

Water Usage Policy and Services
WATERFALL COMMUNITY WATER USERS ASSOCIATION



Contact information:

Mailing address: 18 Waterfall Dr.

Cloudcroft, NM 88317

Email address: wcwua@wcwua.org

Phone: 575-682-1318

Website: wcwua.org, documents can be downloaded from website

The WCWUA and its members are the appointed stewards of the natural springs and water distribution system for the Waterfall Composite Area. It is our responsibility to safely provide potable water and to ensure the future of the springs and the system.

These policies are designed to provide guidance and procedures to maintain your water system, conserve and protect our source of water, and do not supersede the Articles of Incorporation, Bylaws, Rules and Regulations for Water Service Connection and Usage, or the User's Agreement.

If you are out of water, find a leak, notice an area of standing water, have questions about upcoming water projects, or want to discuss your concerns with the Board, please contact us using the contact information at the top of this policy.

The President may be contacted directly for emergencies only. His number is on page 8 of this policy.

We are a not-for-profit organization, licensed through the Public Regulatory Commission-NM, and operate under The Sanitary Project Act-NM. Our water is federally- and state-tested for contaminants to meet EPA standards. The Association's springs, systems, properties and membership are federally protected by the Terrorist Risk Insurance Act.

Members are provided an annual Consumer Confidence Report for Water, with Member Accountability Report. This report is also posted at wcwua.org.

To take advantage of fair weather, we conduct water works projects from April through October. Repairs or maintenance conducted on properties outside this schedule are made with approval of the Board. Reasonable effort will be made to give members sufficient notice prior to work. Our crew makes every effort to leave properties in satisfactory condition or as allowed by owner.

Members are encouraged to volunteer for WCWUA projects. Volunteers help reduce down time of the system during repairs and outages, as well as help maintain ponds and runoff, records requirements, or administrative needs.

WATER USAGE POLICIES



REMINDER: Prior to digging on your property, you must notify the WCWUA plus call 8-1-1 utility locator for existing utility locations. Our system is very old and line locations are always suspect. Failure to do either may result in damage to our water system, or your electric, or your phone. The property owner will be responsible for all costs to repair.

An act of terrorism is a violent act, or an act that is dangerous to human life, property or infrastructure, and to have resulted in damage within the United States. Our system is a public water utility system and subject to this definition. Any act of tampering, illegal service connection, cutting of locks, or contamination of the water will be filed as a Federal complaint by the Association.

Access to the springhouse by anyone (including the Board of Directors) is allowed only with the approval of the Systems Manager. Access to tanks or pumps is hazardous and locked.

Poles/pipes/meters/lids painted blue are water-related markers and the property of the WCWUA no matter where they are located. Moving or destroying these markers is against WCWUA policy and will be replaced at member's expense.

All work pertaining to line maintenance, service connections, springhouse, and storage tanks is initiated, executed, and completed by our State-certified water systems operator who acts as the Association's System Manager.

- a. Service Connection: Includes back flow preventions and emergency shutoff valve, meter, and a metal enclosure (can) with securable lid, which are provided and installed by the Association. Meters are used to help locate leaks.

- b. One service, One house: A service connection is for the sole use of the member, his/her agents, or tenants at the service location. This can include a temporary RV used when the tenant is building a permanent dwelling. Except in emergencies, as approved by the Board, water service is not shared.
- c. ***There will be no physical connection between any private source of water or distribution system to the WCWUA water systems.***

The Association is responsible for everything from the main service line to the meter can, including the can – the member is responsible for service from the member’s emergency shutoff valve on member’s side of the meter can to the home. The two shall never be confused. Tampering with the Association service connection could result in immediate disconnection. Costs for problems on Association side of service are paid by the Association.

When water services are being repaired or upgraded, water outages are always possible. The Board recommends keeping a supply of water on hand, or run water into a bathtub when notified of work.

Water pressure at a house: The water industry standard for delivered pressure to a house is 45 - 60 pounds per square inch (psi); our system’s average is 40 - 145 psi depending on the location. If a lower pressure is desired, the homeowner can install a pressure reducer on the property or inside the home.

Property Owner’s Responsibilities:

Become members, follow applicable policies, pay annual dues to receive water, and use services;

Notify the Board when the house or land is for sale;

Provide current telephone number, mailing address and/or email address for emergency notifications;

Notify the System Manager if the property has a Tertiary Advanced Treatment System (ATS). This is a possible cross-connection with our water system and requires a permit from the NM Environmental Department. If a system permit is obtained, owners must provide copies of the yearly maintenance contract and test results to the WCWUA. Failure to have this information may result in interruption of service.

Maintain in good condition water service from outside of the service can from owner’s shutoff valve, across their property, and house service; refer to the Rules and Regulations for Water Service Connection and Usage for more information.

In case of a water emergency on a member’s property in their absence, the Systems Manager or his/her agent will have the right to enter a member’s property for the purpose of emergency repairs at any hour without notice. If the problem is on owner’s side of the meter can, costs are charged to the member for equipment and operator, as well as cost of parts.

In case of a water emergency on the owner's property while at home, contact the Board President to come to the home and help assess the problem;

If there is no determination as to location of a problem, the WCWUA will return and start a dig. If the problem is found to be on the owner's side, charges will be applied to the owner for time on site. *Costs are charged for equipment and operator, as well as cost of parts;*

If the problem is on the owner's side of the meter can, water can be shutoff inside the service can until owner corrects the problem.

Caution: WCWUA's Systems Manager (SM) is not a licensed plumber and is unable to do plumbing for the property owner. The SM is able to offer limited advice on how to resolve issues on your property for a fee determined by him.

Property Owners with Springs Run-Off Stream on their property: The Association is not responsible for the run-off stream from the springs/falls/ponds. Water crossing property boundaries are maintained by the property owner, keeping tributaries clear and unobstructed to flow downstream. Diversion of the run-off stream is not allowed by NM State law.

ASSOCIATED SERVICES

The Association has a physical infrastructure of water distribution systems, which includes the spring house for the springs, the 3K pumping shed, as well as over 7-miles of pipe, a property office and inventory, all service connections, and 4-storage tanks - and growing every year!



To meet the Association's financial responsibilities and needs of the membership, the following services are provided:

Website: <https://wcwua.org>. Organizational and water information is provided to members and the public as downloaded documents in .pdf or .jpeg format. Electronic signatures or account payments cannot be accepted at this time. All correspondence will be via email or USPS to maintain proper records. Please let us know if there is any information which could be included.

Phone/Internet Hotspot: Located in the WCWUA property shed is a phone for members to call: 575-682-1318. Leave a message that will be returned. Also available for members is a router account:

“guestlynksys” and the password is “guest.” If the power is out, so is the phone/internet. Information regarding real-time repair work and water outages will be placed on the website: <https://wcwua.org>.

Important WCWUA Dates: All meeting notices are emailed or mailed to each active member, as well as posted on the Association bulletin boards located on Lakeview Dr. and Heather Way (next to trash dumpsters), the Cloudcroft Post Office, and <https://wcwua.org>.

Third Saturday in June: The formal Annual Members' Meeting is conducted yearly for members to vote on actions from the Board. Also, volunteers are elected by the membership to the Board of Directors, which acts on behalf of the members for the benefit of the Association. Members are encouraged to attend and freely voice their concerns and suggestions.

On a Saturday to be determined in March, September, December: When necessary, the Board of Directors will conduct an open meeting according to the Open Meeting Act-NM. Members may submit written questions regarding the agenda as long as they are received at least 2 weeks prior to the meeting. The beginning of the meeting is to address questions submitted by members and will be a timed agenda. Then the Board will convene and members may attend but are not allowed to participate in Board discussion.

Second Saturday in January: Bi-Annual Member's Discussions offers an additional opportunity for members to hear updates on projects, new topics, and to voice your concerns and suggestions. This is a non-voting meeting and does not replace the Annual Members Meeting.

Summer WCWUA Work Schedule: Presented at the Annual Members Meeting, the year's proposed schedule for projects on distribution systems, which can include new installations, maintenance work, and repairs. Dates are subject to change. The notice will be placed on the website.

Winter Road Services: Otero County DOT only maintains Lakeview Dr., Crestview Dr., Canyon Rd., and parts of Heather Way. There is a group of generous volunteers who help clear our roads. Anyone is welcome to join in this endeavor.

Trash: Two trash dumpster locations are provided for the use of the Waterfall members. One is located on Heather Way (before it splits to Upper and Lower) and one is located at Lakeview and Waterfall Dr. During the winter months, the dumpsters are moved to the entrances to Waterfall. They are emptied once a week on Monday. Member requests for additional pickup - notify WCWUA by Wednesday. The following applies to all property owners and their guests or contractors:

TRASH GUIDELINES

- **NEVER THROW FIRE ASHES IN THE CONTAINER. ALL ASH MUST BE COLD TO THE TOUCH AND PLACED IN A PLASTIC BAG OR CONTAINER BEFORE DUMPING IN TRASH.**
- For use by WCWUA property owners only
- **NOT** for use by general public or contractors
- **Do not** leave trash outside of container – predator animals will find it and can be nearby
- All trash must fit in dumpster with lid down; collapse all boxes
- No construction materials, hazardous items, or wood/yard slash
- Everything must be in a trash bag - if it doesn't fit in a trash bag, it doesn't go in the dumpster

- Use alternate trash sites (locations posted at each container) when the dumpsters are full

Not following these requirements may result in a surcharge from the WCWUA for handling trash outside or on top of the dumpster.

ALTERNATE TRASH SITES:

Alternate WCWUA dumpster on Heather Way or Lakeview Dr. - all property owners allowed to use either.

Public Recycle: Open 24/7; in Cloudcroft, corner of Hwy 82 and Swallow (Cloudcroft High School), turn north, then turn left into parking lot.

Public Dumpsters: Open 24/7; In Cloudcroft, many located throughout the Village; identified by scenic, hand-painted caricatures of life in the mountains. The closest Village dumpster is at the intersection of Hwy 130 (Cox Canyon) and Hwy 82 - diagonally across the highway (to your right) at the Village Offices.

Cloudcroft Transfer Station (operated by Otero County with attendant): top of Mescalero Drive (extension of Swallow Pl. going north past high school library). Will accept all items (no large appliances), perishable and non-perishable, landscape cuttings must be bagged; **NO HAZARDOUS MATERIALS.** Closed Thursday and Sunday, 7:30am – 11:30am, 12:30pm – 4:30pm.

Otero County Dump Site: Open M-W, and Fri, Sat, 7:30a - 4:30p; 33 Gravel Pit Rd, La Luz; will take everything and anything - tires included. Turn west on Hwy 82, go all the way to Hwy 54, turn north, go approx. 5 miles (through traffic light) and start looking for small sign on right. Accepts all items large and small, perishable and non-perishable, as well as tires and some equipment. Closed Sunday and Thursday.

Schedule of Dues and Fees for Services

The fiscal year runs June 1 thru May 31 of the following year. All charges are calculated to these dates.

<i>Water Dues</i>	<i>\$525.00 due by end of fiscal year (prorated for partial year)</i>
<i>New Service Connection</i>	<i>\$4,000.00 due at time of install</i>
<i>Disconnect fee for non-payment</i>	<i>fair market value</i>
<i>Reconnection</i>	<i>\$4,000.00 plus fees (if approved)</i>
<i>Transfer of Service</i>	<i>\$800.00 due within 30 days of closing</i>
<i>Standby Dues & fees</i>	<i>\$250.00 (service is locked); due by end of fiscal yr. A tamper seal will be affixed to the meter box valve. If the seal is broken, there will be a \$1000.00 fee charged. If fee</i>

is not paid within 60 days, service will be disconnected until Reconnection fee is paid. In addition, it is a federal offense to tamper with the meter box and its contents. So charges may be filed.

<i>Cancellation of Service fee</i>	<i>\$250.00 for cancellation of water service to property with no structures, Water dues will no longer be charged.</i>
<i>Resumption of Service fee</i>	<i>\$4000.00 to resume water service that was previously canceled</i>
<i>Trash fee</i>	<i>\$35.00 surcharge for trash outside the container</i>

Annual dues are refundable within the fiscal year and prorated. All other fees are non-refundable when selling or purchasing property.

Standby Dues: If the owner begins full service within the fiscal year, \$250 will be applied to the annual rate. The \$250 is not carried over to the next fiscal year.

The failure of a Member to pay the annual dues or fees and special assessments duly imposed shall result in the automatic imposition of the following penalties:

1. Non-payment within sixty (60) days from the due date will result in the water being shut off from the Member's property to the service connection. In the event it becomes necessary for the Association to shut off the water from a Member's property, a fee set by the Board of Directors shall be charged.
2. Non-payment within ninety (90) days from the due date will result in termination of the membership in the Association according to Article VIII, Section 5 of the Association's bylaws.
3. In the event membership is terminated due to non-payment, the Association will register a lien on the member's property for monies owed at the Otero County New Mexico Courthouse.

Disconnection can be at the meter can or destruction of the service. Reconnection will be treated as a new connection when all fees and penalties have been satisfied, and with the Board of Director's approval.

Seasonal water patterns occur in our springs – the flow will be heavy or light depending on the amount of rain/snow that we receive. Owners are requested to be conservative in their water use. The Board of Directors will advise the members of drought restrictions when issued by Otero County officials.

The Association's Board of Directors, present and past, is proud of the accomplishments and services to our members over the decades. The continued support of the Association's members is a strong reason why we are successful. We will continue to expand the membership so all property owners can enjoy quality water and service, while protecting our community.

If you have any questions or suggestions regarding this document, please submit in writing to the Board of Directors at wcvua@wcvua.org.

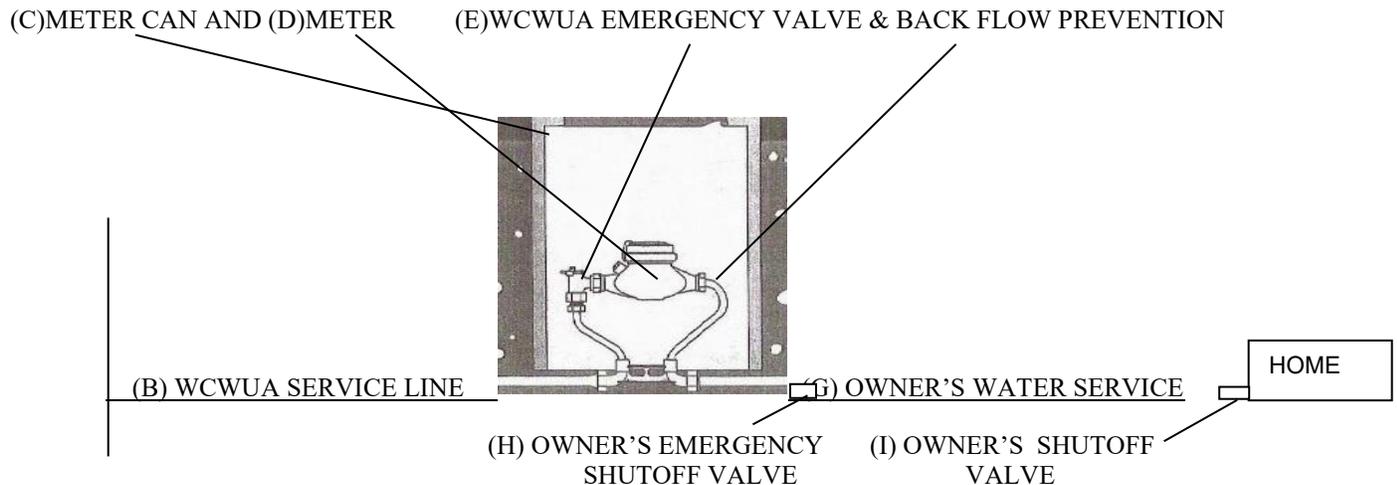
DRAINING YOUR HOME WATER SERVICE

DEFINITIONS:

- A. Service Connection – from WCWUA distribution main through service line to the meter can, water meter, meter setter, and emergency water shutoff valve
- B. WCWUA Service Line – water pipe which connects service from the Distribution Main to the WCWUA Meter Can;
- C. WCWUA Meter Can – a metal or plastic container in the ground that houses the meter setter and water meter;
- D. WCWUA Water Meter – a fixture which records the amount of water flow through the service line to the house;
- E. WCWUA Emergency Valve and Back Flow Preventions – used in emergency to interrupt flow of water to a member's house
- F. Owner's Service Line: from outside meter can to the owner's home;
- G. Owner's Emergency Shutoff Valve – located on the service line outside the meter can to interrupt flow of water from service line.
- H. Owner's Shutoff Valve: outside the owner's home for emergency interruption of service and provided to drain the home of water when unoccupied.

(A) WCWUA SERVICE CONNECTION

Cut-away interior view of circular metal or plastic meter can with valves and meter. Older homes may shutoff valves generally located in a buried pipe or covered. Either way, the services are buried into the ground about 3 feet.



1. **FOR ALL TYPES OF SERVICE CONNECTIONS:** turn off and drain your hot water heater.
2. **IF YOU HAVE A SERVICE CONNECTION WITH A METER CAN:**
 - Turn off the Owner's emergency shutoff valve on Owner's side of the meter can;
 - Close Owner's shutoff valve at your home;
 - Open all your faucets and outdoor service points; water will drain
3. **IF YOU DO NOT HAVE A METER CAN:**
 - Locate Owner's service shutoff valve.
 - Close the valve;
 - Open all your faucets and outdoor service points; water will drain