

Board Meeting February 12, 2020

Our next board meeting will be held on Wednesday February 12th at 3pm in the water company conference room. On the agenda will be the 2020 operating budget, the 2020 capital improvement plan, review section 4.3, and section 4.4 of the company bylaws and approve changes.

Crooked River Ranch Club and Maintenance Association files Lawsuit Defendant Crooked River Ranch Water Co.

CRR Club & Maintenance Association recently filed a lawsuit against Crooked River Ranch Water Company for a dispute regarding revenue sharing and the easement that the water tower is located on. We have always prided ourselves on being open and upfront with our members and we will continue that approach throughout this process to the extent we can. Because we were only just served with the complaint on January 23rd, we are not prepared to provide any additional information at this time.

Why is a precautionary boil water notice issued?

Our top priority is the health of our members and that the water we deliver must never compromise that health. Keeping your water free of contaminants whenever possible is our priority. Over the years, we have searched out ways to make repairs without having to turn the water off. Today we can make most repairs without interruption to water service.

Unfortunately, there are times when there is a major line break as we have had most recently, or a planned repair may mandate we turn the water off to an area of the system. In these situations and anytime we have to turn the water off to an area of the system, we will issue a precautionary boil water notice only for the affected area until such time that the water can be tested and cleared of all contaminants. To ensure that the water is clear of all contaminants, a sample of water from the affected area is taken to a state-certified lab for testing. Results take 24 hours once the sample is received.

We will communicate boil water notices and any emergency in the following ways:

- Website (www.crrwater.com)
- Email notification to all registered members
- A recorded phone call to affected areas
- KTVZ if the severity warrants

Have you signed up for paperless billing?

Currently there are 293 members that receive their bills paperless. As a result the company saves about \$2000 a year in billing costs. For every person that chooses paperless billing, the company saves \$.55 a month. If you sign up for paperless billing, you will receive your statement and newsletters through your email. Members can sign up for paperless billing and still pay their bills in person or by mail without having to pay online.

If you need help getting signed up for paperless billing, please contact our office.

