



Ponderosa Pines Water Company
53299 Ponderosa Way,
La Pine, OR 97739

September 25, 2014

Resolution - #09-25-14 (4)
Policy and Procedure for Board Communication to Members

WHEREAS, the 2012 Amended Bylaws of The Ponderosa Pines Water Company (PPWC), ARTICLE VI, states that the business and the property of the Corporation shall be managed and controlled by a Board of Directors. Such board shall have the power and authority to make rules and regulations and generally exercise all powers necessary for the transaction of Corporation business, and,

BE IT RESOLVED THAT the Ponderosa Pine Property Water Company Board of Directors has adopted the following policy and procedures to address communications received from association members (homeowners) regarding water company matters.

The Water Company Board of Directors is responsible to communicate the status of water company's activities and board actions to the membership (homeowners). Communication to a member (homeowner) may be in written form via email or letter, a phone call, or onsite visit from a director, employee or Water Manager. Employee onsite visits or phone discussions with members must be documented in writing to the Water Manager and board assigned liaison. When appropriate these communications will be sent to the Board of Directors.

The Board of Directors utilizes various tools to effectively communicate information to homeowners. The monthly board meetings of the water company provide a forum for the board members to report on water company activities. In addition, the website, newsletters and other forms of written communication, whether emailed, mailed, hand delivered, or posted on a community bulletin board, may be used to distribute information to the homeowners. This information may include, but is not limited to, financial information, rules and regulations, policies and procedures, job postings, community information, and governing documents as well as other information that the board would like to pass on to the membership.

Communication acknowledgement: A general acknowledgement will be sent to the member by a director or authorized officer of the Board of Directors within 72 hours of receipt. Communication will be reviewed and a determination made as to the proper venue for response. If a response is given to a member prior to board review it must be prefaced with a statement that the board member is offering his/her opinion, not speaking with the weight of the board behind it, and that if the owner wants the entire board to comment in an official manner on the question, the owner needs to attend the next board meeting. Some communication may require research before a formal response can be given. The member will be notified in these circumstances. All correspondence of this nature will be addressed at a board meeting.



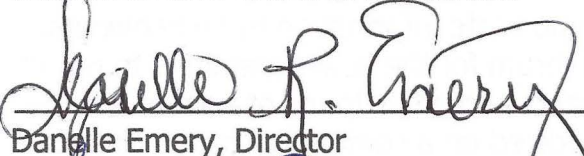

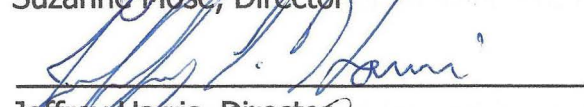
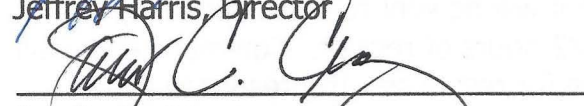

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Member communication addressing a specific issue will be addressed in a factual way. Derogatory, disrespectful or abusive communication containing personal attacks, foul language, or snide comments are not constructive and may not be responded to.

Water Manager: If a phone call, letter or email is received by the manager and includes a question about the water company's existing policy or procedure, or maintenance question, the manager will respond if he/she has information or knowledge about that particular question. The assigned board liaison will be copied on all written communication between a manager and member. Phone calls will be documented on the Incident Report form and a copy given to the board liaison for distribution to the Board of Directors. If a member is raising a dispute or an issue the board needs to address, then the manager will refer it to the board.

All correspondence will become property of the Ponderosa Pines Water Company and placed into the records of the company for a period of 3 years per ORS Chapter 65 Nonprofit Corporations, Records and Reports, 65.771 Section (5)(e) Written communications required by this chapter and those regarding general membership matters made to members within the past three years.

BE IT FURTHER RESOLVED THAT, that a copy of this resolution shall be sent to all Property Owners at their last known address.

 Danalle Emery, Director	9-25-14 Date
 Suzanne Mose, Director	9-25-14 Date
 Jeffrey Harris, Director	25 SEP 14 Date
 Jim Craig, Director	25 SEP 14 Date
 Gerald Evers, Director	10/16/14 Date