

Frequently Asked Questions

Is our water safe to drink? Yes.

The water is tested quarterly for coliforms.

Is our water system regulated? Yes. We are currently a “state-regulated” system. With increased building, we soon will meet the threshold requiring even stronger standards.

How does the system work?

The water comes from a well near the northeast corner. It is pumped up to a reservoir near the southwest corner. Gravity feeds water to our lots through the same pipes. A telemetry control system tells the well when to pump.

Why do we have unplanned water outages?

In 1995 we inherited a barebones sub-standard system. We continue to make improvements, but surprises do occur.

Can I opt out of the water system? No. We are all in this together.

Will the water system last into the future?

Yes. The 30-year plan describes the up-grades that will be needed, and how they will be financed and managed.

Do we have enough water in the event of a wild fire? No. The reservoir would be quickly emptied. Owners should consider installing their own additional fire-mitigation systems. The Water Committee can provide recommendations.

Isn't this a bit too complicated for volunteers to manage?

Yes. We have been extremely lucky to have highly-skilled, hard-working volunteer owners. Professional management is on the near horizon, and will add expense.

The Finances

How are decisions made regarding the water system? The Water Committee makes annual recommendations to the Board for operations, projects and budgets. The Board approves final plans and sets the rates.

Why do we have a “base rate” and a “use rate?” The base rate ensures that all owners are contributing to the long-term functioning of the system. Owners who are currently using the system also pay a use fee for the water they use. In combination a full-time resident pays about twice as much as a non-user.

What is the water reserve fund? This is an account, required by law and common sense, to assure we have enough money to make the capital improvements in our system for at least 30 years.

What can we expect in the future

regarding water rates? Budgets and projects are planned to minimize fluctuations and to avoid additional assessments. But there are many unknowns. The only certainty is that rates will not decrease in the foreseeable future.

Can I pay my bill in installments rather than one annual payment? Yes. Contact the Treasurer to make a payment plan.

For More Information See

www.HighLostine.com.

The *HLOA Water System 30 Year Plan (2018-2048)* and *Annual Committee Reports to the Membership* and *The Companion Document* have extensive information about how the water system works, its history, policies and how improvements are being made.

The High Lostine Water System and YOU

The owners of 37 lots in the High Lostine Development are the owners and operators of ***The High Lostine Water System***. There is no external utility company. There is no “***them***”. It is only “***us***.” We run it, manage it, and pay 100% of the expenses ourselves. Though we have a great group of **volunteers** who repeatedly step up to keep the water system working,

All Owners Are Responsible.

It doesn't matter whether you use your lot

FULL time

PART time or

NO time.

Without a functioning water system that will last far into the future our lots have very little value.

How Can I Help Make the HLOA Water System Successful?

Be a Responsible Water User

Keep your plumbing in good repair. Fix leaks promptly to avoid stressing the system.

Read your meter several times a year and keep a log. Alert the committee if you see something unusual.

Never open the meter box without permission.

Install a shutoff valve at your buildings if you wish to turn water off when you will be away.

Avoid high water use at night when the pump may be running. Daytime is better for watering gardens & lawns, power washing, filling hot tubs, etc.

Conserving water will reduce stress on the well (and lower your bill).

Never leave a hose submerged in water, even when it is turned off, to avoid backflow contamination.

If you have a stand pipe, wire it shut. Animals can rub and turn it on.

Read the HLOA water policies in the *Companion Document* to learn more about water heaters, backflow devices, reducing high bills from a leak and much more.

Pay your bill promptly.

Cooperate During Maintenance and Repair Work

Follow “do not use” instructions in the event of a water outage even if you have running water. This avoids damage to the system and helps locate leaks. It is also essential for effectively decontaminating all the branches of the system. **Use water only when told it is okay to do so.**

Keep your contact information up-to-date with the Secretary so that you can be alerted regarding outages.

Keep water on hand for emergencies. Sometimes we know when maintenance will be occurring, but often we don't. Be prepared to be self-reliant for two days in an emergency.

Help your neighbors. Check-in to be sure everyone is getting current information.

When the emergency tank is set up by the well, help neighbors who may have difficulty getting water.

Important: The plumbing on the owner's side of a meter box can have a major impact on the entire system. Always contact the Water Committee before making changes.

Participate and Volunteer

Read the Water Committee reports and plans; consider skills you can add to operations. And then join the water committee.

Get trained as a liaison to take water samples and send them to the lab for testing.

Help with meter reading and reporting.

Watch for the red light at the well house and report it to the committee.

Volunteer to help with notification during water outages.

Show your appreciation to the volunteers who spend dozens and dozens of hours in all kinds of weather keeping the system functioning.

And Be Careful....

A hose accidentally left running can empty the reservoir in less than a day, potentially contaminating the whole system, causing gastrointestinal illness and requiring a water outage.