



Commissioners
Brian Sheldon – Gwen Brake – Glenn Ripley

December 14, 2015

To: NBWD Board of Commissioners
From: Jack McCarty, Office Manager
Subject: Pamela Harrison Leak Adjustment Request

On October 29, 2015, Pamela Harrison of 26711 Park Avenue came in to the District office to question the usage on her bill. Mrs. Harrison's account usually uses between 100 to 300 cubic feet per month; however for the October bill, which covered September 4, 2015 through October 7, 2015 the usage was up to 5,600 cubic feet.

District crews were dispatched to Mrs. Harrison's property to check for a possible leak. After observing the meter for over 10 minutes it was determined that there was no leak. Mrs. Harrison was adamant that she did not use that much water and asked what she could do; Mrs. Harrison was advised to file a police report for theft of water.

Mrs. Harrison filed a police report as advised and provided documentation as proof, she also filled out the District's leak adjustment form. Currently the District's rules allow for the waiving of 50% of the excess water charge above and beyond the customer's normal use in the event that there is a verified and repaired leak. There is currently no provision to reimburse customers for stolen water.

Mrs. Harrison is requesting consideration by the Board to approve her leak adjustment request. If approved the refund to Mrs. Harrison would be \$68.31.

Jack McCarty
Office Manager