

Valley Maintenance Corporation Customer Reimbursement Policy

This policy is brought into effect as of July 23, 2026.

We all live in a mountain community for the benefits it brings. With that comes some compromise. The VMC volunteer board, its employees and Wisdom Management work extremely hard to deliver water reliably to all Spring Valley residents 365 days a year. Unfortunately, outages do happen and in every case, we give our best efforts to restore services as quickly as possible and keep residents informed of status. These things happen and it is up to the resident to be prepared for such instances. This is similar to a power outage - they are commonplace under certain conditions. CORE Electric is not in the business of reimbursing their customers for gas used to run generators during power outages. Along the same vein, Valley Maintenance Corporation cannot reimburse residents for expenses incurred due to a water outage.

We understand that a loss of water is more than just an inconvenience. If you would like to discuss ways to prepare for future outages, please feel free to attend a board meeting or reach out to a board member or Wisdom Management directly.