

**Washington County Service Authority Board of Commissioners
January 31, 2017 Dispute Committee Meeting Minutes**

The Dispute Committee Meeting of the Washington County Service Authority Board of Commissioners was called to order at 4:00 pm.

ROLL CALL

Commissioners Present:

Mr. Jim McCall

Mr. Mike White

WCSA Staff Present:

Robbie Cornett, General Manager

Holly Edwards, Customer Service Manager

Dispute Hearing

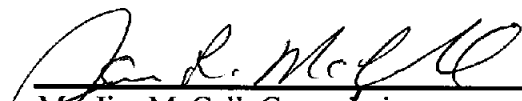
Mr. Dwight Crane of 24066 Walden Road, Abingdon, Virginia requested a dispute hearing to discuss the High Bill Abatement Policy. Specifically, Section 2. d. of the policy; "Only one abatement will be extended to a customer within any twelve month period."

Mr. Crane requested leak adjustment policy be changed in some way to help customers who had more than one leak within a 12 month period.

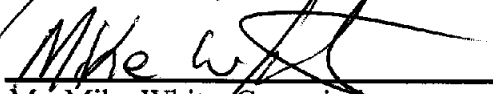
Mr. McCall and Mr. White took no action to change the current policy. A letter regarding their decision was mailed to Mr. Crane.

Adjourn – 4:16 pm

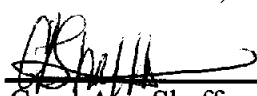
The dispute hearing concluded at 4:16 pm.



Mr. Jim McCall, Commissioner



Mr. Mike White, Commissioner



Carol Ann Shaffer, Assistant Secretary