

PUBLIC UTILITY DISTRICT NO.1
OF
JEFFERSON COUNTY

RESOLUTION NO. 2019-25

A RESOLUTION of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington (“the PUD”), amending the Customer Service Policy to include section 10.3.3 – Water Leak Adjustments.

WHEREAS, the 2011 Jefferson County Public Utility District Water System Plan allows for a billing adjustment for water loss on the customer’s side of the meter that was not the fault of the owner and does not result from customer negligence; and

WHEREAS, the PUD staff recommend that there be clear guidelines and limitations to the PUD’s leak adjustment policy in order to provide clear procedures for both PUD staff and customers; and

WHEREAS, the PUD staff recommends that there be limitations on the duration of the leak, i.e., between the time the leak is reported either by the customer or PUD crew member and the time the leak is repaired; and

WHEREAS, the PUD staff recommends that there be a minimum water loss requirement in order for a leak adjustment to be considered; and

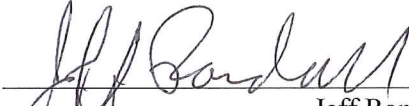
WHEREAS, the PUD staff recommends that the District no longer use the formula for calculating the cost of the water loss in determining the amount of the adjustment. The water loss, which is defined as consumption in excess of the average usage for that location, during the same time period for the previous three years, should be instead charged at the tier one water rate; and

WHEREAS, the PUD staff recommends that the District no longer allow repeated adjustments for the same service location. There shall be a limit of one adjustment per location over a twenty-four-month period;

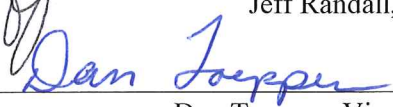
NOW, THEREFORE, BE IT RESOLVED THAT:

The Customer Service Policy of Jefferson County PUD No. 1, is hereby amended to include section 10.3.3 – Water Leak Adjustments, and all staff recommendations are accepted.

ADOPTED by the Commission of the Public Utility District No. 1 of Jefferson County, Washington, at a regular open meeting this 7th day of October 2019.

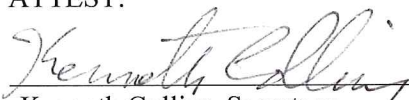


Jeff Randall, President



Dan Toepper, Vice President

ATTEST:



Kenneth Collins, Secretary

10.3.3 – Water Leak Adjustments

Customers who experience a high bill due to a water leak may be eligible for an adjustment on their water bill. The Customer will be responsible for all charges on the account until such time as an adjustment is granted and applied to the account. Customer Service will offer alternative payment arrangements until such time as the leak adjustment is either processed or denied. Once the estimated loss is calculated, the Customer will pay the first-tier water consumption rate for the lost water. The customer will also be responsible for paying a one-time processing fee as specified in section 14.3.14 of this policy.

To qualify for a leak adjustment the following criteria must be met:

- The leak must be in excess of ten thousand (10,000) gallons greater than the Customer's average monthly usage for the most recent three (3) years during the same time period.
- The Customer must not have been granted a leak adjustment for the same service location within the most recent twenty-four (24) months.
- The leak must have been repaired within 10 days of discovery. An extension of this deadline may be considered based on extenuating circumstance.

Leaks that are not eligible for a billing adjustment may include, but are not limited to the following:

- Commercial accounts
- Irrigation pipe leaks
- Leaks that are the result of owner negligence
- Leak of which the Customer should have been aware
 - Pipes or equipment that are in plain sight
 - Leaking toilet

The Customer will be required to provide proof of the leak. Proof may include, but is not limited to the following:

- Invoice from a plumber or contractor
- Parts receipt
- Photo of the repair and location of the leak
- Onsite verification by a PUD water crew
- Should all of the qualifications be met, and the adjustment is approved by the Manager or his/her designee, then staff will enter a policy adjustment on the Customer's water account.