

WHEELER CREST COMMUNITY SERVICE DISTRICT

RESOLUTION 04-01

July 22, 2004

The Board of Directors has passed a resolution to address unusual leakage problems downstream of the District's curbside valve that the District determines to be accidental or due to unusual circumstances. The District will consider granting financial reimbursement in the latter instances to relieve the owners of water costs not within their control.

Eligibility

- All owners within the District having metered supply
- Applies only to accidental leakage over the standard monthly allotment.
- Relief can only be granted twice every 5 years.

Homeowner procedures:

- The excess water bill in question must still be paid within the guidelines currently in affect.
- A written request for relief must be submitted to the Board of Directors within 90 days of receiving the excess water usage bill in question. This request should also include a description of the cause of the problem and copies of any receipts, repairs, parts or other charges related to fixing the problem.

Board procedures:

- Upon receiving the written request, the Board will review the relief in question within 90 days or the next Board meeting, whichever comes first. The owner will be notified and invited to attend the meeting that discusses the request.
- A majority of Board members must agree to grant the relief
- If the Board cannot vote on the request within 90 days of receiving the written request than the relief is automatically granted.

A. **If relief is granted:**

- The month(s) granted the relief would be charged at a rate that is the average from the prior 2 months of excess usage.
- An adjusted water bill will be calculated and a letter will be sent to the homeowner informing them of the final disposition of their request along with any refund due to the homeowner.

B. **If relief is denied:**

- A letter will be sent to the homeowner informing them of the final disposition of their request.