

# Ridge Newsletter



## RECOA Resilience Plan town halls announced for 2019

*Mike DeWolf*  
*RECOA Utility*  
*Committee*

Your home's septic system and Oregon Water Utilities' waste water collection and treatment system depend on electricity from Central Electric Cooperative to operate properly. CEC's electrical supply (provided by Bonneville Power) is vulnerable, and there's a real risk that wildfire, seismic, or major weather events will interrupt power for a lengthy period. If this happens, water will stop flowing and effluent will stop moving, which can lead to big health and safety issues.

Fortunately, RECOA and Oregon Water have developed a Resilience Plan for managing the risk of an extended power outage for our water and waste water systems. For the waste water system, the Plan calls for portable generators to provide back-up power so that effluent can be moved out of home septic tanks and into the utility's collection system if CEC's power shuts off. The portable generators can only do their job, however, if the septic control panels on homes have been upgraded to allow a generator to be plugged in. With few exceptions, none of the septic

control panels installed at Eagle Crest were designed with the needed plug-in capability.

Septic control panels have an expected service life of 15-20 years, so most of the units that were installed when residences were built are due, or nearly due, for replacement. Our Resilience Plan calls for septic control panels to be replaced with upgraded technology over the next five years. If you are a homeowner in the Eagle Creek, Forest Ridge, Forest Green, Creekside, Desert Sky, or Vista Rim neighborhoods, your tank and control panel are shared with others and RECOA will arrange to replace them for you. These new control panels will be funded through your neighborhood's financial reserves. If you are an owner of a single, custom home, including Highland Parks, your tank is not shared, and it will be your responsibility to fund the up-graded control panel. RECOA's Utility Committee and Oregon Water will work with you to make the upgrade process easy and efficient.

In late March and early April, RECOA's Utility Committee will be hosting Resilience Plan town halls to explain the plan, hear your questions and concerns, and ask for

your help. Meanwhile, check out our web page on the Ridge Owners website at [www.ridgeowners.org](http://www.ridgeowners.org). After logging on to the site, go to the "Association Info" tab on the left side of the Home page, click on "Committees" and then "Utility Committee".

Feel free to contact the Utility Committee with your questions and concerns at [utility@ridgeowners.org](mailto:utility@ridgeowners.org).

### Ridge At Eagle Crest Owners Association Board of Directors 2018-19

Butch Henry	President
Norm Knodt	Vice Pres.
Jack Newman	Secretary
Don Rodich	Treasurer
Merle Irvine	Director
Delayne Giardini*	Director
Leslie Brown*	Director

*\*Welcome to new directors!*

# Maintenance and Oversight projects coming in 2019

## Projects completed in 2018 included:

- A new walking path along Nutcracker Drive
- Additional memorial benches installed along selected trails and view locations
- Installation of traffic calming speed tables and stop signs
- Directional signage to Eagle Crest Blvd. near the intersection of Highway 126

## On the project list for 2019:

- For walking and biking safety, a new path will be constructed along William Lyche Drive. This will provide an off-road walking and biking path from Highland View Loop to the Dry Canyon Trail, the Lakeside Sports Center and beyond to the Oxbow mail kiosk (*top left photo*)
- Along Eagle Crest Boulevard, by the intersection of Golden Pheasant Drive, the walking and biking path will be relocated off the curved portion of the roadway (*bottom right photo*)
- Separation of pedestrian and vehicle traffic along Red Wing Loop and also

along Golden Pheasant Drive in the Forest Greens neighborhood (*top right*)

- Additional crosswalk improvements, and roadway and culvert maintenance items. (*bottom left*)

Thank you for your participation in making the roads on the Ridge safer. "Life is Good at 20 MPH"—please keep the roads in our Neighborhoods safe by continuing to drive at 20 mph.



## A MESSAGE FROM RUDOLPH: DON'T FEED THE DEER!

Well-intentioned people often feed deer without realizing the myriad problems that human interventions such as feeding can create. Artificial feeding concentrates wildlife, causing the spread of disease and parasites and easier take by predators, like cougars and coyotes. Feeding will invite more deer (any maybe even predators) to your property and encourage them to stay. Concentrating deer in human-settled areas can also lead to an increase in vehicle collisions and conflicts between wildlife and pets. Every year, we see seemingly healthy deer perish because they have been distributed the wrong foods for their diet. Their diet requirements actually change with the seasons and are best met by native forage. Deliberately feeding deer may inhibit digestion and lead to death by starvation or infection. Feeding deer is dangerous and harmful to deer and people alike—don't do it!

# OREGON WATER UTILITIES SPOTLIGHT



## Oregon Water Utilities

Ridge water and sewer customers benefit from an onsite service team of experienced, long-time field operators.

Oregon Water Utilities (OWU) strives to provide excellent service to our customers. Customer Care is one of our core values and we specifically strive to:

- Listen attentively;
- Respond to needs in a courteous manner;
- Be fair and honest;
- Honor our commitments and strive to exceed expectations.

We are delighted to hear when customers have a great experience interacting with our Field Operations team. We understand how satisfying it can feel when a problem is solved within minutes, and how frustrating it can be when it takes longer. We welcome positive or negative feedback because it provides valuable insights and helps us continuously improve our customer experience; it tells us what we are doing well and what we can work on.

We do not seek praise, however, we are grateful when a customer takes time out of their busy lives to selflessly recognize the efforts of our dedicated water professionals. We recently received the email below from an OWU customer expressing their appreciation for our work:

*To Whom It May Concern:*

*On September 7 (Thursday), we came home to a strong chirping from our septic tank alarm box. It must have had a serious indigestion issue and*

*needed the help of Oregon Water Utilities. We dialed the phone number on the electrical/alarm box and left a message. Almost immediately, Jon contacted us by phone and was at our house within 10 minutes. He was so calm and polite as he began to open up the problem source and listened to our questions while he offered answers. Jon basically “wrestled” the screen and cylinder above ground and singled-handedly hosed the sludge off the screen. He calmly described what was going on, and why we probably needed to upgrade our system. Jon “jury-rigged” our septic system to get us through the night and said he would be in touch with us the next morning. He called back before 9 A.M. (Friday) with the cost of the parts, the labor, and the pump out. He let us know that they would there by 1 P.M. including a McDonald tank truck to pump out the foul contents. Jon brought Derek with him, and he was enjoyable as well.*

*We don’t know much about the details of your septic system, but we know that you have two fine men who know their business. They made our problem a regular issue that they were glad to fix for us. We just wanted you to know that we were pleased with the outcome with the new septic tank system and especially with your worker bees. Thank you!*

Thank you for the feedback, and thank you to our hardworking OWU Field Operations team for your excellent Customer Care. We take pride in being attentive and courteous so please do not hesitate to contact us by phone **877-405-1760** or on our new Facebook page at **Facebook.com/OregonWaterUtilities**

# Winter Gym Etiquette

As the chilly winter days are upon us, many people move their fitness program indoors. For those returning to the work out areas or those starting a new winter work out program, here are a few gym etiquette reminders to make everyone’s workout happier and healthier.



- Clean your shoes on mats prior to entering workout area.
- If you are sick stay home and get better.
- Wear proper clean workout attire. Use locker room to dress and undress. Leave personal items in locker room or on designated hooks. Smell good but not great!
- Silence cell phones. Take calls outside of the workout room.
- Be respectful of noise. Be mindful of music earbud volume—do not slam or drop weights, keep grunts and noise to a minimum. Socialize quietly.
- Obey cardio machine time limits. Adhere to posted gym rules.
- Wipe down equipment after use. Reset weights and cardio equipment to neutral starting position.
- Notify staff immediately of maintenance challenges.
- Smile while you work out, it burns more calories!

Thank you for making the work out areas happy, healthy and safe. See you at the gym soon!



# High terrain burn successful

Photos by Ron Klein, RECOA Community  
Wildfire Prevention Committee (CWP)

In late 2017, Ridge common areas at the foot of the north Cline Butte received wildfire protection treatment including limbing-up and removing junipers, removing flammable shrubs out from under junipers, and thinning out dense patches of flammable shrubs. The program purpose is to reduce our vulnerability to the real and persistent wildfire threat on the Ridge.

On Tuesday, December 4th a controlled burn of hand-constructed juniper debris piles took place on select high terrain common areas on the West Ridge. The operation was conducted by PatRick, a highly-qualified wildfire and fuels contractor with experience in this procedure. Amazingly, the piles were completely burned in one day. The activity followed burn plan review and approval by the Oregon State Forestry Department, Deschutes County, and Redmond Fire and Rescue.

If you have questions about this wildfire protection project, please contact Owner Services at 541-548-9300 or email the CWP committee at [CWP@ridgeowners.org](mailto:CWP@ridgeowners.org).



## COMMUNITY BRIEFS

### Restriction on open fires and fire pits

The RECOA CC&Rs state that "[n]o incinerators or other open fires (except outdoor cooking facilities such as propane grills or portable barbecue units) shall be kept or maintained on any Residential Lot." Warming fires are permitted at construction sites so long as clean, untreated wood is burned in a steel barrel with a wire or metal screen cover. No flame—including warming fires and cooking fires—should ever be left unattended. Thank you for keeping the Ridge at Eagle Crest safe and free from fires!

### Wood pile storage rules—conceal it!

In the RECOA Policies and Procedures, it is stated that all wood piles must be obscured from view of neighboring properties (including the golf course). Please keep woodpiles off of decks and away from the side of your home.

### Fencing is not permitted for protecting landscaping from local wildlife

The ARC Guidelines allow for privacy screens and fences which appear as an extension of the home's architecture. Fences may not, however, be erected for the sole purpose of protecting landscaping from deer or for marking the perimeter of a yard. This includes small temporary fences around trees and garden beds. For some alternative methods of repelling deer, please contact the OSU Extension service or a local landscaper. One popular (non food-safe) repellent used by our owners is Deer-Away/BGR (Big Game Repellent).

### Pay your dues online quickly and safely

Did you know that the bank processing your HOA dues allows for online payment? To pay online, visit [www.ridgeowners.org](http://www.ridgeowners.org) and click on "Link to ALLIANCE BANK" near the bottom of the page. Once there, you can make a one-time payment from your bank account or credit card or sign up for autopay. If you have any questions, please contact Owner Services at 541-548-9300.

### Ring in 2019 without the use of fireworks

Celebrating the New Year is a tradition that shouldn't end in injury or tragedy. We'd like to remind owners that the use of any fireworks is strictly prohibited at Eagle Crest.