

**NORTH BEACH WATER DISTRICT
PACIFIC COUNTY, WASHINGTON**

RESOLUTION 18-2009

**A RESOLUTION OF THE BOARD OF COMMISSIONERS OF NORTH BEACH
WATER DISTRICT, PACIFIC COUNTY, WASHINGTON, ADOPTING A POLICY
FOR BILLING DISPUTE**

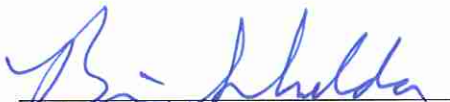
WHEREAS, the North Beach Water District (District) is a political subdivision of the State of Washington formed under Title 57 RCW; and

WHEREAS, the Board of Commissioners, pursuant to RCW 57.08.005, has the power to control the price for water and water service.


**NOW, THEREFORE, THE BOARD OF COMMISSIONERS OF NORTH BEACH
WATER DISTRICT, PACIFIC COUNTY, WASHINGTON, HEREBY RESOLVES AS
FOLLOWS:**

Section 1. That the District hereby amends its Rules and Regulations adopted July 7, 2008 and amended subsequently as attached hereto this resolution as "Exhibit A"

ADOPTED by the Board of Commissioners of North Beach Water District, Pacific County, Washington at its regular meeting held on 20th day of July, 2009.



Brian Sheldon, President



R D Williams, Commissioner



Gwen Brake, Secretary

Exhibit A

1.01.390 Billing Dispute Policy

Responsibilities

The General Manager shall be responsible for verifications, with the exception of meter readings, as needed. The Office Manager shall be responsible for initiating meter reading verifications, adjustments to accounts and applicable record keeping.

Adjustment Protocol

Determination of Cause

When an adjustment to a high water is requested by the customer, the customer will first be asked if the high bill is due to a leak that has been repaired.

- If the answer is no, the meter will be re-read. If the bill is due to a meter reading error, the customer will be notified of the amount due on the current bill along with the amount of the adjustment on the next bill (if any). If the meter reading is correct, the customer will be notified that they are responsible for the full amount of the current bill.
- If the answer is yes, then the customer will be e-mailed a Water Leak Repair Verification form or instructed to pick one up at the District office. The completed form will be returned to the Office Manager.

Challenges to Meter Accuracy

Should the customer desire to challenge the accuracy of the meter, the following protocol will be followed:

1. The customer shall submit a written request to have the meter tested. The meter will be tested by the District at no cost to the customer. The customer can view the testing.
2. Meters installed as replacements for stopped/under registering meters or meter replacements because of age will not be tested at District expense. Exceptions are at the discretion of the General Manager when subsequent consumption appears abnormal for the size of the service line and the type of dwelling at the service address.
3. If the meter test indicates that the meter is overstating the water usage outside of industry accepted tolerances (ANSI/AWWA standard C700-95), the amount of overcharged consumption will be calculated from the test report results and credited to the customer's account.
4. If the test indicates that the meter is accurate within industry accepted tolerances (ANSI/AWWA standard C700-95) or understating water usage, the customer will be notified that they are responsible for the full amount of the bill.
5. If the customer disputes the accuracy of the District's meter test and customer desires a test of the meter accuracy by a third party, the following terms will be offered.
 - a. If the test indicates that the meter is accurate within industry accepted tolerances (ANSI/AWWA standard C700-95) or understating water usage, the customer will have a meter testing fee of actual cost plus the meter cost added to their next bill. The customer is responsible for the full amount of the bill.

- b. If the meter test indicates that the meter is overstating the water usage outside of industry accepted tolerances (ANSI/AWWA standard C700-95), the amount of overcharged consumption will be calculated from the test report results and credited to the customer's account. The District will absorb the cost of the test.