

Dear Commissioners:

I am asking that you grant me a reduction on my last water bill which totaled \$201.79. Seeing that amount was a shock since I try to conserve water as much as possible and normally I have paid in the mid-\$30's and low \$40's.

After talking with employees at the office, I learned the high water volume was not due to a leak but probably occurred when I was out of town for several days. I returned to find a hose on and since I knew I had not left any water running, I assumed what happened was a little neighbor boy had been playing with my hose and went home leaving it on. He is often at my house and I have had to remind him several times that water is expensive and not for playing.

I believe my records show that in 2011 a leak did occur when a part broke at the meter connection or in that area. My bill was reduced on that occasion and I have been advised that can occur only once in five years without your intervention. This is a difficult time financially for me. I have been retired from teaching for almost 25 years and recently have had some high dental expenses with more to come as well as surgery after the first of the year.

I would appreciate any relief you can manage.

Sincerely,



Sandra Nielson

3505 281st Street

Ocean Park

665 2540

10.7.2014

Memo

To
Board of Commissioners

Board of Commissioners,

From
William Neal,
General Manager

Ms. Nielson has been a ratepayer for many years with an excellent record of on time payments and has displayed a courteous and cooperative spirit in her dealings with District staff.

CC
Jack McCarty,
Office Manager

District Policy provides a reduction in a ratepayer's bill if they have a leak that causes a significant loss of water.

District rules provide ratepayers one leak adjustment every five years.

Ms. Nielson received a leak adjustment in 2012.

Re
Sandra Nielson Request
for Relief on Water
Charges

The current excessive water loss was not due to a leak in the conventional sense. Although a repair of her plumbing is not required to stop the loss of water a modification in her plumbing and procedures will keep this kind of water loss from happening in the future. Ms. Nielson does not have a customer shut-off valve between our meter and her premises. If she were to have a customer shut-off valve installed and then develop the habit of turning off the valve when she was going to be away from home for extended periods of time this kind of loss would be successfully mitigated.

If the Board were so inclined I would recommend the bill be adjusted in the same manner as the leak adjustment policy provided Ms. Nielson agreed to install a customer shut off valve on her service line. I would recommend the valve be placed in a convenient location so that she could easily shut it off when she was going to be away for extended periods of time.

I have reproduced the Leak Adjustment Policy below for your review:

1.01.75 Responsibility for repair of service pipe (June 20, 2011)

- A. The service pipe from the meter box extending into the customer's property, including pipes or plumbing inside buildings, belongs to the customer and it is the customer's responsibility to maintain, repair, and or replace those pipes. The service pipe, meters, meter setters, meter box, or valves located in the meter box and extending back to the main belongs to the District and it is the District's responsibility to maintain those pipes, meters, meter setter, meter box, and valves. The customer will not in any way render the meter box inaccessible to District personnel. The property owner assumes all responsibility on their premises for water furnished by the District. All service pipes, fittings, and equipment belonging to the customer must be kept in good repair and protected from freezing at the property owner's expense.

North Beach Water District

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- B. The District has no obligation to notify customers of a suspected leak on their premises. To provide excellent customer service and promote good relations between the District and its customers, District personnel will notify customers of any suspected leak on their premises. The District assumes no responsibility for any expenses incurred by the customer in determining if a leak is present.

In the event customers are notified of or become aware of water waste as defined in Section 1.01.070, they shall repair or remedy the waste of water within 48 hours. Failure to do so shall be a violation of this section and Section 1.01.070. The District has the authority to terminate that customer's water service without notice until waste of water is corrected.

- C. In the case of a leak in the service pipe, the customer may be entitled to an adjustment on their water bill provided that an adjustment may be requested upon written application within a fourteen (14) day period of receipt of the billing in question. Failure to take plumbing system winterization precautions or repair a leak in a timely manner (48 hours) may constitute a forfeiture of the leak adjustment. After the complete and satisfactory repairs and with documentation of satisfactory repair, reduction in fees shall be limited to one-half of the excess water usage billing as determined by the District to be associated with the billing period in question, and excludes the monthly service charge. The adjusted rate for the month in which the leak was detected shall be equal to the average of the water charges of the three-month period consisting of the same month from the previous year as the month the leak was discovered, and the month before and after the previous year. Said three-month average shall be the adjusted rate for the month in which the leak was detected. A leak adjustment shall be available to the customer once every five years..