

PUBLIC UTILITY DISTRICT NO.1  
OF  
JEFFERSON COUNTY

RESOLUTION NO. 2021-004

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

WHEREAS, the Board of Commissioners for the PUD adopted Section 10.3.3, a water leak adjustment policy in Resolution No. 2019-25; and

WHEREAS, the Board of Commissioners reviewed the Customer Service Policy Section 10.3.3 regarding leak adjustments at its regular meeting of January 5, 2021; and

WHEREAS, the PUD continually evaluates its Customer Service Policies in order to balance the fiscal impacts to the PUD with impacts to its customers; and

WHEREAS, the PUD staff has recommended to the Board of Commissioners certain amendments to Customer Service Policy Section 10.3.3 that will provide guidelines and limitations to the PUD’s leak adjustment policy, Section 10.3.3 in order to provide better procedures for both PUD staff and customers; and

WHEREAS, this Resolution updates and amends Resolution No. 2019-25 to cap certain amounts charged due to water leaks, and modifies Customer Service Policy Section 10.3.3 to provide further clarity, and such changes to that policy are shown in the attached Exhibit No. 1, incorporated herein by this reference..

NOW, THEREFORE, BE IT RESOLVED THAT:

The Board of Commissioners of the PUD has reviewed the water leak adjustment policies for irrigation systems at its January 5, 2021 regular meeting; and based upon its review and recommendations from the PUD staff, the Customer Service Policy of Jefferson County PUD No. 1, hereby amends Section 10.3.3 – Water Leak Adjustments consistent with the attached changes provided in Exhibit No. 1 to this Resolution.,

ADOPTED by the Commission of the Public Utility District No. 1 of Jefferson County, Washington, at a regular open meeting this 16<sup>th</sup> day of February 2021.

*Dan Toepper*

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Dan Toepper, President

*Kenneth Collins*

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Kenneth Collins Vice President

ATTEST:

*Jeff Randall*

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Jeff Randall, 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 not to exceed one thousand dollars (\$1,000). 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.
- The customer must submit a leak adjustment request letter and all required documents to the PUD no more than 2 months after the repair of the leak.
- An extension of any of the above deadlines may be considered based on extenuating circumstances.

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

- Commercial accounts
- 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.