



Memo

To: Board of Directors
From: Josselyn Quine
Date: September 15, 2022
Subject: Policies regarding Customer Leaks/Shutoffs

Currently in Section 3.3.2: Customer Responsibility to Prevent Water Loss of the Districts' Administrative Code it states as follows:

Each customer of the District is required to install a shut-off valve on the customer's side of the meter, outside the meter box, to allow on-site plumbing to be drained as necessary to prevent loss of water from frozen or broken pipes. It shall be the customers responsibility to maintain their on-site plumbing and operate these valves as necessary to prevent water loss, especially during periods of freezing conditions when the premises are unoccupied.

Within other sections of the Districts' Administrative code it states customers will be charged for excess consumption. With some of the recent customer leaks, we have had customers come to us with complaints towards how we handle leaks and shutoffs. We are looking to adopt a policy into the Districts' Administrative Code stating how we should manage leaks.

Talking points:

1. Local/Out of town addresses
2. Unable to contact customer by phone or email
3. Limit on consumption per day
4. Incurring after hours charge of \$75
5. Potential of liabilities from District initiating shut offs.
6. Follow ups on Hang Notices
7. Legal liability if District is unable to complete all policy parameters (why there isn't a current policy)