

WCSD RESOLUTION 2019-2

(Amending Resolution 2015-2)

ESTABLISHING A POLICY FOR BILLING ADJUSTMENT CREDITS DUE TO WATER LEAKS

WHEREAS, the Board of Directors of the Westhaven Community Services District wishes to establish policies that encourage conservation of water and prompt repair of known water leaks on customers' property, and

WHEREAS, the Board of Directors of the Westhaven Community Services District also wishes to establish an equitable policy to provide for billing adjustment credits granted following repair of 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 adjustment credits granted as a result of a water leak.

CONDITIONS:

1. The Manager or Manager's designee is authorized to adjust a customer's water bill for one leak event during any 12-month period when the customer can prove that excess usage occurred as a result of a water leak and that the water leak was repaired in a timely manner following District notification or customer reporting of the water leak.
2. Customers may apply for the Water Leak Adjustment Credit by completing a Water Leak Adjustment Request form at the WCSD office.
3. Customers will provide an explanation of the leak and repair and receipts for parts or a copy of the plumber's bill if available. If no documents verifying the repair are provided, the District may wait until the next scheduled meter read date to verify that the leak has been repaired.
4. Customers shall be eligible for a leak adjustment credit if the leak is repaired within ten days of the customer's receipt of the District's mailed or verbal notification of the leak or the customer's reporting of the leak to the District. The repair must subsequently be verified by the District.
5. The adjustment credit will be calculated as 75% of the difference between the actual water charge for the billing periods affected by the leak (one or two billing periods) and the average monthly charge(s) based on the previous 12 months use or the longest period of the customer's use, if less than 12 months.

If the repair to the leak is not made within 10 days following receipt of District notification or customer reporting of the leak, then the leak adjustment rate shall be reduced by 10% per day; e.g. 11 days to complete repair = 65% adjustment 12 days to complete repair= 55% adjustment, etc.

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6. Customers dissatisfied with the Manager's handling of a leak adjustment request may appeal to the District Board of Directors. The Board's ruling shall be final.

PASSED, APPROVED, and ADOPTED this Seventeenth day of April 2019 by the following roll call vote:

AYES: Hankin, Verick, Moon, Cline

NOES: Phipps

ABSTAIN: 0

ABSENT: 0



A handwritten signature in black ink, appearing to read "D. Hankin".

David Hankin, President
Westhaven Community Services District

ATTEST:

A handwritten signature in black ink, appearing to read "Roxanne Levang".

Roxanne Levang, Secretary
Westhaven Community Services District