

RESOLUTION NO. 1011

ADOPTING POLICY REGARDING ADJUSTING WATER BILLS FOR WATER LEAKS ON THE CUSTOMER SIDE OF THE WATER METER

NORTH COAST COUNTY WATER DISTRICT

WHEREAS, the District generally is responsible for the repair and maintenance of its water distribution system up to and including the water meters installed to serve District customers;

WHEREAS, District customers are responsible for the repair and maintenance of the water system and plumbing facilities from the water meter to and including the plumbing fixtures in the customer's residence or building (i.e. the water system on the customer side of the water meter);

WHEREAS, the District occasionally receives requests from customers to reduce water bills because of water leaks on the customer side of the water meter; and

WHEREAS, the District wishes to rescind Resolution No. 958 and replace it with this Resolution.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the North Coast County Water District hereby adopts the following policy:

1. In order for the District to consider a reduction in a customer's water bill, the customer must notify the District of the water leak within ten (10) working days from the date the customer received their high water bill and the customer must repair the water leak within ten (10) working days from the date the customer had knowledge of the water leak. A copy of this Resolution will be provided to the customer upon notification of the leak to the District.

2. If the General Manager determines that the leak was not caused by the customer, that the customer notified the District of the leak within ten (10) working days from the date the customer received their high water bill, and that the customer repaired the water leak within ten (10) working days from the date the customer had knowledge of the water leak, the District may reduce the customer's water bill as follows:

- (A) the District will calculate the average water use of the customer based on the customer's average previous usage (that is available in the computer data base), the amount of water over the average usage will be considered excess water ("excess water") resulting from the water leak; and

(B) The District will charge the customer for the excess water at the then current water rate that the San Francisco Public Utilities Commission charges to the District, plus 20%. All other water provided to customer (not excess water) will be billed at the District's then current rate. The District may adjust a maximum of two billing cycles per leak.

3. A reduction of the customer's water bill, if a one is made, may only occur once in every five years.

4. The District General Manager, based on all the information provided by the customer requesting a water bill reduction and information gathered by District staff after an investigation of the circumstances and applying the criteria set forth above, will determine whether the high water bill will receive an adjustment. A customer may appeal the decision of the General Manager to the Board of Directors by submitting a written request to the General Manager within ten (10) working days from the date of the General Manager's decision. The customer's written appeal must describe in detail the basis for the appeal and explain why an adjustment should be granted. The General Manager will agendize the appeal for a Board of Directors meeting within forty (40) days from the date the written appeal is received.


BE IT FURTHER RESOLVED that the General Manager may take appropriate actions as may be necessary to implement this resolution.

PASSED AND ADOPTED this 19th day of March, 2008, by the following vote:

AYES:
NOES:
ABSENT:



President, Board of Directors
North Coast County Water District

ATTEST:


Secretary of District