

PHEASANT RUN ASSOCIATION, INC.

WATER SERVICE, USAGE, AND BILLING POLICY

The Association, through the Board of Directors, is entitled to collect assessments for common expenses pursuant to the governing documents of the Association. The Association pays the water consumption charges for the entire Association and then charges each individual unit owner based upon the water consumption indicated on the water meters. As of October 2018, Lorain County Sanitary Engineers Department took over all water meters. Lorain County Sanitary Engineers Department will read all meters with a wand and provide Pheasant Run Association the meter readings by the end of each month. As a result of Lorain County Sanitary Engineers Department not receiving a handful of correct meter readings monthly because of being improperly installed, faulty and or damaged water meters. The Board of Directors ("Board") of Pheasant Run Association, Inc. ("Association") is entitled to adopt reasonable rules and regulations for the water service, usage, and billing of Association's provided water per R.C. 5312.06(D). The Board voted to approve and to implement the following Water Usage Policy, effective June 15, 2020, and updated January 16, 2023.


1. All new owners shall apply for new water service by completing the "Application for Water Services" at least 5 days in advance of a request for new service, transfer of existing service, and/or reconnection of service. There is a \$100.00 deposit for new water service.
2. If payments are dropped into the overnight drop box after 8am, it will be considered submitted the next open business day. Payment forms accepted are personal check, certified bank check, money order, credit card and e-checks. Credit cards and e-check has an additional \$4.00 processing convenience fee. **NO CASH WILL BE ACCEPTED BY THE OFFICE FOR ANY BILL.**
3. Water is billed to owners monthly based upon usage by the 10th of the month, and due by the last day of each month.
4. Prior to the disconnection of the water service, Pheasant Run Association must provide the Unit owner with a written notice of disconnection at least ten (10) days before the scheduled disconnection date.
 - a. The notice must include the following:
 - i. The amount that Owner/Occupant must pay to avoid the disconnection;
 - ii. The specific date by which the payment must be made; and
 - iii. Language explaining the Owner's right to request a hearing within ten (10) days from the date of the disconnection notice.
 - b. The disconnection notice must be sent by one of the following methods:
 - i. Hand delivery to the Unit Owner personally, or to any person residing in the Unit where the utility service is to be disconnected;
 - ii. Placed under or secured to the front door of the Unit;
 - iii. Sent by mail (USPS), to the **owner of record**.
We do not send disconnect notices to tenants in rental properties, only to the owner of record. It is the homeowner's responsibility to notify their tenants if a shut off notice is received.
 - c. Once the water service is disconnected, the owner, or any successor owner, must pay for any and all disconnection and/or connection charges, including the ~~\$25.00~~ reconnection charge, in addition to all other assessments, late fees, attorney fees, paralegal fees, and other fees chargeable to the account, before the utility service is reinstated.

5. The reconnection charge of \$75.00 must be paid *before* the service is reconnected.
6. If an owner or occupant improperly reconnects a disconnected water service, the owner will be subject to a \$500.00 enforcement assessment for the improper reconnection.
7. If the owner responds within 5 business days prior to the water disconnection day, not including holidays and/or normal closed office days (Tuesdays) to pay the delinquent amount, to set up a payment plan, or to dispute the amount owed then the Board will suspend the disconnect pending payment of the delinquent amounts.
8. Should the owner of a payment plan default in payment on the plan, the Association may shut off the water 20 days after notification of the default on the plan.
9. If any check or credit card, for payment to avoid water disconnection is returned as Non-Sufficient Funds (NSF), stop payment, and/or for any other reason, once the Association receives notice of the returned check, or payment, disconnection will cease with no further notice to the owner and/or occupant. Attempting to pass multiple bad checks will result in the Association referring the matter to local law enforcement for the filing of criminal charges against the person who has passed bad checks. If payment is returned for NSF, \$35.00 will be assessment to the home owner.
 - a. If a personal check is returned NSF, no personal checks will be accepted for three months. Only a credit card or money order can be used to make a payment.
 - b. If a credit card or e-check is denied due to NSF, money orders will only be accepted as payment.
10. Once the owner/occupant has had water disconnected, in order to have water service restored, the past due balance and the reconnect charge must be received in the office by 10:00AM on disconnect day, the disconnect fee will still apply even if the water has not been disconnected for any reason.
11. For water service that has already been disconnected, Pheasant Run Association will restore water service by end of next business day.
12. Any water leak before the meter, detected by a homeowner/tenant must be reported to the office immediately. Water must be shut off at the main line until the leak is fixed. The water leak must be repaired within 48 hours. If the water leak is not fixed within 48 hours and/or reported, there will be a minimum charge of \$25.00 a day.
13. Any payments made to the Association shall be applied to the oldest balance first.
14. Any failure to pay the Water Usage Charges, including late fees, interest, attorney fees, and/or costs of collection, will result in Pheasant Run Association pursuing a personal judgment against the owner and/or filing a Certificate of Lien against the Lot that may be foreclosed upon.
15. This policy regarding the shutting off water is in addition to any other collection efforts the Association is entitled to pursue in and for by law and the governing documents of the Association.

I hereby certify that the revised Water Service, Usage and Billing Policy was duly adopted by the Board on January 16, 2023, and that I caused the Water Service, Usage and Billing Policy to be mailed or hand delivered to the owners in the Pheasant Run Association on February 9, 2023.



Raymond Skarupa
Pheasant Run Board President



Date