

**RESOLUTION NO. 18-992**

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE JOSHUA BASIN WATER DISTRICT  
AMENDING THE RULES AND REGULATIONS,  
RESOLUTION 97-572, AS AMENDED, RELATED TO THE  
CUSTOMER ACCOUNT ASSISTANCE PROGRAM (CAAP)**

WHEREAS, the Joshua Basin Water District has adopted regulations relating to assistance provided for customers who are in receipt of large water bills resulting from unknown or accidental circumstances; and

WHEREAS, such regulations are contained within Article 1.23(b) of the Joshua Basin Water District Rules and Regulations, referred to as the Customer Account Assistance Program (CAAP); and

WHEREAS, the cost of CAAP assistance provided by the District over the last five years has increased ten-fold and such assistance program requires considerable staff resources to operate; and

WHEREAS, a significant portion of the CAAP assistance is currently being provided to customers that don't live as their primary residence in the property receiving assistance and therefore can't adequately monitor water use, or such properties are vacation rental, for-profit businesses, and such expenses are a tax deductible business expense; and

WHEREAS, the District wants to find a simpler method for providing assistance that will require less staff time and resources; and

WHEREAS, the Joshua Basin Water District seeks to modify the regulations relating to assistance to require that customers receiving assistance live in the property receiving assistance as their primary residence.

NOW THEREFORE, BE IT RESOLVED that Article 1.23(b) is amended as follows:

**Article 1.23 (b) Customer Account Assistance Program (CAAP)**

The Customer Account Assistance Program provides a method to request bill reduction for a bill of unknown or accidental origin. The Program was created to assist customers who have experienced extraordinary or unusual circumstances.

The procedure includes the customer's written CAAP application and JBWD investigation. Until the JBWD receives the customer's written application, the bill is due as presented. The application, plus information obtained as a result of the review and investigation, will be forwarded to the General Manager or a designee. While the CAAP application is being reviewed, a good faith payment, equal to the amount of the bill for the same month in the prior year, must be paid by the due date.

The General Manager or a designee shall determine the amount of assistance, if any, based upon review of the information obtained and in accordance with the current policy. No assistance will be considered for excessive water use cases that result from a violation of the JBWD Rules and Regulations.

#### Guidelines for assistance

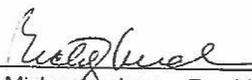
- Account holder must show proof of repair of any leaks before receiving assistance. A Water Survey will be offered to customer to help detect leaks and opportunities for reducing water use. Customer, or representative, must be present at the water survey conducted by a JBWD employee.
- Customers are limited to two (2) CAAP's within a five (5) year period at the same location. A new owner or customer at the same location may be considered for additional assistance.
- Customers must live as their primary residence at property address where assistance is requested and provide proof of residency satisfactory to JBWD, such as property tax homeowner's exemption.
- Assistance is limited to no more than two consecutive monthly billing cycles; assistance is calculated by comparing the difference between the current and the prior year's bills for the month(s) in question. If difference between current and prior year's water bills is greater than \$700.00, the customer is eligible for assistance. If this is a new account with no previous year comparable usage, then an average consumption of all months on the account will be used as the comparator. If this is the first bill for the account, the District-wide average consumption for similar meters will be used to calculate the amount of assistance.
- If the difference is less than \$700.00, the account is not eligible for a CAAP. Assistance in the form of an interest-free payment plan, following existing procedures will be offered.
- If the difference is more than \$700.00, the water bill will be recalculated using the Water Flow Charges for 1.5", 2", and 3" meters. The recalculated bill is the customer's responsibility to pay. The customer may request a payment plan in accordance with existing procedures for the balance.

This resolution shall take effect immediately upon its adoption.

The foregoing resolution was adopted at a regular meeting of the Board of Directors of the Joshua Basin Water District held on the 19<sup>th</sup> day of September, 2018 by the following vote:

Mickey Luckman	Yes
Bob Johnson	Absent
Tom Floen	Yes
Geary Hund	No
Rebecca Unger	Yes

JOSHUA BASIN WATER DISTRICT

By:   
Mickey Luckman, President

Attest:   
Curt Sauer, Secretary, Board of Directors