LAKEWOOD HOMEOWNERS INC.

P.O. BOX 250 -mailing address

13269 Daiquiri Lake Drive

 Aurora, OR. 97002

Phone: 503-678-1330 Email: info@LakewoodUtil.com

**Community Water and Wastewater Services**

**Account Management Policy**

**Effective Date: March 2022**

Water and wastewater services are provided to you by Lakewood Homeowners Inc., a private corporation owned collectively by the property owners of Lakewood. Every homeowner is invited to attend regularly scheduled meetings of Lakewood Homeowners Inc., and become involved in the decisions.

All account charges are **non-negotiable** and are subject to change without notice. All changes to service fees will go through the Public Utilities Commission.

**Service Information**

Drinking water is supplied by a well and treatment system located on Lakewood Drive, and delivered to your home via an underground distribution system. Wastewater is collected from your home and flows, by gravity, to a wastewater treatment plant located at the end of Daiquiri Lake Drive, where it is treated and discharged to Mill Creek. These two systems service the Lakewood community, and are privately owned and maintained by Lakewood Homeowners Inc.

Your water meter box and shut-off valve are located in front of your yard or in the sidewalk, usually beside your neighbor’s box. **You are responsible for maintaining access to your water meter box and your shut-off valve.** Make sure the box is easily visible and the meter itself not buried in dirt. Lakewood Homeowners Inc. is only responsible for the meter itself (if you have one) and all upstream lines. You are responsible for all plumbing downstream (towards your house) from the meter.

To initiate service, homeowners must submit a completed application, a $300.00 deposit for residential homes or $321.00 for reservoir homes, and a $15.00 account processing fee. The application, deposit and processing fee may be mailed to the P.O. BOX or dropped off at the payment drop location listed below. **Once the application is received, please allow a minimum of 1 business day (not on weekends/holidays) for new water & sewer account set up.**

**Service Fee and Payment Information**

Each residence is charged a minimum monthly fee for water and wastewater services of $100.00.The fee breakdown is as follows:

 Water $27.50

 Sewer $49.50

 Service $23.00

 \*Reservoir Fee $ 7.00

\*The 30 residences on the reservoir are charged an additional monthly reservoir fee of $7.00, making the monthly fee for water and sewer services $107.00.

Lakewood Homeowners Inc. will only invoice and receive payments made by homeowners. Monthly statements are mailed on the 21st of each month for that month’s services. Payment is due in full on the 10th  of the following month. Any unpaid balance that exists on the 21st will be charged a late fee of $2.50. Late fees accrue until fully paid.

Lakewood Homeowners Inc. furnishes a payment drop location for your convenience. It resembles a single car garage and is located at 13351 Lakewood Drive. The payment may be dropped off through the mail slot on the side of the building near the door. Homeowners may also mail in payments to the P.O. Box address listed above.

To ensure proper credit to your account, please make sure the homeowner’s name, address and account number are written on your check and/or return the top portion of the statement along with payment.

Returned Checks – A $40.00 charge will be added to the month’s statement for checks that are returned for any reason. If a returned check is received after a disconnection is paid, services will be turned off immediately.

**Service Disconnection and Payment Information**

Lakewood Homeowners Inc. reserves the right to terminate water and sewer services, should an account become severely overdue. Disconnect notices are the final notification a homeowner will receive before water is disconnected. Disconnect notices are mailed out to homeowners when their Lakewood Homeowners Inc. account is $225.00 or more, which includes late fees. Homeowners will receive a written 15-calendar day and a 7-calendar day notice, along with Lakewood contacting the homeowner no more than 48 hours prior to disconnection. If payment is not received by 8:00 am on the date of disconnection, water and sewer services will be shut off. A notice to the effect, along with reconnection instructions, will be left on your front door.

* If payment is made on the day of disconnection, it must be paid by **cashier’s check/money order and or cash** by 8:00 a.m. If payment by **cashier’s check/ money order**, **and or check** is not received, Lakewood Homeowners Inc. will initiate the service disconnection process.
* **Payment must be made in full,** which includes the full amount of the overdue account and any applicable fees. If the disconnection occurs prior to payment being received, the total overdue account balance along with a $40 disconnection fee, must be paid prior to service reconnection.
* **Reconnection of services** (includes new service connects) will be done as soon as reasonably possible within normal course of business after applicant has paid all charges, applied for service, and requested reconnection, and satisfied all requirements**. A charge of $100 will apply for connecting service after hours (evenings/weekends). Please allow a minimum of 1 business day (not weekends/holidays) for a new water & sewer account set up.**
* A $50.00 charge will be added for tampering with the shut off valve.

Any unpaid water/sewer/reservoir charges including any incurred legal, collections or other fees involved with obtaining outstanding balances, will be assessed as a lien or referred to a collection agency, against the property where service has been rendered.

**Deposit Minimum and Account Closure Information**

Only if an account is late four or more times or two or more checks are returned in the last 12 months, Lakewood Homeowners, Inc. will require a homeowner to bring their utility deposit up to current of either $300.00 for residential or $321.00 for reservoir homes.

If a homeowner no longer requires water and wastewater services and wishes to close their account, the deposit is applied to the final balance. If the amount of the deposit is greater than the total balance due including the final bill, a refund check will be issued.

**Lakewood Homeowners Inc is not responsible for finding or turning off water to your home during an emergency, a homeowner is. Nor is Lakewood Homeowners Inc responsible for any sewer issues on your property. We do not provide a service to investigate any water/sewer issues on your property. If you need any assistance with your water or sewer issues on your property, please contact a plumbing company. We provide water and sewer services to your property line only.**

**Home Owner Responsibility: Lakewood’s responsibility for your water supply ends at the street. Once water passes through Lakewood’s installed system, it enters each individual’s home plumbing system. On your property, all water and sewer flow issues are Homeowner’s responsibility.**

**Tips: Locate your shutoff valve, test it yearly, notify everyone in your household where the valve is and how to turn it off.**