**RIVER PINES PUBLIC UTILITY DISTRICT**

**RESOLUTION 2019-05**

**ESTABLISHING A POLICY FOR BILLING ADJUSTMENT CREDITS DUE TO WATER LEAKS**

**WHEREAS**, the Board of Directors of the River Pines Public Utility 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 River Pines Public Utility District also wishes to establish an equitable policy to provide for billing adjustment~~s~~ credits granted following repair of water leaks occurring beyond a customer’s control,

**BE IT RESOLVED**, the Board of Directors of the River Pines Public Utility District hereby establishes the following conditions governing billing adjustment~~s~~ credits granted as a result of a water leak.

**CONDITIONS:**

1. The Manager is authorized to adjust a customer’s water bill one month out of any 12-month period where the customer proves that excess usage occurred as a result of a water leak and that the water leak has been repaired in a timely manner.

2. Customers may apply for the Water Leak Adjustment Credit by completing a Water Leak Adjustment Request form at the River Pines Public Utility District office or District website.

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 (10) days of the District’s notification of the leak to the customer and the repair is subsequently verified by the District. Notification can may be through door tag, phone call or in person.

The adjustment credit will be calculated as 50% of the difference between the actual water charge for the month of the leak and the average monthly charge based on the previous 12 months use or the longest period of the customer’s use, if less than 12 months.

Completion of the repair extending beyond ten days shall reduce the adjustment by 10% per day; e.g. 11 days = 40%, 12 days = 30%, etc.

5. Customers dissatisfied with the Manager’s ruling may appeal the ruling to the District Board of Directors. The Board’s ruling shall be final.

PASSED, APPROVED, and ADOPTED this 18TH day of September 2019 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

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Roscoe Raymond, Board Chair

River Pines Public Utility District

ATTEST:

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Gisele Wurzburger, Board Clerk

River Pines Public Utility District