refund the Meter Replacement Fee to the Shareholder or apply a credit to the Shareholder's account in the amount of the Meter Replacement Fee and the Board shall review water usage charges and associated fees. Should the meter function as designed, all fees associated with meter testing including shipping to/from testing facility, labor charges from Operator and all charges incurred by the testing facility shall be borne by the shareholder.