

Ridge Newsletter

Should you be concerned about an extended power outage?



Mike DeWolf
RECOA Utility Committee

Let's say all electrical power goes out for a few days here at Eagle Crest. What's the big deal other than your refrigerator and freezer and maybe heat if it's the middle of winter? Why should this concern you? Eagle Crest's water and waste water systems rely on Central Electric Cooperative for electrical power. Electrical power is essential to operate water and wastewater (sewage) pumps, the wastewater treatment plant, and a host of other equipment that enables water to flow into our homes and wastewater to be moved out. Currently, there is little or no backup in providing power to these systems. If Central Electric's power supply to Eagle Crest is interrupted, you will quickly have *no water* and *septic pumps stop operating*. The water supply to homes and facilities will shut off and sewage will not move. The risk is more than a matter of inconvenience. It could lead to serious health and safety problems. In a severe case, sewage could back up inside sinks, showers, toilets, etc.

Eagle Crest's water and waste water systems are self-contained, closed loop systems, meaning they are not interconnected with neighboring systems, such as the Redmond's municipal water system. Eagle Crest must pump its own water and manage its own waste water; it cannot turn to others for water services as a back-up if its systems shut down.

Central Electric has been a highly reliable provider of electrical power to Eagle Crest, but its system is vulnerable

to wildfire and other natural disasters. Central Electric is wholly dependent on the Bonneville Power Administration (BPA) for power generation and transmission services. The BPA system spans the Pacific Northwest, and it also is vulnerable to major natural and human-caused disasters, the biggest exposure being major earthquakes. Though the probability of an extended power outage is low, the consequences to homeowners could be high!

Does this cause you concern? It should. So what can be done about it? RECOA's Utility Committee and Oregon Water Utilities now have a strategy for managing these risks, and homeowners will have an important role to play. Look for additional communications on this Resilience Plan over the next few months. In February and March, we will be holding neighborhood meetings to fill you in, hear your advice, and enlist your help. Our job is to help you understand the severity of the problem and the plan we have for making our homes functional in case of an extended emergency. Meanwhile, check out our web page on the Ridge Owners website at [www.ridgeowners.org](http://www.ridgeowners.org/info.php?pnum=43). After logging on go to the Association Info tab on the left side of the Home page, click on Committees and then Utility Committee. You can also use this link to go directly to the page (with a login):

<http://www.ridgeowners.org/info.php?pnum=43>

Feel free to contact the Utility Committee with your questions and concerns at utility@ridgeowners.org.



Peace Trees Vietnam coming to Eagle Crest October 3rd

The RECOA Communications Committee is excited to announce their next speaker forum at the River Run Event Center. Join us on Wednesday, October 3rd at 7pm to hear from Jerilyn Brusseau, founder of Peace Trees Vietnam and RECOA Board Member Norm Knodt, retired US Army 1st Calvary (Airmobile) Division helicopter pilot. Norm Knodt will share his firsthand knowledge of military actions in central Vietnam as he experienced it as a UH-1B gun ship pilot in the Quang Tri Province in 1968.



RECOA Speaker Forum:
Jerilyn Brusseau, Peace Trees Vietnam
Wednesday, October 3rd 7-8:30 pm
1730 Blue Heron Drive, Eagle Crest

Mr. Knodt will introduce Ms. Brusseau, founder of Peace Trees Vietnam, a Seattle-based humanitarian organization working in the Quang Tri Province to assist those whose lives and livelihoods are threatened by the explosive remnants of war. 40% of all ordinance used during the conflict was deployed in Quang Tri, making it the most heavily impacted province in all of Vietnam.

Everyone, especially veterans, should appreciate this very enlightening presentation. Tell your friends!

Backflow devices: keeping your community safe

Domestic backflow devices prevent the backflow of contaminated water into the water system in the event of pressure loss



Oregon Water Utilities

Oregon Water Utilities (OWU) is proud to be the water provider to the Ridge at Eagle Crest community. We produce and deliver high quality and great tasting groundwater to your house. Once it passes through the meter the ownership of water transfers to the customer. Further, the customer is responsible for the home plumbing system downstream of the meter.

OWU performs regular water quality testing and system maintenance to ensure that the water is safe. Customers can maintain the quality of the water in their system by regularly flushing faucets that are rarely used. This is an important activity if your house is not always occupied.

Sometimes, due to a drop in system pressure, water can actually flow backwards from the customers plumbing into the OWU water system. This could happen when there's a break in the water main or when a fire hydrant is used for an emergency. This back flowing water could carry contaminants such as fertilizers, pesticides, human waste, chlorine from

pools & spas, soap from sinks, dishwashers, and showers, etc.)

To prevent water with undesirable quality from a customer's plumbing returning to the public water system, OWU requires all customers to install backflow prevention devices. Think of it as a one-way gate that allows water from the OWU's water supply line to flow into your home's piping but stops water if it ever tries to flow backwards into the main water supply.



“Our customers keep each other safe by properly maintaining their backflow devices.”

- Brett Limbeck, OWU Field Superintendent

The backflow device is a mechanical device with moving parts that requires maintenance. Each year the State of Oregon requires customer with backflow devices submit to OWU results from a State Certified Backflow Device tester that show that the device is functioning correctly.

Your plumbing system also has a backflow device installed on the branch that supplies your irrigation system. This device protects your home plumbing from undesirable water quality that might be found in your irrigation system. Oregon also requires that this device be tested.

OWU automatically offers hassle-free backflow testing for customers for a small fee. Customers do not have to make appointments; OWU handles the required testing and will let you know if repair work is required. The cost for work performed by OWU will be included on your regular water bill. OWU can also coordinate any required repair work for you. Customers who choose to “opt-out” can do so in March when “opt-out” letters are sent to customers; however, customers who “opt-out” must submit passing test results prepared by a State Certified Backflow tester for their backflow devices.

All in all, backflow devices are a critical step in making sure your water is safe and reliable, and the best way to protect our community's water system.

PLAN, PREPARE, BE SAFE: EMERGENCY PREPAREDNESS

Do you know what to do if a disaster strikes? Are you prepared for spending 3 or more days at home without utilities? If an evacuation order is given will you know about it and/or will you know what to do? What will you grab if you are given 5-10 minutes to evacuate?

Although these may seem like unlikely questions to think about, we live in an area where these issues could quickly become your reality! In this article, we will look at knowing how to be informed about potential risk and disaster. In next month's E-News we will look at how to be prepared for living in your home for days or weeks during a disaster, as well as how to plan for a pending or immediate evacuation.

The first concern about emergency preparedness is knowing the most current information and being warned about an

impending or ongoing disaster. So, the initial step in this process is being informed by Deschutes County when something is happening. What will you do if a disaster strikes in the middle of the night and you aren't looking at your online or TV news? If you are signed up with Deschutes County Emergency Alerts you will be immediately informed. Even if you were not onsite at the Ridge wouldn't you like to know if there was a major emergency issue? Read on to find out how to make sure you are fully informed.

Deschutes County is able to make contact with land lines, cellular phones, or VOIP phones. But they can only respond if you are registered with them. The following link will give you step-by-step instructions for how to make sure you are notified in the event of an emergency:

www.deschutes.org/911/page/sign-

[deschutes-emergency-alerts](#)

So what do you do if notified? Depending on whether you are currently in residence on the Ridge at Eagle Crest, you can make a determination as to your best course of action. If you are told to “Shelter in Place” then you proceed with your \ plan for that. If you are told to “Evacuate in 5-10 minutes” that leaves you with a very different dilemma, for which, hopefully, you already have a plan in place.

Watch for your October E-News (monthly email news updates between the Quarterly Newsletter) which will give you much more specific information about both of these situations. What resources do you need if you are told to “shelter in place” for two weeks? What will you grab on your way out of your home if you have only 5-10 minutes to do so? We are working to keep you informed. Stay tuned!

Toss your trash responsibly

Every summer, the Owner Services office fields many complaints from owners, residents, and the garbage/recycling service provider about the illegal dumping and improper trash disposal in managed neighborhoods such as Creekside, Eagle Creek, and Forest Greens. While garbage service in those neighborhoods varies (Eagle Creek, for example has communal recycling **only**) all enclosures are clearly marked with the types of items that are accepted by High County Disposal (HCD), the contracted garbage and recycling service. Illegal dumping by owners, residents, and renters impacts service costs and diminishes the attractiveness of the resort for everyone. This is one area where you, as an owner, can help control the costs incurred by the Association. Please be considerate and follow these basic guidelines when tossing your trash:

- All homes (except for townhomes in Creekside and Forest Greens, which have **exclusive** use of neighborhood dumpsters) are required to have garbage service set up, even if they are not occupied full-time. HCD offers twice monthly and as-needed pickup options. Call them at (541) 548-4984.
- If you are a homeowner who rents or “lends” your home out to guests, please ensure that guests receive adequate instruction regarding where to leave their garbage and recycling.
- Appliances, barbecues, trash, glass containers, and large cardboard boxes left in—or outside of—the refuse containers incur additional costs. HCD staff does not pick up any items left outside of the containers. Maintenance personnel called out to remove such items must bill Association for this work.
- Take glass containers and large cardboard to a Deschutes County Solid Waste Transfer Station for recycling. It’s free and the two nearest stations are at Negus Way in Redmond and Fryrear Road in Sisters. HCD does not provide glass recycling on any rural routes and glass containers left in the recycling containers will be considered “contaminants”.

Thank you for keeping Eagle Crest beautiful and litter-free!

GOLF COURSE IMPROVEMENTS UNDERWAY

Eagle Crest's Ridge and Challenge Golf Courses are receiving a face lift thanks to an infusion of capital funds from new resort owners KDG Capital.



Ron Beurger, PGA
Director of Golf

I trust your season is going well and I hope you've been enjoying this wonderful weather we've been having lately. Midway through the first year of our most recent ownership change I wanted to reach out and share some positive news concerning our golf courses.

First off as we continue to ramp up our course conditioning we've received our order of nearly 90 tons of tan sand. This sand has begun to make its way into the Ridge Course bunkers following some prep work each bunker must undergo prior to receiving the sand. We estimate that we will complete the bunker work on the Ridge by the end of the season.

Second, I am pleased to report that we will be addressing nearly 1/3rd of the Ridge cart paths late summer / early fall 2018. This work will also include some limited paving to close up the non-asphalt areas on the Challenge. We will move forward with plans to systematically address the most severe problematic portions of cart paths each season thereafter until all carts paths are resurfaced.

Third, beginning in October 2018 we will begin reconstructing and renovating our pond on the 18th hole of the Ridge. This pond will be reconfigured and positioned more in front of the green with a higher

water table for improved visibility to the golfer. This pond will include the addition of a fountain to improve aesthetics and also provide a nice noise buffer from the pavilion and adjacent putting course. Artist renditions of the plan should reach the golf shops for display by early August so please check back with us. Additionally, all the ponds on the Ridge and Challenge courses with the exception to the 16th hole on the Ridge will be receiving fountains.

Fourth, fresh white sand will be installed into the Challenge bunkers in early 2019.

Our current cart fleet issues are at the top of our list. We are working diligently to solve this complexed problem that has been a surprising moving target for us with testing remedies that have not provided ample improvement. We knew the situation would most likely get worse before it got better and I think we are now beginning to turn the corner. It's taken a lot of work and I anticipate some noticeable improvement by the end of this month (at the latest).

Looking ahead to 2019 and beyond, I can say the future looks bright and we have every reason to be encouraged about where we are headed. I thank you for your patience and understanding through our transition and look forward to enjoying the enhancements with you as they come to fruition. I'm certain more good news will follow and I'll be sure to communicate that as it happens. In the meantime please remember my door is always open, fill free to swing by and let me know any thoughts and or questions you may have.



How to stay up-to-date on the latest HOA news and updates



Joe Kosanovic,
RECOA Webmaster

Clear and effective communication is an essential part of many aspects of our lives, and our Homeowner Association is not excluded. Consider the fact that our RECOA Board of Directors and various Committees are making decisions and enforcing rules that impact our community. When homeowners are unaware of these policies or don't understand them, this can cause some challenges. Let's face it, not everyone attends the Board or Committee meetings. Therefore, members must get their information from other sources. It's easy for misunderstandings to occur as others try to relay what they heard. This makes it even more critical for our HOA to disseminate information in multiple ways to reach as many members as possible. Here are a few ways we convey content to homeowners:

Newsletter: A quarterly newsletter provides local information and articles written by our community-minded volunteers. The newsletter is available in printed form mailed to members and also available on the RECOA website, including past editions,

Website: The HOA provides a comprehensive website giving members a single place to access a variety of information, an event calendar, and more. Registered members can access proprietary documentation, including a member directory, archival BOD meeting minutes and much more.

Email: We make every attempt to use email strategically so members don't feel as though they're being bombarded with constant messages. Monthly "E-News" updates were

recently instated by the Board of Directors and are sent from Owner Services to all Ridge owners whose email addresses are on file. Please contact their staff via email at ownerservices@eagle-crest.com to be added to the distribution list.

Meetings: Board meetings, the annual meeting, and committee meetings are always an important time to focus on business giving homeowners an opportunity to voice their ideas, opinions, and concerns. Check out the calendar at www.ridgeowners.org to see when the Association meetings are held.

If you have concerns or questions about activities or issues affecting your property, there are many ways to get assistance.

You can call or email the contracted HOA management team, Northview Community Services (NVCS), also known as "Owner Services". They can be reached by phone during regular business hours (Monday thru Friday, 8 am - 5pm) at (541) 548-9300 or by email at ownerservices@eagle-crest.com. Or, email the RECOA Board member for your voting group or contact a various RECOA committee specific to your concern. All email addresses for Board members and committees are listed on the RECOA website under "Association Info". Any owner can attend RECOA board and committee meetings. To find meeting dates and times, simply click on "Event Calendar" on the website or call Owner Services at (541) 548-9300. You may want to consider stepping up to join a committee as one of the many volunteers that help keep the Ridge at Eagle Crest a wonderful and safe community for all.

COMMUNITY BRIEFS

Bark mulch reminder - Compliance deadline September 1, 2018

All single family homes are required to be in compliance with the ARC Bark Policy (Section 5.1.6) on or before September 1, 2018. All bark must be removed 18 inches from any above-grade structure, including foundations, decks, propane enclosures, and pergolas. Gravel or river rock may be installed to replace bark in these areas (not required). Contact the HOA office to find out more about acceptable rock types and where to purchase locally.

Parking matters - ensure safety and access for emergency vehicles

When street parking, consider the safety impact to your own home and those of your neighbors. You can help your community and first responders by parking considerately, especially in narrow streets. Whenever you park, even temporarily, take a moment to make sure that an emergency response vehicle would be able to pass your vehicle (10 ft is a good place to start). When parking your vehicle, please make sure that you avoid blocking access to any nearby fire hydrants.

Clear vegetation which impedes visibility

Please make sure to keep your street number signs visible to drivers and pedestrians and clear of vegetation and shrubs and trees often limit a driver's view of approaching vehicles. Be alert for places where vegetation needs to be cut back on your property, for your own safety and the safety of others.

72 hour trailer parking area

Parking in the 72 hour parking area at the Eagle Ridge Sports Center parking lot is only for 72 hours, and may be utilized by owners or their guests once a month. If you park your vehicle/trailer there, please make sure to leave a note on it with your name and phone number so that HOA staff can get ahold of you if needed.

It's illegal to harm Eagle Crest's wildlife

There have been recent reports of the resident deer herd being shot with pellet guns and arrows. This kind of activity is illegal, regardless of the time of year. Please report suspicious activity to the Deschutes County Sheriff at (541) 388-6655.

