



BOARD MEETING AGENDA SUBMITTAL

TO: GCSB Board of Directors

FROM: Peter Kampa, General Manager

DATE: April 11, 2023

SUBJECT: Agenda Item 7F: Adoption of a Resolution Amending the Water Leak Adjustment Policy

RECOMMENDED ACTION:

I move to Adopt Resolution 17-2023 Amending the District Water Leak Adjustment Policy.

BACKGROUND:

The District revised its Leak Adjustment Policy in January 2019 to allow for bill reductions resulting from accidental water loss due to an indoor plumbing failure. To qualify for an adjustment, per the current policy customers need to meet certain requirements in order to apply for a water and or sewer leak adjustment.

The District on average receives 7-10 requests for leak adjustment per month from customers that have experienced accidental or unknown water loss, and on average 3-5 customers per month that own a second home/vacation rental. The current policy excludes all vacation rental customers from receiving a water and or sewer leak adjustment. The District has had to deny these requests even when the customer experiences a unanticipated leak from underground or unexposed pipes, or some other circumstances beyond the customer's control. This in many cases has resulted in the customer experiencing significant financial hardships and was not the intent of the vacation rental provision of the existing policy. Leak adjustments are not provided when leaks occur due to negligence including lack of plumbing maintenance.

District staff would like the Board to consider amending the District's Leak Adjustment Policy to include; "*No leak adjustments will be granted for properties operated or used as vacation rentals, except those leaks beyond the customer's direct or immediate control occurring on underground or unexposed water lines outside the home*" and other changes that are included in the policy herein.

ATTACHMENTS:

1. Resolution 17-2023
2. Revised Leak Adjustment Policy

FINANCIAL IMPACTS:

The District would no longer receive the higher revenue for gallons charged that are adjusted.

RESOLUTION 18-2023

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE GROVELAND COMMUNITY SERVICES DISTRICT AMENDING THE WATER LEAK ADJUSTMENT POLICY

WHEREAS, the Groveland Community Services District (herein referred to as District) is a local government agency formed and operating in accordance with Section §61000 et seq. of the California Government Code; and

WHEREAS, Section §61040 of the California Government Code requires that the board of directors shall establish policies for the operation of the district. The board of directors shall provide for the implementation of those policies which is the responsibility of the district's general manager; and

WHEREAS, the District's Water Leak Adjustment Policy is outdated and in need of update; and

WHEREAS, a revised draft Water Leak Adjustment Policy has been prepared and is included herein.

NOW THEREFORE BE IT RESOLVED THAT THE BOARD OF DIRECTORS OF THE GROVELAND COMMUNITY SERVICES DISTRICT DOES hereby rescind the previous Water Leak Adjustment policies and adopt the revised Water Leak Adjustment Policy attached hereto as Exhibit A.

WHEREFORE, this Resolution is passed and adopted by the Board of Directors of the Groveland Community Services District on April 11, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

APPROVE:

Nancy Mora, Board President

ATTEST:

Rachel Pearlman, Board Secretary

CERTIFICATE OF SECRETARY

I, Rachel Pearlman, the duly appointed and acting Secretary of the Board of Directors of the Groveland Community Services District, do hereby declare that the foregoing Resolution was duly passed and adopted at a Regular Meeting of the Board of Directors of the Groveland Community Services District, duly called and held on April 11, 2023.

DATED: _____

Leak Adjustment Policy

106.14 Water & Sewer Account Leak Adjustment Requests

The General Manager and/or their designee shall have the authority to adjust a customer's bill for water and/or sewer commodity charges in instances of an unanticipated leak from underground or unexposed pipes, unauthorized use by others, or some other circumstances beyond the customer's direct or immediate control. Billing adjustments are not issued when there is a visible leak or ongoing leak as identified by billing records such as from outside faucets, sprinklers, and hose bibs or for wasteful use resulting from the customer's negligence.

The General Manager and/or their designee, is authorized to adjust a customer's water or sewer service account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or other failures in the property's indoor plumbing system, Approval of leak adjustments are subject to the following conditions:

1. The account shows no record of being delinquent for more than 60 days during the past 24 months
2. One (1) adjustment will be granted within a 24 month period
3. The customer certifies in writing and provides evidence that the problem causing the abnormally high water usage was beyond the customer's direct and immediate control, and has been repaired and/or resolved within fourteen (14) calendar days of being notified or when the leak was discovered
4. Leak adjustments must be applied for in writing within 30 days of receipt of billing
5. No leak adjustments will be granted for loss of water due to irrigation system failures
6. No leak adjustments will be granted for properties operated or used as vacation rentals, except those leaks beyond the customer's direct or immediate control occurring on underground or unexposed water lines outside the home
7. No leak adjustments will be granted during District declared drought status water shortage of State-3 or greater as detailed in the District's Water Shortage Contingency Plan
8. Upon approval, the District will take estimate the amount of the leaked water by comparing the customer's water consumption during the leaked period to the customer's normal water consumption during the same billing period of the prior year(s). The District will adjust the customer's bill for the estimated water leaked that is in excess of the prior year's same billing period for normal consumption and bill each gallon of the leaked water at the District's Base Usage Rate lowest commodity Baseline Usage rate.