

# La Mesa Water Cooperative

## **WaterGram - January 2013**

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### **Board Action of Rates**

The Board is pleased to announce that there will not be an increase in any of our rates for 2013. Although we had unexpected expenses associated with our replacement well and our water emergency last summer, we had sufficient reserves to meet these needs.

### **Revised Policy on Leaks**

The Board continues to fine tune its policy on wasted water and leaks. Although members are responsible for all water delivered to their property, historically the Board has offered limited relief for the cost of water wasted through leaks. Our revised policy appears below.

### **Progress on Replacement Well**

Well #6, the replacement for well #1, was completed in early December. We are now in the process of installing and testing the equipment necessary to attach it to our system. We are on schedule to have the well in full operation before summer.

### **Emergency Notification System**

We had a very good response to the insert in the November bill. Our thanks to all of you who are participating in our emergency notification system. If you have not signed up for the notification system, please enclose a note with your e-mail address in your payment.

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### **Policy on Leaks January 1, 2013**

In order to address conservation and the cost effective supply of pure water to all Coop members the Board has implemented a revised leak policy effective January 1, 2013.

First, the Board reminds members that they are responsible for all water use in the water system from the point of their water meter throughout their property, meaning outside and inside property structures.

Second, the Board recognizes that, in rare circumstances, it is difficult to discover some water leaks on a timely basis, especially those underground. Therefore, Coop members may apply for leak relief if the cost of the leak is at least \$500 above historical usage for same period over the last 3 years [or Coop average if individual historical usage is not available].

The maximum charge for any leak will be capped at \$1500 per event. Between \$500 and \$1500 a rate of \$10/1000 gallons will be applied. With proper documentation [written explanation, repair bills, photos], a maximum of two leak relief requests will be considered in a 3 year period.

Pure fresh water is an increasingly precious commodity – we must conserve and make it last.

For questions, clarification or help please contact the Board – we will be happy to assist.

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#### *Board of Directors*

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