

# Big Lagoon Community Services District

PO Box 847 Trinidad, CA 95570 biglagooncsd@gmail.com

## REGULAR MONTHLY BOARD MEETING AGENDA

The regular meeting of the Board of Directors of the Big Lagoon Community Services District will be held Saturday, February 20 at 2:00 p.m. Due to the coronavirus pandemic, and until further notice, this and upcoming BLCSD Board meetings will be held using ZOOM.

The public may submit written comments or questions on any agenda item to the Board at: [biglagooncsd@gmail.com](mailto:biglagooncsd@gmail.com) up until 5:00 PM on Friday, February 19, 2021, or verbally request being added to one or more agenda items after the Call to Order. The Information Packet for this meeting is attached to the emailed Agenda. You can also request the Packet by emailing [biglagooncsd@gmail.com](mailto:biglagooncsd@gmail.com). To join via ZOOM:

<https://us02web.zoom.us/j/86217235715?pwd=MHk1VEQ4bDI5WUdq085eU5NMDhLdz09>

To join by phone: 1-669-900-9128 Meeting ID: 862 1723 5715  
Passcode: 900445

1. Call to Order (Chair)
2. Invite public to address item(s) on the Agenda (Chair)
3. Agenda for February 20, 2021 (Chair) Amend / Approval
4. January 23, 2021 meeting minutes (Chair) Amend / Approval
5. Announcement from the Chair
6. Leak billing adjustment discussion and Working Group formation (King)
7. Storage Capacity & Fire Suppression Working Group status report (Maier)
8. Easement boundary survey status (Wenger)
9. Pipeline extension to Trinidad meeting report (Satein)
10. Action Items
  - 10.1 Road work SOW & quote (Satein) Discussion / Approval
  - 10.2 District website (Blaine) Discussion / Approval
11. Public Comment – Any member of the public may address the Board on any item that is not on the agenda. By law, the Board cannot take action on items not on the agenda.
12. Future Agenda Items from Board Members
13. Adjourn

## **BIG LAGOON COMMUNITY SERVICES DISTRICT**

### **Unapproved MINUTES of the Regular Monthly Board Meeting**

**Saturday, January 23, 2021 - 2:00 PM      Teleconference Via Zoom**

#### **OPEN SESSION**

##### **1. CALL TO ORDER**

The open/regular meeting of the Big Lagoon Community Services District convened at 2:08 PM with the following in attendance:

Bill Wenger, Chair; Gus Satein, Vice Chair; Dick Maier, Treasurer;

Chuck King, Director; Mara Friedman, Secretary

Community Members: Larry Davis, Dana Hope, John & Loretta Donohoe, Rob Wilson,

Cindy Maier, Margie Adler, Val Castellano

##### **2. PUBLIC COMMENTS RE: AGENDA**

2.1 No written public comments were received prior to the meeting.

2.2 Larry Davis commented on Action Item 8.5: He objects to the Board donating credit card reward points to Covid relief and considers the decision as setting a bad precedent. He also commented that decisions of this type should never be made without community involvement.

2.3 Rob commented on Meeting Minutes item 2.3 and will address concerns when we get to Agenda Item 4.

2.4 Dana has concerns and will comment when we get to Agenda Item 4.

##### **3. APPROVE JANUARY 23, 2021 AGENDA**

There were no other changes to the agenda.

Motion made to approve 1/23/21 meeting agenda.

Motion: Satein, Second: King - Motion Approved: 3 ayes, 1 absent (Maier)

##### **4. REVIEW DECEMBER 19, 2020 MEETING MINUTES**

4.1 Dana made a correction to the Minutes: Item 1. It was Cathy Dickerson who attended the meeting.

4.2 Rob addressed Item 2.3: Questioned why the community was not notified before the decision was made to reduce the discussed water bill overage due to a leak by half. He explained that since the owners were aware of the leak situation and did not take proper actions to repair the pipe, they should not receive any reduction on their bill. He is concerned that the Board has set a precedent without community input.

Motion made to add Rob's comments to Agenda Item 9 Public Comments.

Motion: Satein, Second: King – Motion Approved: 4 ayes, 0 nays

4.3 Dana commented on minutes item 2.3: requested that the word *complained* be changed to *noted*.

Motion made to approve the 12/19/20 minutes with Dana's corrections.

Motion: King, Second: Satein – Motion Approved: 4 ayes, 0 nays

## 5. WATER SYSTEM OPERATOR'S REPORT

Val thanked everyone who helped clear brush to get to the valve at the school.

Our daily average water usage is 4-6k gallons.

In 2020, we pumped approximately 2,100,000 gallons.

On Tuesday 1-26, Scott Gilbreath will do an inspection of the system.

We have great water of the highest quality!

Our well is 200 ft. deep and our water pump is located at 185-195 feet.

The steady rains are replenishing our ground water.

Gus has assisted Val to locate water lines for an upcoming trenching project for Sheila's utilities.

BLCSD is to be named as an additional insured by the contractor for this project.

## 6. TREASURER'S REPORT

The financials were discussed and accepted as submitted.

Dick has been investigating the option of taking credit card payments from our customers. Two companies, *Quickbooks* and *Square* provide this service. Customers can choose if they want to pay by check or credit card.

## 7. WEBSITE FEASIBILITY REPORT (Blaine)

Joey's report is in the packet. He hopes to have additional information in February.

## 8. ACTION ITEMS

### 8.1 Revised Meter Box Maintenance Ordinance

After reviewing the issue of meter box maintenance with Dana and others, Gus recommends a new 3-part policy:

**Step 1:** Let all customers know that they are responsible for cleaning their meter boxes and keeping the brush around the meter boxes cut back.

**Step 2:** Anyone who does not clean out the inside of their water meter box and clear away brush around it, will receive a warning notice. If they do not comply by the next reading (in 2 months), they will be penalized a minimum of \$35.00, which will be added to their next water bill.

**Step 3:** The customer receives a water bill with the fee for maintenance service added.

In discussion, Dick, Chuck and Gus clarified that the \$35.00 fee is based on an hour's work. If the clean-up project requires more than an hour, an additional charge will be based on \$35/hour.

8.1.1 John Donahoe expressed concern that even though he regularly cleans inside his meter box, moles can fill it with dirt within one or two days. Dana said it is apparent which customers are maintaining their boxes and those situations where a mole has freshly deposited soil inside a maintained box.

8.1.2 Loretta Donahoe said she strongly opposes the penalty and making money off our community members, as she willingly and freely cleaned out meter boxes when she read the meters.

Dick responded that we are billing for services rendered only and the goal is not to profit in any way.

8.1.3 Gus recommends that we implement the new meter box maintenance policy starting February 1.

Motion made to approve the new meter box maintenance policy.

Motion: Maier, Second: King – Motion Approved: 4 ayes, 0 nays

## **8.2 Easement Boundary Survey**

Bill provided background about having a survey done. Our current well might be outside our easement area. Before we consider drilling a new well, we need to make sure it is within our easement boundary.

Dylan Kolstad (surveyor) responded to Bill's request to only survey the eastern boundary line. He provided an estimate of \$1600 (low end). He noted that it could cost more, depending on what he finds when he is doing the survey. Discussion ensued about how much we are willing to spend. Gus preferred having a full survey done to know where all five corners are of our easement. Rob concurred with Gus that it is important to do a complete survey. Dick noted that we generally know our boundaries on three sides and only the east boundary is unknown. Chuck expressed concern that our current well could be outside our easement.

Motion made to set a budget of \$2000.00 for the survey. If the work, once started, will exceed 2K, the board will decide how to proceed.

Motion: Maier, Second: King – Motion Approved: 3 ayes, 1 nay

## **8.3 Board Meeting Frequency (Revision to the Bylaws)**

Bill looked through past board minutes and discovered a change to the Bylaws regarding meeting frequency. In February 2014, the board decided to meet quarterly rather than monthly. Bill recommended the Bylaws be revised and the board return to having monthly meetings, and allow a member to participate telephonically.

Motion made to revise the Bylaws to state that the board will meet monthly, and telephonically.

Motion: Satein, Second: Maier – Motion Approved: 4 ayes, 0 nays

## **8.4 Duties and Responsibilities**

### **8.4.1 Board Members; 8.4.2 Secretary**

Motion made to accept the written descriptions of the duties and responsibilities described in the information packet.

Motion: King, Second: Satein – Motion Approved: 4 ayes, 0 nays

### **8.4.3 Water System Operator; 8.4.4 Water Meter Reader; 8.4.5 Daily Chlorine Tester**

Gus consulted with Val, Bill and Dana, and also used previous BLCSD job descriptions, to develop the duties and responsibilities for present and future Water System Operator, Water Meter Reader, and Daily Chlorine Tester. He noted that our water system requires complex maintenance and he thanked Val for the excellent job he has done for our community.

Motion made to approve the descriptions of the duties and responsibilities of the Water System Operator, Water Meter Reader and the Daily Chlorine Tester.

Motion: King, Second: Maier – Motion Approved: 4 ayes, 0 nays

Rob raised this question: What do we do if something happens to Val? Discussion ensued about options and recommended course of action. Chuck noted that in the case of an emergency, we have contingencies. Bill and Gus know how to do most of the day-to-day operations, and we would have time to hire a water operator to come out for specific needs and provide oversight.

Val suggested that Brian MacNeil be the first person we could contact in case of an emergency. Val has worked with and recommends Brian. He also noted that Brian is highly qualified and would only have to come on site once a month. He mentioned that we still have a contract with Steve Meurer. Val also stated that we should contact Scott Gilbreath, water system engineer.

Dana recommended getting in touch with the water operators from the smaller water districts around us: Orick, Westhaven and Trinidad. In this way we begin to establish a relationship and cooperation with our neighboring districts. Gus concurs with Dana and said the board will reach out.

Bill related that the LAFCO (Humboldt Local Agency Formation Commission) representative noted that ideally, districts cooperate with each other.

### **8.5. Credit Card Rewards Redemption**

The issue of redeeming reward points on the district's credit card account came up at the Dec 19<sup>th</sup> meeting. The marketing material sent with the letter about redeeming reward points was misleading. It was not clear at the time that points could be used to offset the balance of the bill. During discussion at the previous board meeting, the board chose to redeem the points toward local Covid relief, as there did not appear to be an option to apply the points to the credit card balance.

Several members of the community expressed their opposition to this after the Dec 19<sup>th</sup> meeting, and it was quickly decided to investigate the matter further before any action was taken. Dick found out that our rewards points can be applied to reducing our credit card balance and this will be standard practice going forward.

Larry and Rob voiced their concern that this decision was made without community input. In the future the board will not rush through a decision like this without first getting all the facts, and allowing time for public input on the matter.

Motion made to use our district's credit card reward points to offset the balance of the bill.

Motion: King, Second: Satein – Motion Approved: 4 ayes, 0 nays

## **9. PUBLIC COMMENT**

9.1 Greg Sidoroff sent an email to the board prior to today's meeting stating that he would like the information packet be included with the emailed agenda. Bill responded to Greg's email, and Greg replied to Bill's response. Greg asked that the entire email dialog be entered into the record.

*Jan 20, 2021*

*Hi, thanks for sending this [the agenda]. I'm a bit confused as to why if you want information you have to request the packet? Perhaps I'm missing something but it doesn't seem fully transparent to create an extra step to get all the information? There should be no additional cost involved as it would just be an attachment to the initial email? I realize if you are able to and hopefully do create a website that will facilitate this as well. Thanks for your consideration. Greg*

Jan 20, 2021

Hi Greg, The physical posting of an upcoming agenda does not require that the Information Packet be attached. There only needs to be instructions on how to get the Packet. Also, it is not a requirement that we email the agenda to everyone in the district. We do this as a courtesy, and it works because we're a small district. Much larger districts post agendas at high-traffic public venues, publish in newspapers, etc. They do not blast out emails with the upcoming agenda to hundreds or thousands of customers. By asking BLCSD customers to request the Packet we get an idea about community engagement. If only two households ask for the packet that tells us something--people just aren't that interested in the district's business. If we sent out the Packet along with the Agenda some people will be annoyed, treating the whole affair as so much spam. This will disappear once we have a website in place.

If you have future concerns regarding an upcoming Agenda, or Information Packet, please share them with me, as I alone am responsible for their preparation. Including all the Board members in your email puts me, and the other board members, in an awkward position, as I'm not able to share my response to you with them due to the Brown Act. If you wish to be added to the Agenda, or bring this up at the end of the meeting during the public comment portion of the meeting, I invite you to do so

Attached are the documents in the Information Packet. Regards, Bill

Jan 21, 2021

Bill, thanks for sending these [documents in the Information Packet]. I am 100% positive you are more in tune with what is required and not required to be done by law than I am. However, I will respectfully disagree with your reasoning and analogy. Information sharing that is not confidential in my opinion is critical to transparency and by creating hurdles based on finding out who is interested, to me is just not a valid enough reason to not do so when the opportunity is easily there. This is a volunteer district which is managed by many who are friends and neighbors- it's very different than any large district, having the information out there eliminates the "rumors" and in my opinion makes the volunteers' jobs easier. I realize a website will change some of these concerns. I am fairly certain that I am not going to be available at the meeting time on Saturday so please accept this email as a formal request to have all correspondence from me and you in regards to this item read into the minutes during the public comment period. I do not want to put you or anyone else in potential non-compliance of legal obligations. Thank you, Greg

9.2 Rob expanded on his initial response to Item 2.3: He wondered why the community was not notified before the decision was made to partially reduce the water bill? He explained that since the owners knew of the leak situation and did not repair the pipe properly, they should not receive any reduction on their bill. He is concerned that the Board has set a precedent without community input.

9.3 Val commented that he was impressed with the meeting as democracy in action.

9.4 John spoke of his strong concern regarding our water capacity issue, especially if there is a fire. He also commented on compensation for the recent water leak, stating that in the past he experienced a leak due to an earthquake and was not compensated. He stated that a water leak can happen to anyone.

9.5 Rob voiced his concern regarding water capacity in case of an emergency and hopes we are moving forward to increase capacity with perhaps a new well. He also stated that he feels the information packet should be automatically emailed to everyone and that people can choose if they want to open it or not.

9.6 Dana noted that she had emailed the board prior to today's meeting regarding her support to automatically send the information packet to the entire community with the agenda. This would be best practice and facilitate ease of communication and transparency. Rob concurs with Dana on this matter and feels this should be a topic of public conversation at the next meeting.

## **10. FUTURE AGENDA ITEMS FROM THE BOARD**

### **10.1 Our policy regarding water leaks needs to be revisited.**

Recently one of our homeowners had a water leak. It was thought the leak would have been difficult to detect. The owner of the house at the time requested that she not be responsible for the total amount of the cost of the leak. After discussion, the board made the decision to split the cost attributed to the leak with the homeowner.

Rob provided some history about the house and the previous homeowner. He said there had been three previous leaks in the same pipe and noted that a proper repair was never done, only a temporary "band aid." All the board members present agreed that if they had this knowledge when they were discussing this issue, they would likely have made a different decision regarding partial reduction of bill.

Dana and John gave examples of what happened when they had leaks on their property. They took full responsibility for them. It is clear that we need to develop a policy that is fair. Gus stated that we need to create an information loop in order to make better decisions regarding leaks and especially repeated leaks. Dana recommended doing some research to learn what other small water districts do regarding water leaks.

Margie noted that while it is good to have a policy, sometimes it may be necessary to look at specific cases.

Gus suggested that we put this question out to the entire community and allow the decision regarding our water leak policy be determined by a democratic process.

Dana noted that while the policy has been black and white in the past, the policy can change over time.

Bill assured everyone that this topic would be on next month's meeting agenda.

### **10.2 Water Storage**

Loretta and John are concerned about water storage and what is being done to address this issue.

Bill explained that increasing water storage is the top priority of the current board, which is one reason why we are looking into drilling a new well, as well as adding increased storage capacity.

A work group focused on water storage is being formed.

Loretta stated that John would like to volunteer for this group.

## **11. ADJOURN**

With no other business, Bill to adjourned the meeting at 3:55 PM.

Next meeting will be February 20, 2021 at 2 pm on Zoom.

Submitted by Mara Friedman, Board Secretary

# Community Correspondence

**Dana Hope**

Fri, Feb 5, 9:57 PM (20 hours ago)\

to me, Dick, Joey, Charles, ecubed4@netzero.net, bill@biglagooncsd.com, valencastellano@hotmail.com, Friedman

Good Evening BLCSD Board of Trustees and Neighbors,

This is a follow up to my previous email on 1/25/21, "Trinidad to Consider Joining Feasibility Study for a Pipeline Extension from Humboldt Bay Municipal Water District | Lost Coast Outpost | Humboldt County

News". <https://lostcoastoutpost.com/2021/jan/25/trinidad-consider-joining-feasibility-study-water/>

Below, please find the link to the packets for both the upcoming Tuesday February 9th, 6:00 PM, Trinidad City Council Meeting, as well as the previous 1/26/21 meeting (the day that Big Lagoon lost power).

Specifically, on the 1/26/21 Agenda, note section: "IX. DISCUSSION/ACTION AGENDA ITEMS 1. Discussion/Decision regarding Revised Water Shortage Contingency Plan 2. Discussion/Decision regarding Participation in Feasibility Analysis to Extend HBMWD Service to Trinidad."



On the 2/9/21 Agenda, note section: "IX. DISCUSSION/ACTION AGENDA ITEMS  
1. Consider/Authorize Motion to Reconsider Participation in Feasibility Analysis to Extend HBMWD Service to Trinidad (Action Item—Roll Call Vote) 2. Discussion/Decision Regarding Participation in Feasibility Analysis to Extend HBMWD Service to Trinidad (Action Item—Roll Call Vote) (Action Item depends on prior Council Approval of Motion to Reconsider at Agenda Item IX.1) 3. Consider Alternative Options for Additional City Water Supply, Feasibility Analysis of Alternatives."

I am bringing this information to your attention, as Trinidad's decisions could affect/impact our community. <https://trinidad.ca.gov/document-library/2021-packets>

2021 Packets

02-09-2021 CC Packet

PDF icon 02-09-2021 cc packet.pdf

01-26-2021 CC Public Comments - 3pm

PDF icon Public Comments 01-26-2021 cc 3pm.pdf

01-26-2021 CC Packet

PDF icon 01-26-2021 cc packet.pdf

Note: these files are quite large & graphic-heavy. You may also view or download them directly from the city's website. [www.trinidad.ca.gov](http://www.trinidad.ca.gov)



Dana

# Trinidad to Consider Joining Feasibility Study for a Pipeline Extension from Humboldt Bay Municipal Water District | Lost Coast Outpost | Humboldt County News



**Dana Hope**

Mon, Jan 25, 10:18 PM (12 days ago)

to me, valencastellano@hotmail.com, Joey, Dick, Charles, Craig

**FYI, BLCSD Board...**

<https://lostcoastoutpost.com/2021/jan/25/trinidad-consider-joining-feasibility-study-water/>

**Dana Hope** <danahope66@hotmail.com>

Fri, Jan 22, 9:24 AM

to me, Friedman, Craig, Joey, Charles, valencastellano@hotmail.com, Dick

Good Morning Bill,

Thank You & Mara for emailing the Agenda.

As the public is entitled to view the entire "Board Packet" ("Any writing, not exempt from public disclosure i.e.: "Closed Session" which is distributed to all or a majority of the members of the governing board by any person in connection with matter subject to discussion or consideration at an open meeting of the board is available for public inspection"), has BLCSD considered including it with the "Agenda Notification email"? BLUSD (Big Lagoon School) *was* following the same procedure regarding "asking the Public to request 'the information packet' and was advised that doing so was "placing an undue burden". Subsequently, on since our meetings were moved to ZOOM, BLUSD not only posts the Entire Board Packet on our website, but also emails the Agenda & the Entire Packet along with the ZOOM link to "our stakeholders". Frankly, it has saved quite a bit of time on the backend.

That aside, the Entire Packet has *A/ways* been made available (emailed) to BLUSD Staff. As such, I Recommend that BLCSD email "Staff" the Entire Packet when emailing the Board.

Therefore, in response to: "To request the Information Packet\* for this meeting please send email request to [biglagooncsd@gmail.com](mailto:biglagooncsd@gmail.com)", Please consider this my "official request" to receive the Entire Board Packet not only for tomorrow's meeting, Saturday the 23rd, but All subsequent meeting as well.

Thank You Very Much for Your Service to Our Community.

 Dana

## 2/20/21 Agenda Item 7

### Status Report 2/15/21

#### Water Capacity & Fire Suppression Working Group

Dick Maier, John Donohoe, & Bill Wenger

**Objective:** Investigate ways to improve fire suppression by increasing water storage capacity, and by other means.

**Challenge:** Determine the right balance between continuing to deliver safe, great tasting water, and increasing water storage capacity to improve fire flow—the amount of water available to fight a fire.

Members of the Working Group have spoken with several subject matter experts and are continuing to seek expert advice on the matter.

Different means of water storage were identified, and the pros and cons of each were considered.

Merging our delivery of safe, high quality water with increased water storage to effectively fight a fire appears to be impractical. The issue is ensuring there is complete water turnover to ensure the water is safe, and does not contain any disinfection by-product due to aged treated water. Storage adjustments would need to be made during the winter and spring when consumption is lowest, and again for the summer and fall when consumption is highest. Additional tanks could be taken offline, or partially filled, to ensure adequate turnover during the winter and spring, and returned to service, or completely filled, during the summer and fall. The water operator would need to monitor and adjust chlorination levels frequently and ensure the rate of turnover is compatible with the different storage volumes. Even with this operator juggling the increase in storage would be minimal, and the cost and extra work managing the system would offset any slight benefit for fire suppression.

It was initially thought that maintaining one or more tanks containing non-potable water would be equally impractical, as the water would contaminate our distribution system when discharged to supply our fire

hydrants. However, discharging non-potable water into our system in an emergency would be a rare event. Were a fire emergency to occur, residents would be alerted that untreated water had entered the system, and instructed not to drink or otherwise consume the water without first treating it using a filtration system designed for the purpose. There are many low-cost products available. For example, <https://www.lifestraw.com/products/lifestraw-home> would make our raw well water perfectly safe to drink.

After the emergency is over, the system would be flushed with highly chlorinated water as has been done in the past after the water main was cut into during utility work, repaired, and then returned to normal operation.

The advantage of having a tank dedicated to fire flow is that capacity is limitless, and only constrained by budget. The water in the tank is stored until needed. In case of an emergency where the well is non-productive, or other situation where the system fails, the stored water is available for backup consumption.

2/20/21 Agenda Item 6

## Water Leak Adjustments

This discussion concerns how to bill a BLCSD customer who has a water leak that significantly increases their water bill.

Recently, a homeowner asked for a reduction in their water bill due to an undetected leak. The Board chose to reduce the overage by 50%. It was later discovered that the leak was a recurring event and that the leak had never been properly, or professionally repaired.

Some members in the district claim that in the past BLCSD residents have been responsible for any water loss due to a leak, for whatever reason. Fortunately, major leaks on the customer's side of the meter have been rare and it isn't clear whether billing adjustments were ever considered in the district's 21-year history.

In order to help resolve this issue going forward, it would be helpful to understand how other water utilities handle billing adjustments due to leaks. The following are approaches and policies of other water utilities that were found using Google search. Among the items of interest:

1. Ideally, customers should be able to turn off their water at a valve located next to the meter. There may be exceptions in BLCSD, but for older homes the closest valve may be next to the house, or in the crawl space underneath the house. An undetected leak in the supply line between the meter and the house could run for weeks, and once discovered, only be turned off at the meter by the water operator.
2. Most, if not all, BLCSD meters are not equipped with leak detection, or flow, indicators. The only way to determine whether one has a leak is to read the meter, wait for two hours without using any water, and then read the meter again to see if it has advanced from the initial reading. It is possible a residence could have a slow leak that goes undetected for months, or even years. BLCSD might suggest to all customers that each household conduct a leak check once a year to ensure there isn't a slow leak somewhere on their side of the meter.

Chuck King will lead a Working Group tasked with developing one or more policy proposals for leak adjustments for the Board to consider.

# Request A Leak Adjustment on Utility Bill

Includes water leaks, swimming pools, and excessive unexplained usage

UPDATED: NOV 12, 2020

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If you have a leak you may qualify to have your water bill adjusted.

Requirements vary depending on the reason for the leak. Choose which category applies for more information:

[Preventable accessible leak](#) (leaking toilets, faucets, hoses, etc.)

[Explained non-accessible leak](#) (underground waterlines, pipes within walls, water heaters, etc.)

[Unexplained usage](#) (unexplained usage greater than two times your monthly average)

[Filling your swimming pool](#) (once per year between March and October)

## General Guidelines

1. Adjustment will be allowed one time per year for the two highest billing cycles (except for filling a swimming pool).
2. Leak adjustments are based on the type of leak, and all requirements of the [Leak Adjustment Policy](#) must be met.
3. Base, watershed and infrastructure replacement fees will not be adjusted.
4. Leak adjustments will not exceed \$1,000 for residential customers without approval of the Appeals Officer.

**No adjustment will be granted where any of the following situations exist:**

Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, washing vehicles, etc.



The leak was caused by a third party from whom the customer is able to recover costs, or is covered by insurance. Examples include (but are not limited to) theft, vandalism, negligence, construction damage, and unoccupied or vacant properties. When a leak continues for three or more months, there will be no adjustment for the third or subsequent months.

The water meter has been accessed, tampered with, or turned on/off by anyone other than a City of Raleigh employee and that action results in loss of water.

A leak adjustment was issued within the past one year for the same customer's account/premise.

[Leak Adjustment Policy](#) (*Effective June 16, 2020*)

## Preventable Accessible Leak

You may qualify for an adjustment to your bill

UPDATED: AUG 12, 2020

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Leaking toilets, faucets, and hose bibs are common examples of preventable accessible leaks. If you experience this type of leak, you might qualify for an adjustment on your utility bill.

### Adjustment Calculation

If a leak occurs on a preventable accessible water pipe:

- For customers on Raleigh residential tiered water rates, water usage charges will be returned to the lowest residential tier for the amount in excess of the monthly average.
- There will be no adjustments made for waste water charges.

If a hose is left on over a period of time, or if water is stolen from a hose bib:

- For customers on Raleigh residential tiered water rates, water usage charges will be returned to the lowest residential tier for the amount in excess of the monthly average.

## Qualifying Conditions

A leak adjustment may be granted when ALL of these conditions exist:

- Water usage in a single billing cycle exceeds the monthly average by at least twice.
- Leak occurred on the customer's side of the meter.
- Plumber's receipt or other proof confirms the leak was repaired.

## Disqualifying Conditions

No leak adjustment will be granted when ANY of the following conditions exist:

- Usage above the customer's monthly average is due to seasonal usage such as watering of sod, gardening, washing vehicles, etc.
- City of Raleigh notified customer of high water usage and repair is not made within 2 billing cycles.
- Leak was caused by a third party and is reimbursable or is covered by insurance.
- When leak continues for three (3) or more months, there will be no adjustment for the third or subsequent months.
- A leak adjustment was issued within the past year for the same premise.

## Explained Non-Accessible Water Leak

For leaks in walls, underground pipes and more you may qualify for an adjustment to your bill

Leaks discovered in underground lines, pipes within walls, water heaters, etc. are common examples of explained non-accessible leaks. If you experience this type of leak, you might qualify for an adjustment on your utility bill.

## Adjustment Calculation

The water and consumption charges will be adjusted to **double** the monthly average.

## Qualifying Conditions

A leak adjustment may be granted when **all** of these conditions exist: Water usage in a single billing cycle exceeds the monthly average by at least twice.

Leak occurred on the customer's side of the meter.

Plumber's receipt or other proof confirms the leak was repaired.

## Disqualifying Conditions

No leak adjustment will be granted when **any** of the following conditions exist:

Usage above the customer's monthly average is due to seasonal usage such as watering of sod, gardening, washing vehicles, etc.

City of Raleigh notified customer of high water usage and repair is not made within 2 billing cycles.

Leak was caused by a third party and is reimbursable or is covered by insurance.

When leak continues for three (3) or more months, there will be no adjustment for the third or subsequent months.

A leak adjustment was issued within the past year for the same premise.

# Excessive Usage for Leak Adjustment

Unexplained usage confirmed by plumber and/or City staff

UPDATED: JAN 8, 2021

You may qualify for a bill adjustment if you have had excessive water usage based on the following:

## Qualifying Conditions

A leak adjustment may be granted when **all** of these conditions exist: Water usage in a single billing cycle exceeds the monthly average by at least two billing cycles.

A plumber, and/or City of Raleigh staff, confirm they can find no plumbing-related problem.

Water usage has returned to the monthly average.

## Disqualifying Conditions

No leak adjustment will be granted when **any** of the following conditions exist:

Usage above the customer's monthly average is due to seasonal usage such as watering of sod, gardening, washing vehicles, etc.

City of Raleigh notified customer of high water usage and repair is not made within two billing cycles.

Leak was caused by a third party and is reimbursable or is covered by insurance.

When leak continues for three or more months, there will be no adjustment for the third or subsequent months.

A leak adjustment was issued within the past year for the same customer and premise.

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## Checking for leaks

- Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.
  - Identify toilet leaks by placing a drop of food coloring in the toilet tank. If any color shows up in the bowl after 15 minutes, you have a leak. Be sure to flush immediately after the experiment to avoid staining the tank.
  - Examine faucet gaskets and pipe fittings for any water on the outside of the pipe to check for surface leaks.
- .....

## Turning off water

Most water meters are equipped with a customer valve right at the water meter. The customer valve typically looks like a brass handle located on the houseline side of the water meter. Often this handle is painted blue or has an arrow stamped on top indicating the direction of flow. To turn off the water, turn the handle a quarter or half of a turn. You can check to make sure that the water is off by operating a faucet or hose bib. To restore the water supply to your home, simply turn the handle back to the position you found it.

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## Leak adjustment program conditions

- The customer must have been a resident of the property for a minimum of 13 months at the time of the leak.
- Consumption must more than double the amount of water used during the same month the previous year.
- The increase in consumption must have been caused by a leak that has been repaired.
- The repair must be completed within 90 days of the increase in consumption.

- The customer's account must be paid in full.
- Submission for inclusion into the program must be received within one year of the leak.

Once we have received the required information, we will review your account against the program conditions.

To verify the decline in consumption on your property and to accurately calculate your adjustment, we may need to wait for your next monthly bill to print. The adjustment will appear on a subsequent statement.

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Customers may qualify for bill adjustments when property-side leaks impact utility bills.

Each account is eligible to receive one adjustment during a 12-month period for an underground or outdoor leak that does not go into the sewer system and one adjustment for a leak that does go into the sewer system (such as a toilet leak.) Customers may request adjustments after leaks have been repaired. A city staff person will check the water meter to verify that the leak has been fixed.

Customers must make reasonable efforts to locate the leak and initiate repairs within 30 days of the City's or the customer's initial notification of increased usage. Find more information on detecting leaks in the [Yes! You can Find a Water Leak](#) brochure. Repairs must be completed within 90 days after the customer was notified of increased usage. Exceptions for extraordinary circumstances may be considered through the appeal process. Water loss due to theft, vandalism, or construction damage is not covered and is the responsibility of the customer.

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## **HOW TO CHECK A WATER METER TO FIND PLUMBING LEAKS**



*My water bill has been high lately. How can I tell whether I have a plumbing leak, or if there's a problem with the water meter? -Nick*

The average household in the U.S. uses a little over 10,000 gallons of water a month, and 10% of that is wasted due to plumbing leaks and running toilets. In total household water leaks waste over a trillion gallons of water a year in the United States!

It's possible that the increase in your water usage could come from a faulty meter, but it's much more likely that you have a leak in the buried water pipe between the meter and your house, in a pipe under your house, or in the lawn irrigation system.

## How to Check a Water Meter for Leaks

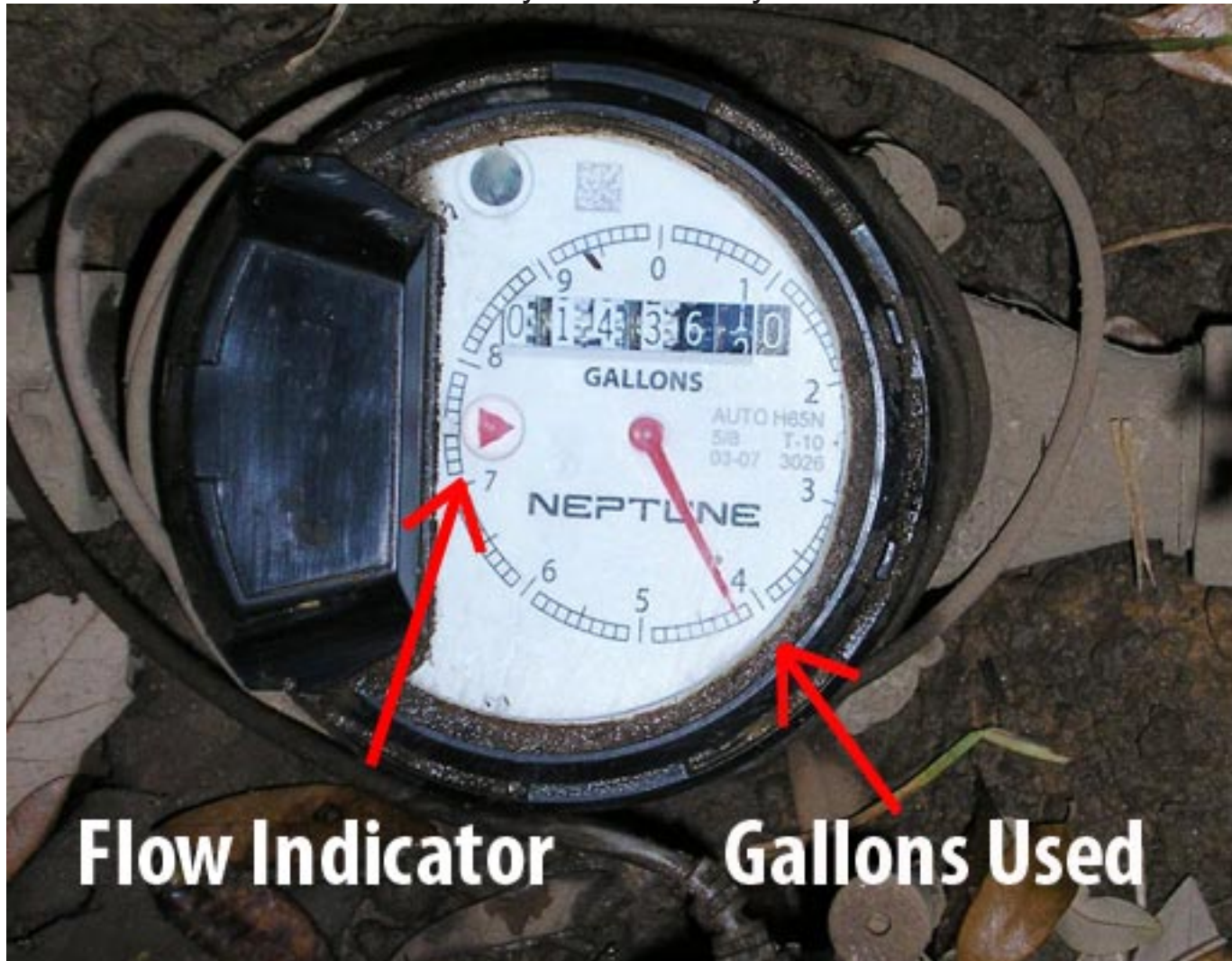
The best way to find out if you have a plumbing leak is by monitoring the water meter. Here's how to go about it:

- **Turn Off All Water:** Start by making sure there isn't any water



being used inside or outside your home including lawn or garden irrigation, toilets, clothes washers, dishwashers, faucets, icemakers, and automatic backflow cleaning in whole house water filters.

- **Check Flow Indicator:** open the cover on the water meter at the street to see if it has a flow indicator. This is a small rotating wheel on the meter that can detect even small amounts of water flow. If the flow indicator is moving, you have a leak somewhere in your house or yard.



**Flow Indicator**

**Gallons Used**

## How to Read a Water Meter

If your water meter doesn't have a flow indicator, or you would like to determine the amount of water that's leaking, write down the numbers that appear on the meter followed by the number on the hand of the large rotary dial. Check the



meter again after an hour and write down any changes in the numbers or dials.

Some older water meters have small dials for each digit with numbers indicating the unit of measure. For example, a dial that reads 8 with the number 100 printed next to it would be read as 800 and recorded as an 8 in the hundred place of the meter reading.

Water meter readings may be in either gallons or cubic feet, with a cubic foot equal to 7.48 gallons. To convert cubic feet into gallons, multiply the number of cubic feet by 7.48 (example: 3 cubic feet would be  $3 \times 7.48 = 22.44$  gallons).

If you have trouble determining how to read your water meter, measure out a gallon of water in a bucket or pitcher, and note the changes on the dial.

To find out how much water the leak is using in an average month, multiply the amount of water used in an hour by 730 hour (example: 3 gallon per hour leak will use  $3 \times 730 = 2,190$  gallons per month.

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**West Virginia American Water has established the following Leak Adjustment Policy to be used in providing leak adjustments to its residential, commercial, and OPA customers. Industrial customers are not eligible for leak adjustments.**

- The Company will make a leak adjustment only when the usage being adjusted is at least two times greater than the customer's twelve month average usage as defined in Water Rule 4.4.c.2. The leak adjustment will be computed pursuant to applicable rules of the Public Service Commission and the leak adjustment rate (incremental cost of water) specified in the Company's current tariff.
- The Company will not make an adjustment for leaks resulting from leaking commodes, dripping faucets, malfunctioning appliances, or similar situations. Each of these leaks is under the sole control of the customer and the customer must act to avoid these leaks through proper maintenance, repair and foresight.

- A “hidden leak” is a leak causing excess usage that is hidden from view, such as in a line that is underground, behind a wall or in a crawl space, and that produces no visible or audible signs that would alert a reasonably prudent person to the presence of the leak.
  - If the customer has a hidden leak, then the customer may request a leak adjustment. Upon the customer providing adequate information to demonstrate that there was a hidden leak and that it has been repaired (e.g. repair item receipts or contractor invoices), the Company will process a hidden leak adjustment in accordance with this policy. The Company reserves the right to require documentation, including but not limited to repair item receipts or contractor invoices, to verify that a repair has been made and the leak was hidden before processing a leak adjustment.
  - The Company will provide a hidden leak adjustment to eligible customers for a maximum of two billing periods: the period in which the leak developed and the period immediately following that month when the leak should have been repaired. The Company may, in the alternative and as a courtesy to the customer, adjust the two highest consecutive months during the time the leak ran. An exception will be made if the leak occurred during a billing period or periods during which usage was estimated, or if the Company in its sole discretion determines that other conditions exist that warrant an adjustment for additional time periods.
  - In the event of a second leak in the customer’s service pipe, the customer should consider replacing the entire service pipe. Repeated leak adjustments or abuse of this policy may result in a denial of leak adjustments or discontinuation of service under Water Rule 5.3.h.
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## **WATER LEAK ADJUSTMENTS**

The biggest question with a leak adjustment policy is whether to offer an adjustment for the excess water usage.

Since all water delivered through the meter costs the utility something, either in treatment costs or purchase price, simply forgiving the amount of a water leak isn't financially feasible.

Some utilities do have adjustment policies whereby the customer only pays the wholesale price for the excess water used. Others take a harder line approach and do not offer any leak adjustment for water.

## **CONSIDERATIONS FOR A LEAK ADJUSTMENT POLICY**

If you're considering adopting a leak adjustment policy or thinking about revising an existing policy, here are some criteria commonly found in leak adjustment policies:

- The customer must make a formal request (usually using a leak request form)
- Proof that the leak was repaired (copy of plumber's repair bill or a sales receipt from a plumbing supply store)
- Excess amount of water usage to qualify for a leak adjustment (for example, the water usage must exceed twice the monthly average)
- Limitation on the frequency of leak adjustments (for example, one adjustment in any 12-month period)
- Maximum number of billing periods that may be adjusted due to the leak (for example, if the customer ignores the leak for three months, will you give credit for all three months?)
- Calculation method for determining the amount of the adjustment

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### **The Brunswick Glynn County Joint Water & Sewer Commission Leak Adjustments in Water and Sewer Billing**

The Utility recognizes that occasionally water service lines may develop hidden leaks, leading to unusually high water bills. The Utility encourages customers to make prompt and permanent repairs while showing

consideration for unusual circumstances without burdening the Utility's other customers with the expenses of an individual customer's lost water.

Accordingly, the Utility, under certain circumstances, provides customers the opportunity to request a leak adjustment in their water and/or sewer bill. This Section shall not apply to irrigation metered service.

1. (A) For purposes of this Section the following definitions shall apply:
  1. (1) "Physical damage" means damage to a facility or equipment supplying water to the premises and the damage:
    - (A) is not visible or detectable in the customer's premises except upon excavation or some other disturbance of the property; and
    - (B) Is not the result of an act of the customer, or of any agent or contractor hired by the customer.
  2. (2) "Unusually high water bill" means a water bill for a particular month that reflects monthly water usage, in whatever units measured, that is at least two (2) times the customer's average monthly usage of the premises as measured during the previous twelve (12) monthly billing periods.
2. (B) The customer retains control over the use of water on the customer's premises, and as such, the customer is responsible for all the water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures on the premises. The customer is responsible for monitoring for unusually high water usage as reflected on the customer's bill. The customer must promptly investigate any unusually high water bills. A customer is required to repair any water leak promptly, and the customer is responsible for all repair costs.
3. (C) A customer may seek an adjustment under this Ordinance to an unusually high water bill caused by physical damage to the customer's water service line. A customer may not receive an adjustment unless the customer has paid all outstanding water bills owed prior to the unusually high water bill.
4. (D) A customer is not eligible for a leak adjustment to an unusually high water bill due to circumstances not caused by an undetected leak, leaks that should reasonably have been discovered, high usage caused by negligence or failure to properly maintain pools or water using/consuming items or usage from appliances whether or not operating properly.

5. (E) A customer seeking a water bill adjustment must provide written notice to the Director, or his designee, within sixty (60) days of the end of the billing period for which the adjustment is being requested. The written notice/request shall contain the following information:

- (1) The name, address, and telephone number of the customer reporting the leak;

2. (2) A description of how the leak was discovered;
3. (3) The date the leak was discovered;
4. (4) The nature and location of the leak;
5. (5) The date the leak was repaired; and
6. (6) A description of the repair work completed.

The customer shall provide any other information, documents, or access requested by the Director as may be necessary or appropriate for investigating the circumstances of any alleged leak and/or related repairs and verifying the customer's eligibility for an adjustment.

6. (F) The adjustment period for undetected leaks cannot exceed one regular meter reading period, unless (i) the meter reading was missed during the leak period, or (ii) the leak affected two consecutive bills.
7. (G) If the Director, or his designee, determines, upon investigation, that a customer is eligible for a leak adjustment, then the Director, or his designee, is authorized to adjust the unusually high water bill as follows:
  1. (1) The customer shall be responsible for an amount of the water and/or sewer bill equal to four (4) times the customer's average monthly consumption, as calculated by averaging the prior twelve (12) months bills before the leak, or any portion of the prior twelve (12) months if the customer has fewer than twelve (12) previous bills; plus an amount for the adjustments set forth below.
  2. (2) For those amounts of the bill above four (4) times the normal bill, the Director, or his designee, may provide an adjustment reducing the bill amount that is more than four (4) times the normal bill by seventy-five (75) percent.
  3. (3) The customer may pay the adjusted water and/or sewer bill in equal payments over a twelve (12) month billing period in addition to the regular applicable monthly billing.

4. (4) No adjustments will be made to the portions of the bill representing the fixed charges such as, for example, debt service.

An illustration: A customer's normal (variable) average water and/or sewer bill is \$50 and the customer receives an unusually high water bill for \$500.00 that is caused by undetected damage to the water service line. The adjusted bill amount would be \$275.00 ( $4 \times \$50 = \$200$ ;  $75\% \times \$300 = \$75$  for a total of \$275).

8. (H) The Director's, or his designee's, determination of eligibility for a leak adjustment is a final disposition of the matter; provided, however, any leak adjustment totaling \$2,000 or more shall be presented by the Director to the Commission for final determination.

2/20/21 Agenda Item 10.1

The access road leading to our well and water treatment/storage facility is narrow and has a sharp turn towards the top, making it difficult for trucks to service our propane tank and other related items. The driver suggested widening the road where it turns to improve access. Bill asked that I look into the matter and I staked out areas to increase the turning radius. I contacted Miller Farms and Scott Miller came out to look at the job. He provided the attached quote to widen and grade the road where it turns, install crushed rock and compact it, plus fill in as many other potholes as possible.

I think his proposal is a fair and responsible quote and will name BLCSD as additional insured on his insurance if awarded the work. Gus

**Scott Miller <[samiller.contracting@gmail.com](mailto:samiller.contracting@gmail.com)>**

Feb 8, 2021, 10:45 AM

BLCSD Vice Chair

Craig Satein

541-521-3230

253 Round House Creek Rd.

Trinidad Ca. 95570

Widen access road and regrade an area where the road turns. Add a minimum of 10 cubic yards of crushed road base and compact. Fill in as many other potholes as possible, if extra rock is available.

1 Day labor and equipment	\$1,000.00
10 yds 1 1/2 inch crushed base & delivery	\$930.00 w/tax
Total w/ 10 yds	\$1,930.00

If you ordered 20 yds, no additional trucking fees are needed. Additional 10 yds of rock \$380.00 w/tax

Total w/ 20yds	\$2,310.00
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The extra 10 yds will allow enough rock to repair most all potholes without extra trucking fees

Please let me know if you want to schedule this work and indicate the quantity of rock you desire.

Thank you  
Scott

Scott Miller  
Miller Farms Nursery Inc.  
Scott A. Miller Contracting  
Miller Services  
Environmental/ Consulting & Development  
530-524-5930  
[samiller.contracting@gmail.com](mailto:samiller.contracting@gmail.com)

## **Big Lagoon Community Services District**

### **BOARD OF DIRECTORS**

February 20th, 2021

TYPE OF ITEM: **ACTION**

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**ITEM: Consider Proceeding with BLCSD Website Development by Streamline**

**PRESENTED BY: Joseph Blaine, Director**

**Type of Action: Roll Call Vote**

#### **Recommendation:**

Considering the SDLF scholarship, my prior experience with maintaining a Streamline based website, and a low monthly cost, I recommend we enter into an agreement with Streamline to develop our district website.

#### **Discussion:**

On February 3<sup>rd</sup>, I had a discussion on the phone with Maria Lara from Streamline. There is no costs associated with the initial set up of our website. There is a \$25.00 per month cost for Streamline to host and maintain the technical side of our website, however our district is eligible for a scholarship from SDLF (Special District Leadership Foundation) which would cover the cost for the first 15 months. As far as an online payment option, it is in development with Streamline and when it is ready, it will be available at no additional cost to the district.