**January 2022 Billing Newsletter**

**Water service has been restored after Sunday’s outage.** Although recent upgrades did not cause this particular event, recent changes in the water plant did contribute to the slow refill of the reservoir.

**Here’s what happened**...Two weeks ago our hard wired air compressor failed. On Sunday afternoon, the temporary replacement air compressor unplugged itself from the wall which in turn prompted the system to not demand water production. In the meantime, water was being consumed at normal or even higher rates because of the freeze which eventually drained the reservoir completely. Additionally, the warning light outside the water plant burned out at the same time so the drain of the reservoir went un-noticed. Due to the system upgrade process we are in, the current rate of fill for the reservoir is less than half the demand rate to the homes in the neighborhood. Water could not be produced faster than it was being consumed therefore the main lines ran dry. Until there was enough water in the reservoir to re-fill the main lines & build pressure to the system, service was interrupted.

**What is being done**… Engineering is in progress for a full filtration system upgrade. This process takes time and will include engineering, and state approval before further work can proceed in the water plant. As part of the process, in December, the small reservoir was converted to a settling basin. This will decrease colored water issues. While this helps alleviate colored water, it also decreases our output rates. Therefore, water conservation is going to be important for some time while upgrades to the system are in progress. Conservation will help decrease the risk of further disruptions for the same reason. Updates can be found on the RHGC website at **rollinghillsglencairn.com**

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**Billing software will be upgraded** next month. All billed account numbers will change during that process. An additional “0”will be added after the decimal point. Account #999999.9 will change to 999999.09 or 052700.1 will change to 052700.01 If you use your bank’s bill pay service, please begin updating those account numbers now.

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| **MONTHLY WATER RATES**  |
| 0 to 1000 cubic foot (Oct.-May)  |  | $45.00 |
| 0 to 1500 cubic foot (June-Sept.) |  |  $45.00 |
| Next 250 cubic foot  | *X* | 2¢ per cubic ft. |
| Next 250 cubic foot  | *X* | 3¢ per cubic ft. |
| Next 250 cubic foot  | *X* | 4.5¢ per cubic ft. |
| Next 250 cubic foot  | *X* | 6¢ per cubic ft. |
| Next 250 cubic foot  | *X* | 7.5¢ per cubic ft. |
| Cubic foot over 2250  | *X* | 9¢ per cubic ft. |

**Water Charges** are billed monthly. The total water charges must be paid by the due date printed on the statement. If payment is not received by the due date, a late charge (18% APR, minimum $1.50 per month) will be assessed on the unpaid balance and your water connection may be disconnected and you will be charged an additional $100.00. (Your total balance will need to be paid to have water service reconnected).

**Monthly Dues and Assessment (currently $40.00 per lot)** are billed every month and are included with the water bills. If your dues and/or assessments are not paid on or before the due date, a late charge will be assessed on the unpaid balance. If your account is not in good standing, Rolling Hills-Glencairn does not have to supply water and may start legal proceedings to collect.

**Returned Check (NSF):** $25.00 **Water Installation Charge**: $20,000.00

**Mowing Charges:** To control the spread of noxious weeds, vacant & un-kept lots will be mowed and billed at an hourly rate twice a year.

**Revoked Water Re-connection Fee:** Owners who are twelve (12) months delinquent in paying their dues, assessments and/or water charges will forfeit their water connection. The fee for a new water hookup is currently $20,000.00 and must be paid together with all past-due amounts before re-connecting to the system.

*After 4 months of non-payment; a lien may be placed on your property. After 13 months of non-payment, foreclosure process may commence. All legal fees associated with collection of the above charges will be applied to the property owner’s account.*

**Board of Trustee meetings are held the 2nd Tuesday of every month.** The next one is scheduled for Tuesday, January 11, 2022 at 7pm at the clubhouse. All members are invited and encouraged to attend.