

20260114 - Agenda Item 6.1.2 : Customer B: Water quality concerns

We have received a formal written request for financial reimbursement from a customer regarding the purchase of bottled distilled water. The customer is requesting that the District reimburse them for these costs, citing their own personal concerns regarding water quality and the safety of the supply for themselves.

In the correspondence provided, the customer expresses a lack of confidence in the current water supply. They have requested that the District cover the costs they have incurred for purchasing alternative water sources. It is important to clarify that while the customer is expressing these concerns, they have not cited a specific District order or 'Do Not Drink' notice as the trigger for these purchases.

As the District Administrator, I have informed the customer that I do not have the authority to authorize financial credits or reimbursements for private expenses. That decision rests entirely with the Board.

This item is before you for review and direction. The customer is not present today but is awaiting the Board's determination.

Does the Board wish to take action on this request?