



FOR IMMEDIATE RELEASE

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Board Allows Relief to Customers with High Water Bills Caused by Leaks

In a follow-up from the February 28th, 2013 press release “Board Initiates Process to Allow Relief to Customers with High Water Bills Caused by Leaks,” the District’s Board, during their regular meeting on March 13th at 9AM, unanimously adopted an Ordinance to allow relief to customers with high water bills due to a leak.

The Ordinance is effective in 30 days and allows staff to grant a customer relief from high water bills in limited circumstances. Relief could only be granted when requested by the customer in writing, the high bill is shown to be caused by a leak, and the leak is repaired. Additionally, relief can be granted to a customer no more than once every three years.

Current District policy still holds that all water metered to a customer is the customer’s responsibility. When leaks occur on the customer side of the water meter and go undetected, high water use and high water bills can result.

Next Scheduled Board Meeting: Wednesday, March 27, 2013, 9AM, District Board Room 148 South Wilson, Nipomo

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

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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.