

Twin Forks Mutual Domestic Water Consumers Association

Level of Service

Approved by the Board of Directors
[September 17, 2005]

Mission:

Twin Forks MDWCA seeks to provide its members with safe, reliable water for domestic use. In doing so the Board of Directors, the staff, and the members are expected to act with fairness, courtesy, efficiency, and care for the sufficient, but limited supply of water.

Goals:

- 1. Twin Forks MDWCA seeks to provide safe, reliable water to all of its members – without exception or favoritism – twenty-four hours a day, seven days a week year round.**

Twin Forks MDWCA recognizes that some standards for water supply are as high as 75 gallons per capita per day. However water supplies in the Twin Forks MDWCA service area are limited, and it will be difficult and expensive to attain that standard. Twin Forks MDWCA currently has ample capacity to capably supply its members at more than their current usage rate of about 30 gallons per capita per day and to meet the demands for exceptional usage that may occur over holidays when many part timers come to enjoy their cabins.

In working to meet this goal, the Board, the staff, and the members will continue to work together to develop additional water supplies, to reduce water losses by consistent, watchful attention to the distribution system, to conserve water within individual households, and to hire and retain quality staff (certified as necessary).

Any member of the Association who feels that he/she has not been treated fairly is expected to bring the matter to the attention of the Board of Directors immediately.

Twin Forks MDWCA has developed and will continue to develop Standard Operating Procedures (SOP's) for its delivery and business system. These SOP's will make it easier to attain the goals of fairness, courtesy, efficiency, and care for the sufficient, but limited supply of water.

2. Twin Forks MDWCA commits itself to continue to meet all applicable standards for the quality of the water it supplies.

Twin Forks MDWCA currently chlorinates its water to insure that bacteria do not propagate in the system, and it sends water samples as mandated by the New Mexico Environmental Department (Drinking Water Bureau) for regular testing. The results are provided to members of Twin Forks MDWCA in the annual Consumer Confidence Report.

In improvements to the distribution system that are anticipated over the next few years, Twin Forks MDWCA will seek to develop flushing points to allow the flushing of lines that may become contaminated.

3. Twin Forks MDWCA seeks to locate repair all leaks within twenty-four hours after they are reported.

Twin Forks MDWCA seeks to provide reliable water to all its members, and minimization of the outages resulting from leaks is a key element in meeting that goal. Twin Forks MDWCA is committed to search actively for the source of leaks and to make repairs within twenty-four hours after they are reported unless there are extenuating circumstances, i.e., unavailability of part, which may cause repairs to be delayed. However, the soil in the Twin Forks MDWCA is quite porous, and many leaks are difficult to find.

In improvements to the distribution system, Twin Forks MDWCA will install isolation valves and flow meters to facilitate rapid finding of the sources of leaks, and thus bring it closer to attaining the twenty-four hour goal.

4. Twin Forks MDWCA commits itself to distributing water equitably to all its members both in times of plenty and in times of scarcity.

In current practice, water is moved between the two lobes of the system by a long water line across a mountain. Twin Forks MDWCA will seek to increase the reliability of the trans-mountain line, to develop additional water supplies in both lobes of the service area, and to develop substantial additional storage facilities to minimize the effects of temporary disruptions. Twin Forks MDWCA commits itself to alleviate the effects of outages and/or scarcity by all effective means, including moving water within the service area, importing water, and imposing rationing measures.

In improvements to the distribution system, Twin Forks MDWCA will seek to provide multiple sources for all parts of the service area so that no portion of the service area suffers long-term outages.

If water sources are inadequate within a portion the Twin Forks MDWCA service area, water will be moved from other portions or water will be imported so that all members receive approximately the same amount of water. Inevitably, some portions of the

service area will be without water when major leaks occur and are under repair; equitable distribution of water does not require that water supplies to other portions of the service area be interrupted when that situation arises.

5. Twin Forks MDWCA will continue to work with its members to encourage responsible use of water and attention to the needs of all.

Twin Forks MDWCA informs its members, through its Bylaws and Rules and Regulations, which are posted on the website and distributed in hardcopy, of their responsibilities to provide for the financial stability of the system by approval of appropriate budgets and by paying their fees and assessments and of their responsibilities to conserve water (no outside use, no multiple dwellings on one tap, etc.) In addition, Twin Forks MDWCA has developed a set of excess water charges for usage above the base supply of 3,000 gallons per month.

The Board of Directors, over the past year, has consistently enforced the rule that a member pays for all water that goes through the member's meter (unless the water usage is the result of Twin Forks MDWCA equipment failure or personnel error).

Twin Forks MDWCA is already blessed with the responsible behavior of its members. Even though the Rules and Regulations state that a member may use up to 3,000 gallons per month per tap without additional charges, full time residents (generally households of 1-3 people) currently average about 2,200 gallons per tap per month, and part time residents (generally families, but with weekend stays) average near 1,000 gallons per tap per month. The voluntary conservation practiced by more than 90% of the members of Twin Forks MDWCA has made it unnecessary to develop stricter conservation rules.

6. Twin Forks MDWCA commits itself to distribute water fairly in emergency situations and to alleviate those situations effectively.

Twin Forks MDWCA has developed an emergency plan, which provides for (a) import of water, (b) the use of the most accessible spring box hose bib (near the Twin Forks MDWCA water office) as a fill station, and (c) use of a small emergency water tank

In July 2005, a water tanker made available by Otero County was used to move additional water from the Twin Forks lobe to the Sixteen Springs lobe in order to supply water to an exceptionally high number of cabins using water. Although the situation was well short of an emergency, it does demonstrate the commitment of Twin Forks MDWCA to provide reliable water to all of its members.

7. Twin Forks MDWCA commits itself to provide its members with the information that they need to make responsible decisions.

Twin Forks MDWCA currently distributes a multi-page newsletter monthly. For those members who choose to provide an email address, it is sent to them by email. For all other members, a paper copy is mailed to their designated address. The newsletter

encourages members to download the Bylaws, Rules and Regulations, the minutes of meetings of the Board of Directors meetings, the Consumer Confidence Report, and other information from the website and promises members without internet access the same information if they will contact the Twin Forks MDWCA office and request it.

Twin Forks MDWCA has committed itself to act in conformance with the Open Meetings Act. The meetings are properly posted, and minutes are distributed as described above.

Members are encouraged to concerns and complaints in writing to the Twin Forks MDWCA office for handling or to be placed on the Agenda for reviews by the Board of Directors.