

WCSD RESOLUTION 03-4

ESTABLISHING A POLICY FOR BILLING ADJUSTMENTS DUE TO WATER LEAKS

WHEREAS, the Board of Directors of the Westhaven Community Services District wishes to establish an equitable policy for billing adjustments following major water leaks occurring beyond a customer's control,

BE IT RESOLVED, the Board of Directors of the Westhaven Community Services District hereby establishes the following conditions governing billing adjustments as a result of a water leak.

CONDITIONS:

1. The Manager or designee is authorized to adjust a customer's water bill one month out of any 24-month period where the customer proves that excess usage occurred as a result of a water leak and that the water leak has been repaired.
2. Customers may apply for the Water Leak Adjustment by completing a Water Leak Adjustment Request form at the WCSD office.
3. Customers will provide receipts for parts or a copy of the plumber's bill if available. If no receipts are provided, the District may wait until the next scheduled meter read date to verify that the leak has been repaired.
4. The adjustment will be calculated as 75% of the difference between the actual water charge for the month of the leak and the average monthly charge based on the previous 12 month use or the longest period of the customer's use, if less than 12 months.

PASSED, APPROVED, and ADOPTED this twelfth day of February 2003 by the following roll call vote:

AYES: Blake, Bryant, Cline, Oliphant

NOES: None

ABSTAIN: None

ABSENT: Schulz

Alfred (Skip) Oliphant, President
Westhaven Community Services District

ATTEST:

Annette C. Leshner, Secretary
Westhaven Community Services District