

HLOA Policy: Shutting off water to a lot.

The Water Committee is authorized to shut-off and lock (if necessary) the water supply to a lot for the following reasons:

1. Temporarily interrupt service to a lot or group of lots (i.e. determined by the distribution system) to prevent loss of water from a leak on the owner's service line or on a section of main that supplies an owner's service line. A leak can easily double or triple (or more) the normal daily water use. Contractors are sometimes slow in responding to a request to repair a leak, resulting in increased pumping cost and unnecessary drawdown of the aquifer.
2. Temporarily interrupt service to a lot or group of lots (i.e. determined by the distribution system) to allow a leak to be located or to allow repairs to be made. Owners shall be notified in advance for leak location and when repairs are planned. No notification would be required in an emergency (e.g., a main break).
3. An emergency exists that compromises the supply of water to other lots. This would generally be a break in the service line or section of main that supplies the service line, pipes within structures, or faults in lines that are used outside structures.
4. The owner's service line jeopardizes the safety of the system. This contingency is most likely to occur if the owners' system poses a risk of cross connections with sewer or septic tank service, an owners' system has a second supply of water whose safety has not been confirmed by appropriate tests, or an owner fails to take precautions to avoid cross connections (classically illustrated by a hose immersed in a bucket, pool, horse trough, etc.)
5. For non-payment of water bills including bills for reimbursing the HLOA water system for required work performed by contractors. Water may be shut off in the event of non-payment of water bills, as determined by the Treasurer after repeated attempts to collect, and in no case later than the next water billing cycle. The treasurer will consult with the Board, and direct the water committee to turn an owner's water off. If a bill is under negotiation, water may not be shut off.