

**Public Utility District No. 1 of Jefferson County
Resolution No. 2024-024**

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

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

WHEREAS, the Board of Commissioners adopted Resolution No. 2021-004 amending Section 10.3.3 – Water Leak Adjustments, to balance the fiscal impacts to the PUD with impacts to customers and provide guidelines and limitations to the PUD’s Leak Adjustment Policy; and

WHEREAS, the Water Leak Adjustment Policy, as adopted in Resolution No. 2021-004, requires further clarification to allow for its consistent application to the PUD’s customer-owners; and

WHEREAS, the Board of Commissioners seeks to provide clear, consistent policies for the PUD and its customer-owners.

NOW, THEREFORE, BE RESOLVED, by the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington, that the Customer Service Policy, section 10.3.3 Water Leak Adjustments be updated as reflected in the attached Exhibit A of this Resolution.

ADOPTED by the Commission of Public Utility District No. 1 of Jefferson County, Washington, at a regular open meeting held this 19th day of 2024.

DocuSigned by:

Jeff Randall

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Jeff Randall, President

DocuSigned by:

Daniel S. Toepper

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Dan Toepper, Vice President

DocuSigned by:

Kenneth Collins

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Kenneth Collins, Secretary

EXHIBIT A

Customer Service Policy 10.3.3 – Water Leak Adjustments

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. 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-owner will 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 two (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.