



BOARD MEETING AGENDA SUBMITTAL

MEETING DATE: January 8, 2019

ITEM SUBMITTED BY: Jennifer Flores, Office Manager

SUBMITTAL PREPARED BY: Jennifer Flores, Office Manager

AGENDA ITEM: Adoption of Resolution Amending the District's Leak
7B Adjustment Policy

RECOMMENDED ACTION

Adopt Resolution Amending the District's Leak Adjustment Policy

BACKGROUND

The District revised its Leak Adjustment Policy in April 2017 during the extreme drought conditions that were being experienced statewide. The policy was amended significantly to only allow "...leaks deemed undetectable and not considered a household maintenance responsibility..." to qualify for an adjustment. What this ultimately means is that only leaks that occur to the private lateral line from the meter to the house underground qualify for adjustment.

The District on average receives 7-10 requests for leak adjustments per month from customers who have experienced accidental water loss as a result of an indoor plumbing failure. The District has had to deny the majority of requests received since the revised policy was adopted. This in many cases has resulted in the customer experiencing significant financial hardship and disdain towards the District.

District staff would like the Board to consider amending the District's Leak Adjustment Policy to allow for accidental water loss due to an indoor plumbing failure to qualify for an adjustment per the proposed policy attached.

ATTACHMENTS

1. Revised Leak Adjustment Policy
2. Resolution Amending Leak Adjustment Policy

FINANCIAL IMPACTS

The District would no longer receive the higher revenue for gallons charged that are adjusted.

Proposed Leak Adjustment Policy

106.14 Water & Sewer Account Leak Adjustment Requests

The General Manager and/or their designee, is authorized to adjust a customer's water or sewer service account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or other failures in the property's indoor plumbing system, subject to the following conditions:

- A. The account shows no record of being delinquent for more than 60 days during the past 24 months
- B. One (1) adjustment will be granted within a 24 month period
- C. The customer certifies in writing that the problem causing the usage could not have been foreseen, is not related to negligence in property maintenance and has been repaired and/or resolved within fourteen (14) calendar days of being notified or when the leak was discovered
- D. Leak adjustments must be applied for in writing within 30 days of receipt of billing
- E. No leak adjustments will be granted for loss of water due to irrigation failures
- F. No leak adjustments will be granted for properties operated or used as vacation rentals
- G. No leak adjustments will be granted during District declared drought status
- H. Upon approval of the adjustment, the District will bill each gallon of water used in excess of the normal water consumption on the property, calculated based on the same billing period from the prior year, at the District's Base Usage Rate.

Existing Leak Adjustment Policy

~~106.14 Water & Sewer Account Leak Adjustment Requests~~

~~The General Manager, or the Office Manager in his/her absence, is authorized to adjust a customer's water or sewer service account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or other failures in the property's plumbing system, subject to the following conditions:~~

- ~~A. The customer account shows no record of being delinquent for more than 60 days during the past 24 months.~~
- ~~B. One (1) leak adjustment will be granted within a 24 month period and may not span more than one billing cycle.~~
- ~~C. No adjustment for an irrigation leak will be given (any leaks associated with irrigation systems are not eligible).~~
- ~~D. Immediate steps were taken, after detection of the leak, to prevent further loss of water AND customer must have repaired the leak within 14 days of being notified or when the leak was discovered.~~
- ~~E. Leak must be deemed undetectable by the homeowner; no adjustment will be granted for internal plumbing leaks which should be considered a household maintenance responsibility; and/or eligible for insurance payment.~~
- ~~F. Hoses or faucets left on by customer are not eligible for adjustments.~~
- ~~G. Leak adjustments must be applied for in writing within 30 days of receipt of billing.~~

- ~~H. Proof of the repair must be provided (receipts for any materials or services related to that — repair). Only leaks in excess of three times the owner's last year consumption for the same read period will be considered for adjustment.~~
- ~~I. All gallons in excess will be rebilled at the District's Baseline Usage Rate and be due and payable upon the next billing cycle.~~
- ~~J. No leak adjustments will be granted during District declared drought status.~~
- ~~K. No leak adjustments will be granted during the District's operation of its Alternative Water Supply (AWS).~~

RESOLUTION NUMBER 2019-01

**A RESOLUTION OF THE GROVELAND COMMUNITY SERVICES DISTRICT
AMENDING THE DISTRICT'S LEAK ADJUSTMENT POLICY**

WHEREAS, the District desires to amend its Leak Adjustment Policy, under which customers of the District who have experienced large accidental losses of water, may apply for an adjustment to their bill.

NOW, THEREFORE, BE IT RESOLVED that GROVELAND COMMUNITY SERVICES DISTRICT hereby amends its Leak Adjustment Policy and is outlined as follows:

The General Manager and/or their designee, is authorized to adjust a customer's water or sewer service account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or other failures in the property's indoor plumbing system, subject to the following conditions:

- A. The account shows no record of being delinquent for more than 60 days during the past 24 months
- B. One (1) adjustment will be granted within a 24 month period
- C. The customer certifies in writing that the problem causing the usage could not have been foreseen, is not related to negligence in property maintenance and has been repaired and/or resolved within fourteen (14) calendar days of being notified or when the leak was discovered
- D. Leak adjustments must be applied for in writing within 30 days of receipt of billing
- E. No leak adjustments will be granted for loss of water due to irrigation failures
- F. No leak adjustments will be granted for properties operated or used as vacation rentals
- G. No leak adjustments will be granted during District declared drought status
- H. Upon approval of the adjustment, the District will bill each gallon of water used in excess of the normal water consumption on the property, calculated based on the same billing period from the prior year, at the District's Base Usage Rate.

THE FOREGOING RESOLUTION was introduced at a regular meeting of the Board of Directors held on the 8th day of January, 2019, and was passed by the following vote:

AYES:

NOES:

ABSTENTIONS:

Janice Kwiatkowski, President

ATTEST: _____
Jennifer L. Flores, Board Secretary

CERTIFICATE OF SECRETARY

I, Jennifer Flores, the duly appointed and acting Secretary of the Board of Directors of the Groveland Community Services District, do hereby declare that the foregoing Resolution was duly passed and adopted at a Regular Meeting of the Board of Directors of the Groveland Community Services District, duly called and held on January 8, 2019.

DATED: _____