

Washington County Service Authority Board of Commissioners
February 9, 2018 Dispute Committee Meeting Minutes

A Dispute Committee Meeting of the Washington County Service Authority Board of Commissioners was held on March 30, 2017 at 25122 Regal Drive, Abingdon, Virginia in the Jack S. Cole Conference Room. The meeting was called to order at 9:17 am.

ROLL CALL

Commissioners Present:

Mr. Jim McCall

Mr. Mike White

WCSA Staff Present:

Robbie Cornett, Secretary, General Manager

Carol Ann Shaffer, Assistant Secretary, Administrative Assistant

Holly Edwards, Customer Service Manager

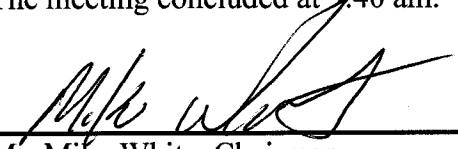
Dispute Hearing

Mrs. Tammy Darnell of 31433 Poor Valley Road in Saltville Virginia requested a dispute hearing to ask for consideration to change currently policy regarding leak adjustments.

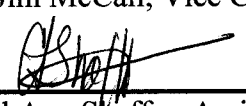
Mr. White and Mr. McCall will make a recommendation, to the full Board at the February 26, 2018 Regular Board meeting, of a change on the Abatement Policy that would allow a customer who has two leaks in less than a 12 month period to choose which leak they would like to apply the abatement as seen on the attached Dispute Committee Action Form for consideration.

Adjourn

The meeting concluded at 9:40 am.


Mr. Mike White, Chairman


Mr. Jim McCall, Vice Chairman


Carol Ann Shaffer, Assistant Secretary

Dispute Committee Action Form

Dispute filed by: Tammy Darnell for Clarence Anderson Date: 2/9/18

Account No.: 50967610

Dispute Committee meeting attendees: Mike White Jim McCall

Robbie Cornett Holly Edwards

Dispute Committee Mission Pursuant to WCSA Policy:

The committee will dispose of the matter within the context and intent of these Rules and Regulations. If the committee should determine that existing policy is inappropriate or inadequate, they may make an interim adjustment and refer the policy matter to the full Board for its consideration.

What policy/policies is/are disputed by the Customer? WCSA's Hill Bill abatement policy which says, "Only one abatement will be extended to a customer within any twelve-month period." Customer is disputing charges from January 3, 2018 to February 2, 2018 during which a leak occurred resulting in 349,000 gallons of usage. Customer is requesting an adjustment however, the customer received an adjustment for a leak in May 2017.

Is the existing policy/policies noted above *inappropriate* or *inadequate*? Yes or No (circle one)

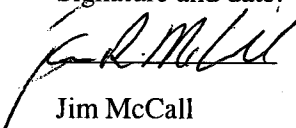
If yes, what *interim adjustment* to the Leak Adj. policy is the Dispute Committee making?

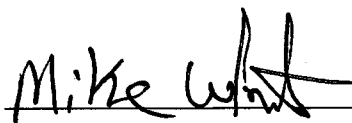
If customer has second leak in a 12 month period and it is larger than the first leak, we will allow the customer to decide which leak they would like an adjustment on. If they choose the second leak we will add the balance from the first adjustment back to the account and make adjustment to the second leak.

What is the effective date of the interim policy? February 1, 2018

What is the anticipated date that the *interim policy* will be presented to the *full Board* for its consideration? February 26, 2018

Signature and date:

 02 09 18
Jim McCall Date

 02 09 18
Mike White Date: