



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

This resolution supersedes all previous water policy & fees resolutions

June 21, 2026

Resolution - #06-21-2026 PPWC Water & Fees

WHEREAS, the 2026 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,

WHEREAS, Article IX, Section 1. Rates states: *"Members of Corporation shall have the right to receive water services from Corporation at rates substantially equal to Corporation's cost for such service. Corporation will accumulate or retain funds only to the extent necessary to meet its current losses and operating expenses and other reasonable needs such as, but not limited to, retiring indebtedness, maintaining, improving and expanding its water distribution system, or maintaining reserves for necessary purposes. "*;

WHEREAS, Article IX, Section 3. Method of Assessment states that Corporation's Board of Directors may assess reasonable charges for providing water and water-related services to members and that members may pay assessments annually, quarterly or monthly;

WHEREAS, Article IX, Section 3.5. Additional Billings, allows for billing for water use over annual allotment;

WHEREAS, Article IX, Section 4. Liens, states legal remedies for delinquent accounts, including but not limited to, placement of lien against property, charging of interest on unpaid assessments, foreclosure; and charging of collection costs to owner;

WHEREAS, Article IX, Section 4.5. Discontinuation of Service, allows for discontinuation of service if assessment is thirty (30) days past due.

NOW IT IS RESOLVED THAT PPWC Policies & Fees are outlined in this resolution and are subject to change at Board of Director's discretion.

NOW BE IT FURTHER RESOLVED that a copy of this resolution shall be sent to all members at their last known address.



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Julie Shattler, Director	Date
Greg Hulihan, Director	Date
Ken Forsyth, Director	Date
Allen Henne, Director	Date
David Trachsel, President	Date
Director	Date
Jeremy Martineau, Director	Date



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PPWC POLICIES & FEES

Service Connection Fee

All new service connections require a paid deposit before work begins. A minimum deposit of \$500 will be charged to all properties requiring a new service connection, permanent or otherwise. Deposit includes upfront payment for estimated required appliances, valves, meters, plumbing, testing and a minimum labor charge for 2 employees for 2 hours. Labor costs will vary based upon ground conditions and any additional labor will be billed upon completion of the job. Following installation, the member will be charged for the actual materials and labor cost to install the new service connection. If the cost is less than the required deposit, the remainder will be refunded to the member. If the cost is more than the deposit, the member will be billed and the bill is due upon receipt.

\$100.00 Reconnection fee will be charged to any property that has had service discontinued for non-payment or to owners notified of a leak who do not make the necessary repair(s) within 30 days. If service is disconnected due to a negligent or willful act of owner a reconnection fee will be charged.

Annual Water Service Fee

All metered properties will be charged an annual water service fee based on the Annual Operating Budget. Unless adjusted by the Board of Directors payment of this fee allows each property up to 240,000 gallons of water per year.

A Reserve Assessment is charged annually to every property served by the Ponderosa Pines water system. This dedicated fund supports the long-term sustainability of the system by financing future maintenance, repairs, and essential capital improvements.

Billing Cycle & Payment Terms

The Corporation's fiscal and billing year begins on January 1. All existing payment plans expire on December 31 and must be renewed for the new year by contacting the company Treasurer.

Annual Dues Billing: Due annually on January 1 Delinquent after 30 days

Reserves Due: Due annually on January 1 Delinquent after 30 days.

Quarterly Payments: Due 1st day of the first month of each quarter: Jan, Apr, Jul, Oct, delinquent in 30 days

All assessments not paid sixty (60) days after payment due date are delinquent. After sixty (60) days, all unpaid assessments may become a lien against the property and interest shall be charged at the rate of 5% per year, charged monthly on any outstanding balance on account.

Meter Reads

Unless adjusted by the Ponderosa Pines Water Company (PPWC) Board of Directors, all meters will be read annually in the months of May and September. A final meter read will be done on a property before it is sold or ownership otherwise transfers when the Corporation is aware of property changing ownership. Members may request their meters be read on a more frequent basis. Each member will receive one free meter reading in addition to the Annual meter reading in May. Any additional meter reading will have a service fee of \$10.00, if ground conditions permit meter reading. For those properties that have overages, a letter will be sent to them detailing the amount of the overage, the cost that will be billed to them and what steps can be taken.



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Water Leaks

If a water leak is discovered on private property, the property owner has thirty (30) days after notification to repair said leak. If the leak is not repaired within thirty (30) days, PPWC may discontinue service. If a water leak is discovered on a property that is vacant, permanently or otherwise, PPWC will discontinue service immediately. Water overages will be charged to property owners.

Water Overages

Property owners who experience unusually high-water usage due to a verified leak on their property may submit a written request to the Board of Directors for overage relief consideration. The request should explain the cause of the leak, the steps taken to repair it, and the date repairs were completed. Supporting documentation, such as repair invoices, photographs, or contractor statements, may be required.

The Board may review prior water usage history and other relevant information when determining whether an adjustment is appropriate. Approval of any adjustment is at the discretion of the Board of Directors and is intended for one-time, unforeseen leak events rather than ongoing excessive usage. This additional billing will be billed annually and is due upon receipt.

240,000 gallons paid by annual assessment

240,000 gallons up to 340,000 gallons will be charged at a rate of \$1.00 per thousand gallons.

340,000 gallons and up will be charged at a rate of \$2.00 per thousand gallons.

Discontinuation of Water Service

All accounts are subject to discontinuation of water service if the yearly assessment fee becomes more than thirty (30) days past due per payment arrangement or if any additional billing fee becomes more than thirty (30) days past due. When an account becomes delinquent, a disconnect notice will be sent at least 15 days prior to the scheduled disconnect. The 15-day "Discontinuation of Service" notice will be followed up by a 5-day "Discontinuation of Service" notice. A medical certificate will prevent disconnection up to 6 months for a non-chronic condition; up to 12 months for a chronic condition and will require the customer to arrange and follow a payment plan.

Service may be discontinued for the following:

1. Tampering with PPWC equipment such as cross-connect devices, water meters, diversion of service or other theft of service.
2. Customers that do not cooperate in providing reasonable access to the service box for maintenance, reading or inspection discontinuation will happen immediately and continue until situation is resolved.
3. When facilities provided are unsafe or are deemed to not be in compliance with state and county codes governing service or board rules and regulations.
4. When dangerous or emergency conditions exist at the service premises.

Appeal Process

Any property owner who wishes to appeal a discontinuation of service may do so in **writing within 10 days of the date** of the "Discontinuation of Service" notice. All appeals are to be directed to the Water Manager and the Water Company Board of Directors.