



UTILITIES ADVISORY COMMITTEE MEETING

Wednesday, February 19, 2020 at 5:30 p.m.
Los Osos Community Services District Office
2122 9th Street, Suite 106, Los Osos, CA

COMMITTEE MEMBERS

Chuck Cesena, Chairperson
Matthew Fourcroy, Vice Chairperson
James Bishop, Member
Jan Harper, Member
Leonard Moothart, Member
Eric Silva, Member

STAFF

Ron Munds, General Manager
Jose Acosta, Utility Systems Manager
Laura Durban, Administrative Services Manager

AGENDA

1. **Opening at 5:30 p.m.**
Call to Order, Flag Salute, Roll Call
2. **Approve UAC Meeting Minutes of January 15, 2020**
(Recommend Committee Approval)
Presented By: Administrative Services Manager Durban
3. **Utility Department Report**
Presented By: Utility Systems Manager Acosta
4. **Utilities Department Updates**
(Updates Only)
Presented By: Utility Systems Manager Acosta
5. **Flume Rebate Program**
(Discussion and Recommendation)
Presented By: General Manager Munds
6. **Leak Credit Adjustment**
(Discussion and Recommendation)
Presented By: General Manager Munds
7. **Public Comments on Items NOT on this Agenda:** At this time, the public may comment on items not on this agenda. Each commenter is limited to 3 minutes and shall address the Chairperson.
8. **Schedule Next UAC Meeting** – The next UAC Meeting will be held Wednesday, March 18, 2020 at 5:30 p.m. unless otherwise noted.
9. **Closing Comments by UAC Committee Members**
10. **Adjournment**

**DRAFT Minutes of the Utilities Advisory Committee Meeting
January 15, 2020 at 5:30 p.m. at the District Office**

AGENDA ITEM	DISCUSSION	FOLLOW-UP
1. Call to Order, Flag Salute and Roll Call	<p>Vice Chairperson Fourcroy called the meeting to order at 5:32 p.m. and led the flag salute.</p> <p><u>Roll Call:</u> James Bishop, Committee Member – Present Jan Harper, Committee Member – Present Leonard Moothart, Committee Member – Present Eric Silva, Committee Member – Absent Matthew Fourcroy, Vice Chairperson – Present Chuck Cesena, Chairperson – Absent</p> <p><u>Staff:</u> Ron Munds, General Manager Jose Acosta, Utility Systems Manager Laura Durban, Administrative Services Manager</p>	
2. Approve UAC Minutes of November 20, 2019	<p>Vice Chairperson Fourcroy presented the minutes for approval.</p> <p>Public Comment – Lynette Tornatzky commented that her name was spelled incorrectly.</p> <p>Committee Member Harper moved to approve and accept the minutes as presented. The motion was seconded by Committee Member Bishop and the motion carried by unanimous consent.</p>	Action – File approved minutes.
3. Basin Management Committee Meeting Update	<p>General Manager Munds gave a report of the BMC meeting commenting on the election of officers; an update on infrastructure projects; delay on well drilling permit; 8th Street Aquifer Well; and budget discussion which can increase the District costs.</p> <p>Vice Chairperson Fourcroy inquired when the budget is being proposed and approved.</p> <p>General Manager Munds responded March 18th.</p> <p>Committee Member Harper commented on the matching grant and the BMC Budget items.</p> <p>Public Comment – Jeff Edwards commented on the members in attendance at the meeting; the timeframe for the test well conclusions to be drawn; voiced dissent to a third potential facility with Program B Nitrate Removal; ongoing discussion about Cannabis application.</p> <p>Committee Member Moothart inquired where and what is the goal of the test well.</p> <p>General Manager Munds responded that the main goal is to see if there are enough gallons per minutes, the well will be drilled, tested and then destroyed.</p>	Action – None
4. Utilities Department Report	<p>Utility System Manager Acosta provided a summary of the November 2019 activities of the Utilities Department as submitted in the agenda packet reporting total water production; the District produced 13.6 million gallons equated to an average daily demand of 455,000 gallons, 60.3 gallons per day per person, a decrease from last year; he reported on production and runtime at the well sites; water billing information, Utilities Department operations and maintenance including water sampling, service line update, monthly meter reading, meter change out program, performed follow up work from Leak Detection program, update on repair work done at 10th Street tank, completed a survey of our water facilities for SCADA recommendation, and rainfall totals.</p>	Action – None

AGENDA ITEM	DISCUSSION	FOLLOW-UP
<p>4. Utilities Department Report (continued)</p>	<p>Committee Member Harper inquired when the District will see the change from the leaks that were repaired.</p> <p>USM Acosta responded that it should take approximately 4 months.</p> <p>Committee Member Moothart inquired about the drawdown level.</p> <p>Vice Chairperson Fourcroy inquired about revenue that is billed and if there is a dollar amount that is forecasted every month.</p> <p>General Manager Munds responded that the revenue for the billed cycle is dependent on usage.</p> <p>USM Acosta responded that the base estimated revenue is based on fiscal year and not divided monthly.</p> <p>Committee Member Moothart inquired if the District has seen any adjustments or differences in the recharge level on the collection system.</p> <p>Committee Member Bishop inquired about the production versus consumption data in the packet.</p> <p>USM Acosta attributed part of the consumption to the Meter Change Out program.</p> <p>GM Munds commented on the discrepancy in the time periods and that the production data is more accurate.</p> <p>Public Comment – Lynette Tornatzky thanked USM Acosta for the report.</p> <p>Linde Owen commented on production time versus run time; inquired about if the District is in Stage II or Stage III, and if Los Osos received the 17 inches needed will the District step down to Stage II.</p> <p>USM Acosta responded about production versus run time; Water Contingency Plan states we need 2 years of above 17 inches of rain, and we will take that to the Board if they want to move from Stage III to Stage II.</p> <p>Jeff Edwards thanks USM Acosta for the report; inquired about residential per capita use per state formula; rainfall totals for December.</p> <p>USM Acosta shared the State Formula and that he did not have the December rain figures at the time of compiling the report.</p>	
<p>5. Utilities Department Update</p>	<p>Utility Systems Manager Acosta reported on updates regarding Southbay Well Extension, 8th Street Water Yard Building, Lead and Copper Sampling Violation, 8th Street Well, SWRCB Sanitary Survey, 3rd Street Well and Leak Survey.</p> <p>Vice Chairperson Fourcroy inquired if engineering was completed for Southbay Well Extension; if there is a way we can keep track so that we assure the lead and copper sampling does not get missed again.</p> <p>Committee Member Moothart inquired about pumps that the District replaced and if it was electrical failure.</p> <p>Public Comment – Linde Owen inquired how long it has been since the District first applied to repair/replace the 8th Street Water yard building.</p> <p>USM Acosta responded that the District applied for the permit in October of 2018.</p>	<p>Action – None</p>

AGENDA ITEM	DISCUSSION	FOLLOW-UP
<p>6. Leak Credit Adjustment</p>	<p>General Manager Munds presented the report as submitted in the Agenda Packet commenting that he is not looking for a recommendation to the Board at this time, just a discussion amongst the Committee and attending public.</p> <p>Vice Chairperson Fourcroy commented that the water did go through the meter, that the mystery is where the water went on the property after it passed through the meter, explaining that it is not a failure on the District's part.</p> <p>USM Acosta commented on what the procedure is for when the District receives a high read and the follow up procedure to recheck to verify the number.</p> <p>GM Munds commented on a survey that the District had created a few years ago about what other districts were doing for leak credits; how the City of SLO handled it over the 26 years he worked in that department; trying to get a policy in place for what we can and won't do to avoid having these cases go to the Board.</p> <p>Vice Chairperson Fourcroy requested that GM Munds email the survey to the Committee Members and any members of the public that would be interested in reading it.</p> <p>Committee Member Bishop commented that he likes the policy we already have and inquired why else would the District expand.</p> <p>GM Munds commented that leaks happen more often than most people think, a leaky toilet can cause a high usage; adopt a better methodology like doing a 50/50 split or bill the user at Tier 1, and how often would the District allow a leak credit.</p> <p>Committee Member Harper inquired what is identified as a high bill and commented that is where the District should start.</p> <p>Committee Member Moothart commented that these decisions should be taken out of the Boards hands; on having a root cause analysis for how the leak happened.</p> <p>Committee Member Harper commented that the District should have clear guidelines and if a customer wants to appeal a decision that it come to the UAC and not the Board.</p> <p>Public Comment – Linde Owen inquired how often are there leaks that are paid and the customer does not complain because they know something happened; commented on having a flyer with the water bill that shows examples of leaks and how much water can be used for a simple leak.</p> <p>Jeff Edwards commented that if the water goes through the meter the customer should pay for it; a leak credit should be simple, if it goes through the meter they could pay for it, offer to let them pay it over time; during Stage III the District is not supposed to give out water adjustments.</p> <p>Lynette Tornatzky commented on the articles; voiced support that these appeals should not go to the Board; voiced support in having a list of things/leaks that cause excess water use.</p> <p>GM Munds commented that the District would look at the High Consumption reports and that the District does go out and investigate; the amount of high reports that ask for a leak credit is a small percentage.</p> <p>Committee Member Harper commented that a plumbers' report and should be required if a customer says they do not know where the water went.</p>	<p>Action – Bring Leak Credit Adjustment discussion back to a future UAC meeting.</p> <p>For GM Munds to email the leak survey of other districts to UAC and any interested members of the public.</p>

AGENDA ITEM	DISCUSSION	FOLLOW-UP
6. Leak Credit Adjustment (continued)	<p>Committee Member Bishop commented that there should be a limit on the frequency and stipulations for a leak credit.</p> <p>GM Munds commented that was why a high bill credit is something to consider, they would get 1 adjustment every 2 or 3 years.</p> <p>Linde Owen commented that more than a door hanger should be considered as a contact for a high reading.</p> <p>Lynette Tornatzky commented on having a contact information request on the water bill.</p> <p>GM Munds commented that the District wants to make the process better; inquired if the UAC would like to come back with ideas at the next meeting.</p> <p>Committee Member Harper commented that she would stay with the policy the District already has; commented on updating the rules for leaks and then create language for issues not to go to the Board.</p> <p>Linde Owen commented that the UAC should make the decision for water issues; on the method of billing.</p> <p>Committee Member Moothart commented on having enough guidelines for staff to make it consistent.</p> <p>GM Munds commented that he wants the policy to be fair for the community and wants to make it right for the Board as well; will work on more information and bring it back to the next meeting.</p>	
7. Public Comments on Items NOT on this Agenda	<p>Linde Owen commented on the Flume and including it in the conservation rebate program.</p> <p>Committee Member Bishop inquired about the Recycled Water Fill Station.</p>	
8. Schedule Next UAC Meeting	<p>The next meeting of the Utilities Advisory Committee is scheduled to be held on Wednesday, February 19, 2020 at 5:30 p.m., unless otherwise noticed.</p>	
9. Closing Comments by UAC Committee Members	<p>None</p>	
10. Adjournment	<p>The meeting adjourned at 7:15 p.m.</p>	



February 6, 2020

TO: LOCSD Board of Directors

FROM: Jose Acosta, Utility Systems Manager
Frank Asuncion, Water Resource Crew Leader
Alicia Zuniga, Utility Billing Specialist

SUBJECT: **Agenda Item 3 - 2/19/2020 UAC Meeting**
Utilities Department Report for **December 2019**

President
Charles L. Cesena

Vice President
Christine M. Womack

Directors
Matthew D. Fourcroy
Vicki L. Milledge
Marshall E. Ochylski

General Manager
Ron Munds

District Accountant
Robert Stilts, CPA

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WATER PRODUCTION INFORMATION

The total production for the month of **December 2019** was approximately **11.2 million gallons (MG)** this equates to an average daily demand of **362,200** gallons. This represents a **decrease** in production from last year by approximately **4.70%**.

Using the state's formula to calculate residential usage per capita per day, for the month of **December 2019** our residential customers used 48.5 gallons per person per day, a decrease from 50.8 gallons per person per day in December 2018.

PRODUCTION AND RUNTIME HOURS BY WELL SITE

The following tables break down the production by well site and runtime on the pump motors for the month of **December 2019**. Totals for last year are included for comparison:

Production (MG) December	2019	2018	% Change
Palisades	3.43	1.84	86.4
3 rd Street/Bayside	0	0	0
8 th Street/El Moro	2.64	4.08	-35.3
10 th Street	2.49	3.32	-25.0
South Bay (lower)	2.11	2.05	2.9
South Bay (upper)	0.56	0.49	14.3
TOTAL:	11.23	11.78	

Runtime (Hours) December	2019	2018
Palisades	167.1	91.7
3 rd Street/Bayside	0.4	0.9
8 th Street/El Moro	135.3	204.4
10 th Street	157.2	187.6
South Bay (lower)	708.2	721.1
South Bay (upper)	332.7	290.9
TOTAL:	1500.9	1496.6

WATER BILLING INFORMATION

Fifty-seven percent of the service area received bills for approximately **14.62 MG** consumption for the period of October 11, 2019 through December 10, 2019. This generated approximately **\$265,928.52** in revenue.

UTILITIES DEPARTMENT OPERATIONS AND MAINTENANCE

During the month of December 2019, the Utilities crew performed all required operations and maintenance tasks. The various tasks and facilities maintained are:

WATER DISTRIBUTION AND TREATMENT

- Daily, weekly, and monthly water quality sampling, analysis and reporting, for all well sites and throughout the distribution system.
- Monthly meter reading.
- Service line upgrade at 1687 11th Street.
- Meter change out program, along 17th Street and Ferrell Avenue.
- Leak repair at 1315 5th Street.
- Assisted contractor with repair work on 8th Street well.

DRAINAGE WDID # 3 40M2000133

The District continue to operate and comply with the General National Pollutant Discharge Elimination System (NPDES) Permit for storm water discharges for small Municipal Separate Storm Sewer Systems (MS4). Storm water pollution prevention measures are available on the District's Drainage web page: <http://www.losososcsd.org/drainage-e293b4b>

- 16th Street and Paso drainage pump and vault maintenance.

RAINFALL TOTALS

The County has a link to rain and reservoir information: <http://wr.slocountywater.org/home.php> below is a table of historical rainfall totals from the Los Osos Landfill rain monitor. This has been arranged to coincide with our Water Shortage Contingency Plan Climate Trigger which is based on rainfall measured from April 1st through March 31st.

Station Name and Number											Los Osos Landfill # 727					
*** All units are in inches ***																
Water Year	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Total			
2019-2020	0.08	1.53	0.00	0.00	0.08	0.00	0.00	2.13	4.37				8.19			
2018-2019	0.79	0.00	0.00	0.00	0.00	0.00	0.43	3.75	1.14	6.14	6.90	3.94	23.09			
2017 - 2018	0.55	0.27	0.00	0.00	0.00	0.16	0.16	0.47	0.12	3.78	0.16	7.95	13.62			
2016 - 2017	0.20	0.00	0.00	0.00	0.00	0.00	1.65	2.76	3.39	9.02	7.65	1.34	26.01			
2015 - 2016	0.67	0.12	0.00	1.93	0.00	0.08	0.08	1.26	1.85	5.04	0.86	4.85	16.74			
2014 - 2015	0.71	0.00	0.00	0.00	0.00	0.00	0.00	0.28	5.20	0.08	0.91	0.43	7.61			
2013 - 2014	0.31	0.12	0.04	0.00	0.00	0.00	0.24	0.28	0.12	0.00	4.06	1.42	6.59			
2012 - 2013	2.24	0.00	0.00	0.00	0.00	0.00	1.18	1.69	2.64	1.02	0.67	0.43	9.87			

RECOMMENDATION

Staff encourages the Board to ask any questions they may have with regard to the aforementioned report or any other related item that may be listed separately as an agenda item.

Attachments

December 2019	8th St./ El Moro Well	3rd St./ Bayside Well	10th St. Well	South Bay Well	South Bay Upper Well	Palisades Well	All Wells TOTAL	Last Years TOTAL	Percent% Differential
Total Gallons Produced, Mgal	2.6373	0.0000	2.4926	2.1073	0.5610	3.4303	11.2285	11.7819	-4.70%
Average Daily Flow, Mgal							0.3622	0.3801	
Total Gallons to Waste (<i>Filter Backwash</i>), Mgal	0.0232			0.1050	0.0000		0.1282	0.7	
Total Gallons to Waste (<i>System Flushing</i>), Mgal							0.0000	0	
Distribution System Losses (<i>Water Line Breaks</i>), Mgal							0.0000	0	
Total Gallons Adjusted, Mgal	2.6141			2.0023			11.1003	11.7119	-5.22%
Pump Runtime, total hours	135.3	0.4	157.2	708.2	332.7	167.1	1500.9	1496.6	0.29%
Daily Avg. Runtime, hours/day	4.4	0.0	5.1	22.8	10.7	5.4			
Energy Used, kWatts	5752	48	7807	10589		6067	30263	30787	-1.70%
Eff. Ratio, kWatts/hr	42.51	120.00	49.66	14.95		36.31			
Chlorine Used, total gallons	27.7	0.0	19.1	29.8		23.4	100.0	111.8	-10.52%
Aqua Mag, pounds	33.8		27.6	0.0		24.4	85.8	84.4	1.66%
Static water level, ft.	32.40	3.90	148.60	113.20	90.70	91.20			
Pump water level, ft.	145.80	N/A	287.80	176.60	97.40	186.20			
Draw-down level, ft.	113.40	N/A	139.20	63.40	6.70	95.00			
Gallons per minute	320	N/A	260	31	31	260			
Pressure, psi	94	0	N/A	70	60	55			

LOCSD Water Data

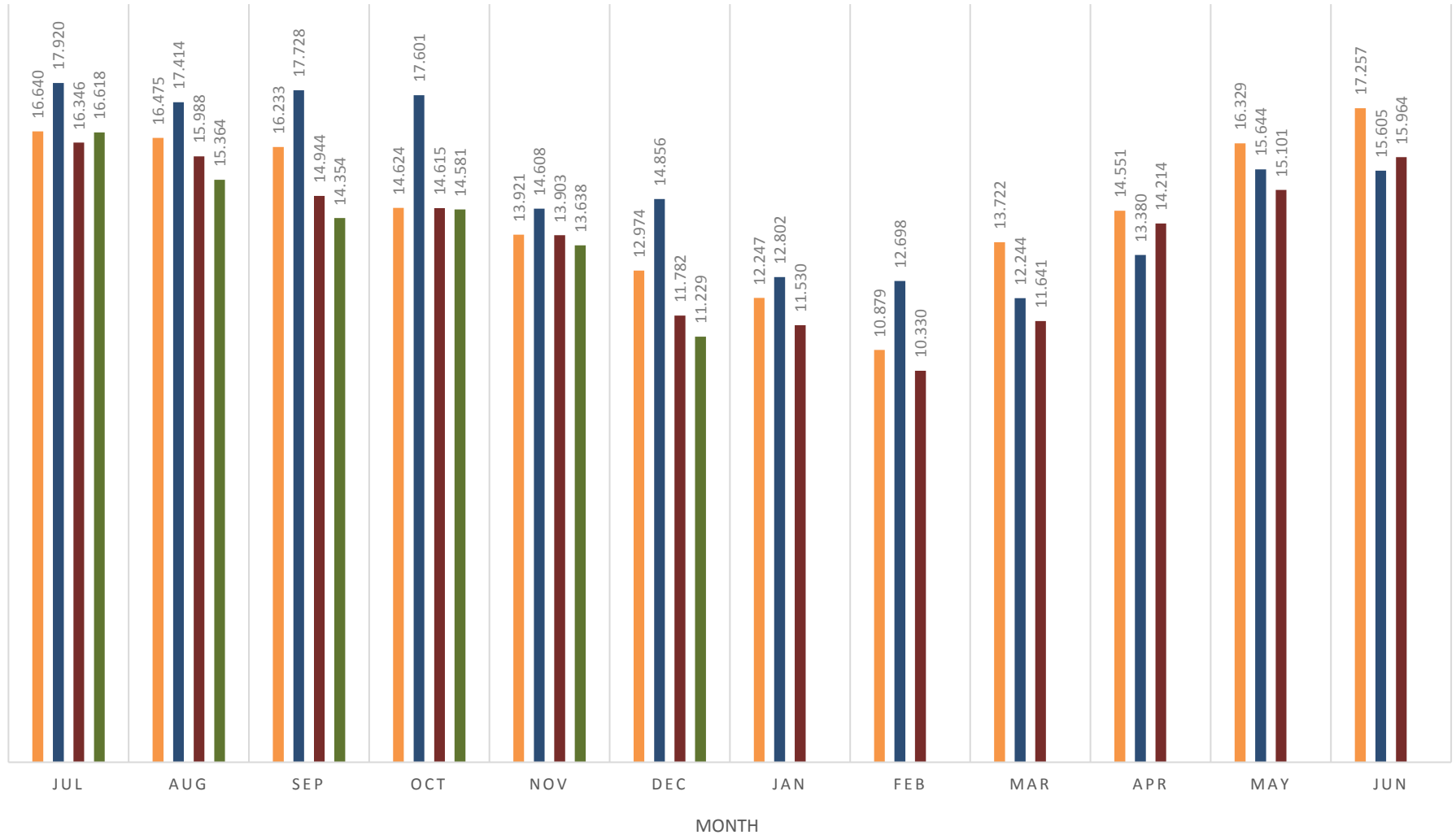
Water Production Data in Million Gallons				
	FY 16-17	FY 17-18	FY 18-19	FY 19-20
Jul	16.640	17.920	16.346	16.618
Aug	16.475	17.414	15.988	15.364
Sep	16.233	17.728	14.944	14.354
Oct	14.624	17.601	14.615	14.581
Nov	13.921	14.608	13.903	13.638
Dec	12.974	14.856	11.782	11.229
Jan	12.247	12.802	11.530	
Feb	10.879	12.698	10.330	
Mar	13.722	12.244	11.641	
Apr	14.551	13.380	14.214	
May	16.329	15.644	15.101	
Jun	17.257	15.605	15.964	
TOTAL	175.852	182.500	166.357	85.784

Consumption is billed for a two month period every month.
Revenue is based on gallons billed - not cash received.
Production is recorded daily.

HISTORICAL TO PRESENT LOCSD WELL PRODUCTION DATA

FY2016-2017 FY2017-2018 FY2018-2019 FY2019-2020

MILLION GALLONS (MG)



LOCSD Water Data

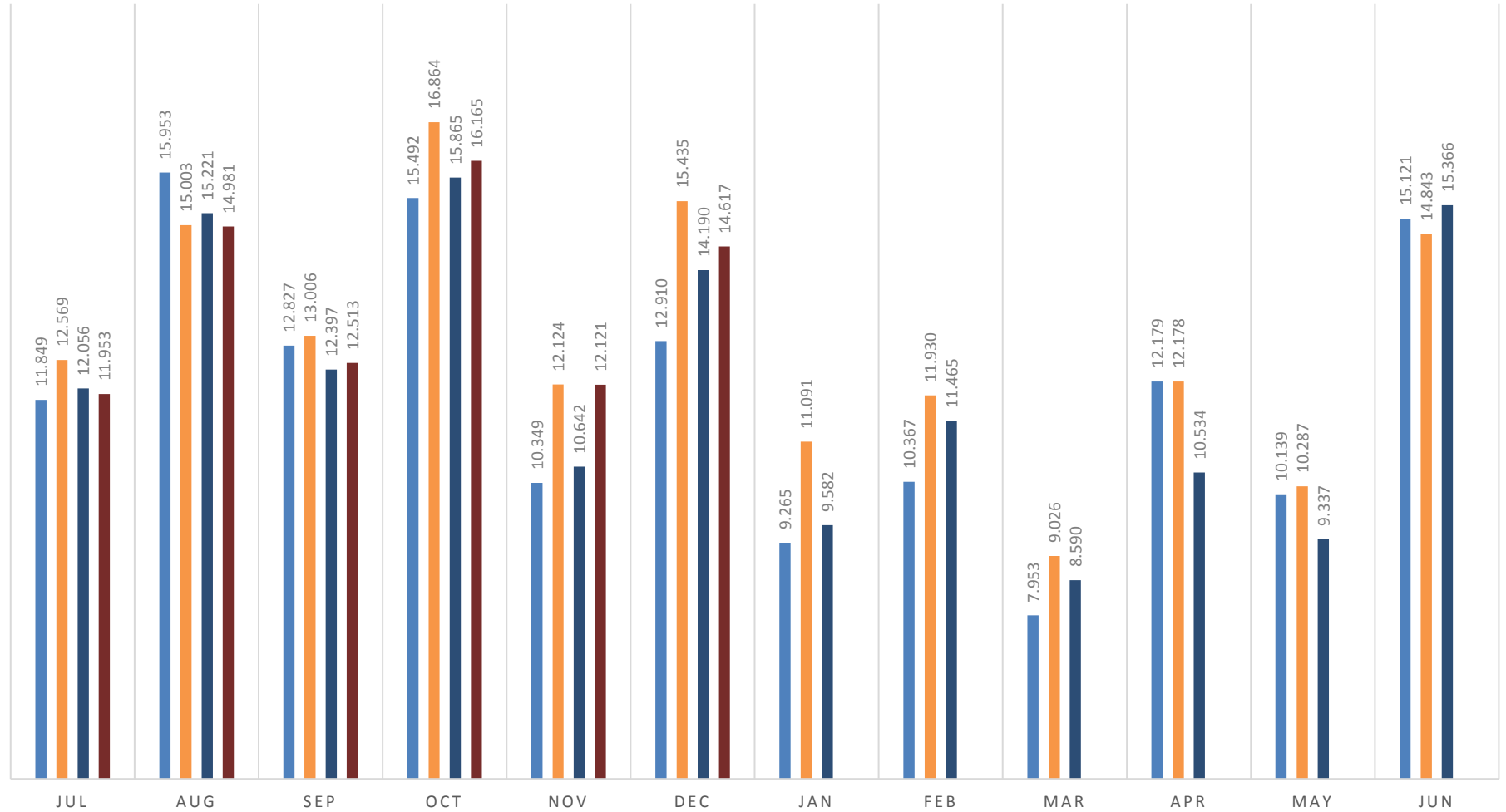
Water Consumption Data in Million Gallons						
% of Service Area	Billing Period		FY 16-17	FY 17-18	FY 18-19	FY 19-20
43	5/11 to 7/10	Jul	11.849	12.569	12.056	11.953
57	6/11 to 8/10	Aug	15.953	15.003	15.221	14.981
43	7/11 to 9/10	Sep	12.827	13.006	12.397	12.513
57	8/11 to 10/10	Oct	15.492	16.864	15.865	16.165
43	9/11 to 11/10	Nov	10.349	12.124	10.642	12.121
57	10/11 to 12/10	Dec	12.910	15.435	14.190	14.617
43	11/11 to 1/10	Jan	9.265	11.091	9.582	
57	12/11 to 2/10	Feb	10.367	11.930	11.465	
43	1/11 to 3/10	Mar	7.953	9.026	8.590	
57	2/11 to 4/10	Apr	12.179	12.178	10.534	
43	3/11 to 5/10	May	10.139	10.287	9.337	
57	4/11 to 6/10	Jun	15.121	14.843	15.366	
		TOTAL	144.405	154.356	145.245	82.350

Consumption is billed for a two month period every month.
Revenue is based on gallons billed - not cash received.
Production is recorded daily.

HISTORICAL TO PRESENT LOCSD WATER CONSUMPTION BASED ON BILLING

FY 16-17 FY 17-18 FY 18-19 FY 19-20

MILLION GALLONS (MG)



MONTH (READING CYCLE)

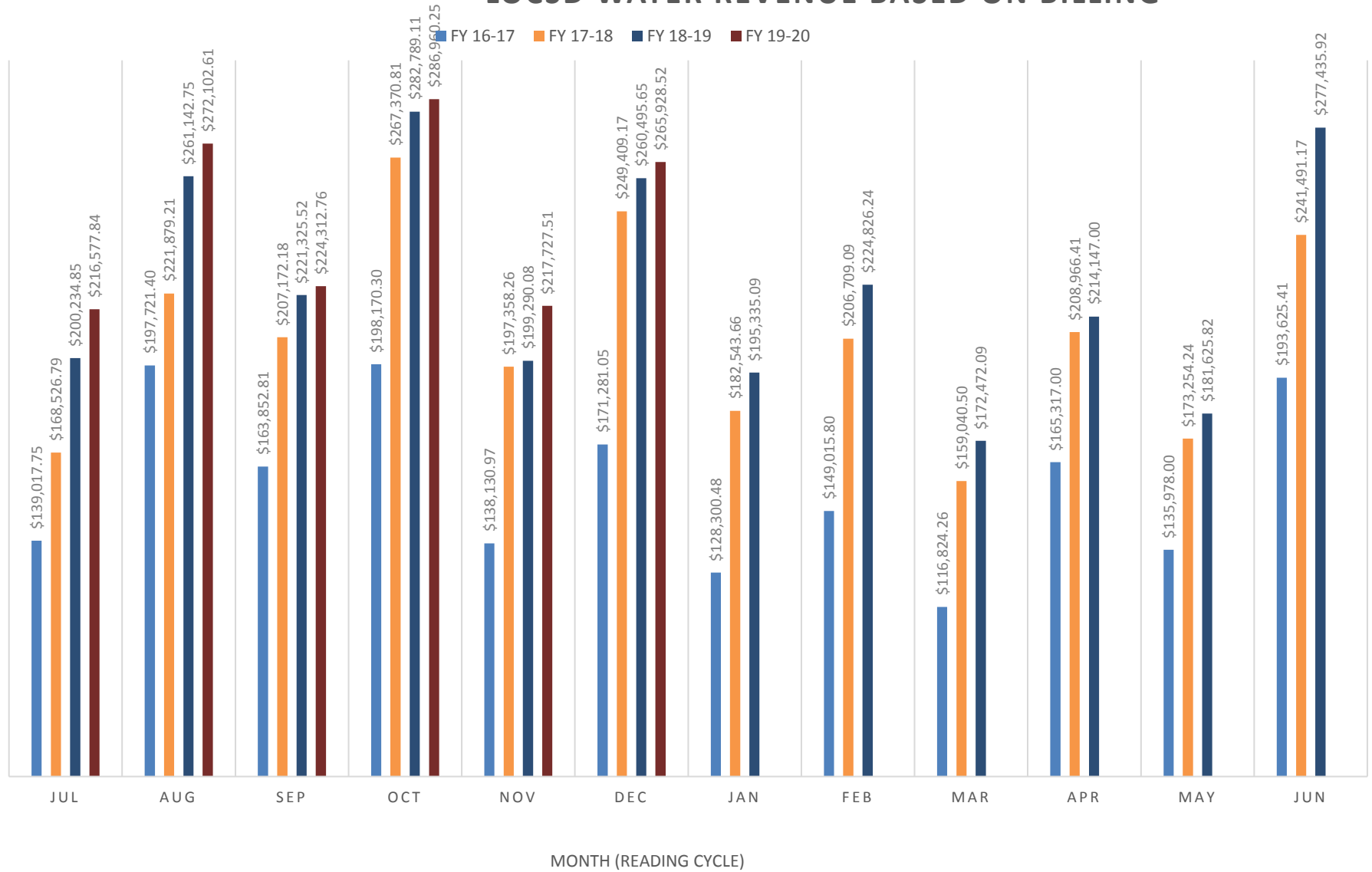
LOCSD Water Data

Water Revenue Data						
% of Service Area	Billing Period		FY 16-17	FY 17-18	FY 18-19	FY 19-20
43	5/11 to 7/10	Jul	\$139,017.75	\$168,526.79	\$200,234.85	\$216,577.84
57	6/11 to 8/10	Aug	\$197,721.40	\$221,879.21	\$261,142.75	\$272,102.61
43	7/11 to 9/10	Sep	\$163,852.81	\$207,172.18	\$221,325.52	\$224,312.76
57	8/11 to 10/10	Oct	\$198,170.30	\$267,370.81	\$282,789.11	\$286,960.25
43	9/11 to 11/10	Nov	\$138,130.97	\$197,358.26	\$199,290.08	\$217,727.51
57	10/11 to 12/10	Dec	\$171,281.05	\$249,409.17	\$260,495.65	\$265,928.52
43	11/11 to 1/10	Jan	\$128,300.48	\$182,543.66	\$195,335.09	
57	12/11 to 2/10	Feb	\$149,015.80	\$206,709.09	\$224,826.24	
43	1/11 to 3/10	Mar	\$116,824.26	\$159,040.50	\$172,472.09	
57	2/11 to 4/10	Apr	\$165,317.00	\$208,966.41	\$214,147.00	
43	3/11 to 5/10	May	\$135,978.00	\$173,254.24	\$181,625.82	
57	4/11 to 6/10	Jun	\$193,625.41	\$241,491.17	\$277,435.92	
		TOTAL	\$1,897,235.23	\$2,483,721.49	\$2,691,120.12	\$1,483,609.49

Consumption is billed for a two month period every month.
Revenue is based on gallons billed - not cash received.
Production is recorded daily.

HISTORICAL TO PRESENT LOCSD WATER REVENUE BASED ON BILLING

U. S. DOLLARS \$





February 19, 2020

TO: Utilities Advisory Committee

FROM: Ron Munds, General Manager

SUBJECT: **Item 5 – 2/19/2020 Utilities Advisory Committee Meeting**
Discussion Regarding a Rebate for Customers Who Purchase
and Install the Flume Smart Water System

President

Charles L. Cesena

Vice President

Christine M. Womack

Directors

Matthew D. Fourcroy

Vicki L. Milledge

Marshall E. Ochylski

General Manager

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District Accountant

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FAX: 805/528-9377

DESCRIPTION

Discussion/recommendation regarding including a rebate program for customers who purchase and install the Flume Smart Water System, into the District's Rebate Program.

STAFF RECOMMENDATION

Motion: I move that the Committee recommends that the Board of Directors implement and approve the rebate program, to include a rebate in the amount of \$100, for customers who purchase and install the Flume Smart Water System.

DISCUSSION

The District currently has a rebate program in place for other items, such as low flow toilets and rain catchment tanks installed in residences within the District water service area. A product that has come onto the market is the Flume Smart Water System, this system can assist customers with monitoring of their water usage, assist in finding a leak or high use in timely manner, and also allow tracking of water usage in real time.

The cost of the product is \$200, the district can encourage customer use of this product by providing a rebate, in the amount of \$100. This rebate will encourage customer use and assist both the customer and District when diagnosing and investigating a high use inquiry.

SUMMARY

Staff would like recommendations from the Utilities Advisory Committee on application and amounts for rebate to customer.

FINANCIAL IMPACT

The District has \$50,000 in conservation reserves that may be used to assist with this program.

Attachment

Draft
Los Osos Community Services District
Utility Billing Adjustment Policy

I. DEFINITIONS

As used in this policy, the following terms shall have the meanings specified below:

- a. "Customer" means the person or entity under whose name a water account is created and/or who is ultimately responsible for payment of all charges incurred on the account per Title 2 of the District Code.
- b. "Property-side leak" means any loss of water due to deterioration of pipes, fittings, or equipment, the existence of which is known or unknown to the property owner or tenant (customer), and said loss emanates from the coupling / pipe fitting / appurtenance / junction on the customer's side of the water meter or beyond, serving the customer's property.
- c. "Standard Leak" means water loss from the water service line beginning at the meter coupling on the customer's downstream side of the meter to the customer's home or business.
- d. "Committee" means the Utility Billing Adjustment Committee
- e. "District" means Los Osos Community Services District

II. BACKGROUND

The Board of Directors through Resolution 2020-X created the Utility Billing Adjustment Committee and gave the Committee the authority to resolve customer billing concerns, including the reduction of any amounts billed, as the Committee deems appropriate. The Committee is composed of Utilities Services Manager, Administrative Services Manager and the General Manager. The Committee has the authority to establish the policies necessary for performing its duties. The policies established by the Committee will be reviewed from time to time by the Board of Directors and updated accordingly.

III. PURPOSE

The purpose of this document is to establish a written policy for extending billing adjustments to water customers in the Los Osos Community Services District's water service area. The policy includes the requirements to request an adjustment and the standard billing adjustment that will be granted if all the requirements are met.

IV. POLICY

A. Property Side Leaks

Customers are responsible for the service and fittings attached to the Water Utility system beginning at the meter coupling on the customer's downstream side of the meter. Any leaks in the line/pipe, which are the responsibility of the customer, must be maintained and repaired by the customer solely and at his/her expense per the District's Code, 2.02.13.

The customer's water service line, including the fittings on the customer's side of the meter, are to be maintained in a state of repair sufficient to allow the removal and replacement of the meter for maintenance. No adjustment or credits will be given for leaks which develop because of changing or maintaining the water meter, unless it can be shown that the Utility was negligent in performing the meter change or maintenance.

The customer is responsible for monitoring higher than expected usage as reflected on the customer's bill. Customers must investigate higher than expected usage to determine if the usage

was caused by a property-side leak within 60 days of the bill issuance. No adjustment or credit will be applied to the utility bill for the property-side leaks, damage, deterioration or other factors beyond the control of the District, except as defined under Section A.1 – Property-Side Leaks – Customer Adjustment Request Requirements for Standard Leaks.

1. Customer Adjustment Request Requirements for Standard Leaks:

The Committee, or a designee of the Committee delegated the responsibility for adjusting utility billings, may adjust the water usage portion (excluding service charges) on a customer's bill for a standard leak when all the following requirements are met:

- a. WITHIN 60 DAYS OF LEAK: Customer shall notify District, in writing, of water or recycled water loss and repair of a property-side leak within 60 days from the bill issuance date for the period in which the loss occurred.
- b. ONE ADJUSTMENT EVERY 24 MONTHS: The customer has not received a property-side leak billing adjustment at any one service address in the past 24 months. The 24-month period begins the first month of the billing period following the last billing period for which a property-side leak billing adjustment was received.
- c. PAYMENT OF BILL: The District shall not extend the due date of a water bill because of the customer submitting a request for an adjustment of a bill for a property-side leak. Customer shall pay at least the uncontested portion of the bill to prevent discontinuation of service.
- d. NEGLIGENT ACTS: There must be evidence that excessive use of water or recycled water was not due to the customer, his/her agents, or tenants' willful or neglectful acts.
- e. LEAK MUST BE REPAIRED OR RESOLVED: If the excess usage is due to a property-side leak, the District must be satisfied that the problem that resulted in a request for a billing adjustment has been properly repaired or resolved.
- f. EVIDENCE OF REPAIR OR RESOLUTION: The District shall require repair bills or other appropriate documentation substantiating the repair of the property-side leak prior to approving a claim for adjustment. The written request shall be accompanied by either a plumber or landscaper's invoice including a description of the repair work performed or a letter from the customer certifying:
 - a. The name, address, and telephone number of the person discovering the leak;
 - b. The date the leak was discovered;
 - c. The nature and location of the leak;
 - d. The date the leak was repaired;
 - e. The name, address, and telephone number of the person repairing the leak;
- g. STANDARD LEAK ADJUSTMENTS: **The standard leak adjustment only applies to water services line leaks defined as the line from the water meter on the customer's side to the structure.** The Utility Billing Specialist has been delegated the authority by the Committee to initiate the utility bill adjustment if all of the above requirements are met. The Utility Billing Specialist will submit each request to General Manager for review and final approval.

2. Standard Billing Adjustment (for Standard Leaks)

- a. The property-side leak billing adjustment shall be limited to one adjustment per 24-month period. The 24-month period begins the first month of the billing period following the last billing period for which a property-side leak billing adjustment was received.
- b. The property-side leak billing adjustment shall be limited to one billing period.
- c. The property-side leak billing adjustment will be calculated on the following criteria:

Customers' water usage, because of a standard leak, must be at least 50% higher than usage compared to the average or normal water use as determined by the Committee to qualify for a billing adjustment. If the Committee or its designee grants a standard leak adjustment, all of the amount of excess usage (as determined by the Committee or their designee) due to the leak will be billed at the Tier 1 rate.

EXAMPLE

3. High Bill or Unexplained Water Usage Billing Adjustment

Customers can apply for one high water bill (i.e. high bill due to leak other than a standard leak) or "unexplained" usage billing adjustment to the Committee once every XX (36, 48, 60?) months. The usage must be at least XX (50, 75, 100%?) higher than usage compared to the average or normal water use as determined by the Committee to qualify for a high bill or unexplained water usage billing adjustment. The billing adjustment will be calculated similarly as described under Section A.2 above.

B. Waiving Restore Fees

The Utility Billing Adjustment Committee will not waive restore fees assessed when a customer's water is properly shut off for non-payment. The restore fee is intended to recover the cost to the District for Utility Billing preparing the shut off and water operations turning the water off and then back on so, because the District staff work has already been completed, the fee will not be waived.

C. Variance Procedures

Variances will be granted, on a case-by-case basis, at the discretion of the Committee. The following conditions are among those that may be given consideration in the variance process:

- Granting a standard leak adjustment more often than once every 24 months;
- Granting a high bill or unexplained water usage adjustment more often than once every XX months;
- Granting a credit for more than one billing periods;
- Granting a credit that exceeds the standard billing adjustment.

The customer must request a variance in person, during a meeting with the Committee.