

WHATCOM COUNTY WATER DISTRICT NO. 13
WHATCOM COUNTY, WASHINGTON

RESOLUTION NO. 01-2024

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF WHATCOM COUNTY WATER DISTRICT NO. 13, WHATCOM COUNTY, WASHINGTON, THIS RESOLUTION IS TO ADDRESS BILL ADJUSTMENT DUE TO WATER LEAKS

WHEREAS The Board of Commissioners of Whatcom County Water District # 13 recognizes the need for a water bill leak adjustment policy for the ratepayers of Whatcom County Water District No. 13.

BE IT RESOLVED by the Board of Commissioners of Whatcom Water District No. 13 as follows:

RESPONSIBILITIES:

The customer is responsible for all in ground plumbing lines from the water meter to the structure (building), including plumbing inside and under the building. It is the customers' responsibility to keep the meter box accessible from landscaping, fences, and all obstructions. Whatcom County Water District # 13 is responsible for and will maintain, within reasonable usage, the water meter and water box. The District monitors for abnormal increases in water usage and, as a courtesy, may send you a letter or a Field Representative may leave a door tag to alert you to a possible leak. If you discover that you have a leak, you may qualify for an adjustment to your bill.

PROCEDURE:

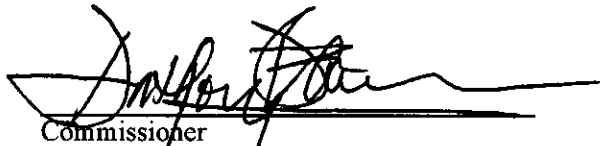
- a) Leak must be reported and repaired within sixty (60) days of occurrence.
- b) Customer must complete the Leak Adjustment Credit Form and provide evidence to the District that the leak is now repaired by enclosing invoices or receipts for repair. The form must be turned into the District office within 60 days.

About the Leak Adjustment Credit:

- Water leak adjustments are a courtesy to assist the customer with unexpected leak costs.
- Properties, if applicable, may be granted a leak adjustment one (1) time per rolling 12 months.
- When a leak occurs, the water overage may be reflected on more than one consecutive billing cycle. In those instances, the district will utilize both continuous cycles for the purpose of calculating leak adjustment credits.
- Once the leak is repaired and usage returns to at or below the customer's 12 month (as applicable) prior average, the customer will receive credit for 100% of the water charge above their 12-month average Block. (Refer to Resolution 02-2024 for usage and Block amounts)
- The Board of Commissioners reserves the right to evaluate each case on an individual basis and take appropriate action.

ADOPTED by the Board of Commissioners of Whatcom Water District No. 13, Whatcom County, Washington, at a regular meeting held on May 28, 2024.

WHATCOM WATER DISTRICT NO. 13

A handwritten signature in black ink, appearing to be "D. J. ...", written over a horizontal line.

Commissioner

A handwritten signature in black ink, appearing to be "R. ...", written over a horizontal line.

Commissioner

A handwritten signature in black ink, appearing to be "Rebecca Cayen", written over a horizontal line.

Commissioner