



TIMBERLAKE COMMUNITY CLUB, INC.

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Policy: High Usage Adjustment due to Leaks or Vandalism	Developed/Reviewed By: Art Bushey
Effective Date: April 2013 Revised Date: September 2014	Approved by: Clayton Long President, Board of Directors

Members, who experience high water usage due to normal equipment failure, may be allowed a one time hardship adjustment.

High usage due to irrigation, failure to winterize or damage due to construction, etc. will not be considered for billing adjustments.

Repairs to fixtures and water lines must be completed within 30 days of notice of discovery of high usage to qualify for billing adjustment consideration. Billing adjustments will be considered for the billing period in which said notice occurred only.

Timberlake employees are not responsible for repairs beyond the outlet of the meter setter and they will not ordinarily assist in repairs beyond that point. Emergency exceptions will be determined on a case-by-case basis. Labor and equipment replacements fees will be charged to the member for any time/expense incurred.

Upon notification to Timberlake Community Club, Inc. by the property owner that high water usage due to a water leak is suspected:

1. A usage history report will be generated by the office and given to water personnel.
2. Water personnel will check the water meter for indication of a leak or a misread of the meter.
3. Upon confirmation of a leak, the property owner will be advised to check fixtures and outside faucets. With the permission of the property owner a water employee may do a visual inspection of the exterior fixtures and landscape to determine location of the leak.
4. Upon notification by the property owner to Timberlake Community Club, Inc. of a repair to fixtures or water line, the service will be inspected by water personnel to confirm the repair.
5. After confirmation of the repair, Member Services Manager will calculate the amount of adjustment based on past usage for the same billing periods.
6. Adjustments will be documented and given to the office for account credit and filed in the property owners file. A letter will be sent to the member advising them of the status of the account.

The property owner has 30 days to request, in writing, that the water use adjustment denial be reviewed by the Timberlake Water Board.