



FOR IMMEDIATE RELEASE

Date: January 10, 2013
Contact: Michael S. LeBrun, General Manager
Nipomo Community Services District
148 S. Wilson St., Nipomo, CA 93444
Phone: (805) 929-1133 – Email: mlebrun@ncsd.ca.gov

Board to Consider Revision of District's Bill Payment Policy

On Wednesday, January 9th, the District's Board held their regular meeting at 9AM and directed staff to draft a revision of the District's policy to allow granting customer relief when an inadvertent leak results in a high water bill.

The current policy holds that all water metered to a customer is the customer's responsibility regardless of circumstance. When leaks occur and go undetected on the customer side of the water meter (from the meter to the residence), high water use and high water bills can result.

In November 2011, the Board approved a conservation water rate to raise water conservation awareness by charging a higher cost per unit as water use increases. In the event of a water leak, this rate may unfairly impact customers.

In an effort to better serve District Customers, the Board has directed staff to draft a revision to the District's Water Code to allow for relief when customers experience an unfortunate and infrequent leak in their system. The Board specified the draft would allow relief no more than once in a 36-month period. Further, relief will be calculated by charging the regular rate for water use equal to the customer's typical use and the District's lowest rate (Tier I) for the excess leak volume. Relief may only be granted to customers experiencing a leak after the policy is further reviewed and adopted by the Board, a process that will take approximately three months. For more information, please call the Nipomo Community Services District at 929-1133.

Next Scheduled Board Meeting: Wednesday, January 23, 2013, 9AM, District Board Room 148 South Wilson, Nipomo

To view the minutes, please contact the Nipomo Community Services District at 929-1133 or visit www.ncsd.ca.gov.

###

Established in 1965 to meet the health and sanitation needs of the local community, Nipomo Community Services is pleased to provide a wide variety of services throughout its district including the provision of water, sewer, and waste management services as well as lighting and drainage in limited areas. The mission of Nipomo Community Services District is to provide its customers with reliable, quality, and cost-effective services now and in the future.