Customer I- Customer I has 3 parcels. They are currently shut off. I was able to contact them and they are able to pay 150.00/month on their bill. Their meter is currently locked, there has not been any usage on it and the property is vacant. We recommend allowing them to pay $150.00/month. The district will be recovering $37.10/month for the outstanding bill and the current monthly bills will be paid.

Customer E- Customer E suspected that their meter was not working. The district replaced customer E’s meter and tested it. The old meter tested fine. I went through all of customer E’s meter readings from September of 2021 until September of 2023. Some readings were really high, indicating a leak. Some readings were average. I could not find any real consistency from month to month. Customer E would like his bill to be cleared. We recommend giving customer E leak credits for his 2 highest months of usage.

Customers J & K- Customers J and K have both had issues with a bear biting their water lines causing large water bills. Due to the location of these meters, the line is on the customers side of the meter. If we move these meters, the line would become the district’s responsibility to repair. The line needs to be buried but that is going to be costly. I would like to be able to offer these customers a fair solution. Can we give them leak credits more than once a year until we come up with a more permanent solution?