

Washington County Service Authority Board of Commissioners
October 20, 2017 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 9:30 am.

ROLL CALL

Commissioners Present:

Mr. Jim McCall

Mr. Mike White

WCSA Staff Present:

Holly Edwards, Customer Service Manager

Dispute Hearing

Mr. Donald Ratcliff of 102 Douglas Drive Damascus, Virginia requested a dispute hearing to ask for consideration to change currently policy regarding final water and sewer bills with zero usage.


Mr. White and Mr. McCall will present to the full Board a new policy for final bills as shown on the attached Dispute Committee Action Form for consideration.

Adjourn

The dispute hearing concluded at 9:46 am.



Mr. Mike White, Chairman



Mr. Jim McCall, Vice Chairman



Carol Ann Shaffer, Assistant Secretary

Dispute Committee Action Form

Dispute filed by: Don Ratcliff Date: 10/20/2017 Account No.: 81407410

Dispute Committee meeting attendees: Mike White Jim McCall

Dave Cheek 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? Customer is disputing his final bill. He believes that WCSA should prorate the minimum bill portion of the final bill when a customer discontinues service. WCSA's policy/practice is to charge for the gallons consumed from the last reading date until the date of disconnect. If the usage is zero, and less than 7 days of service, we do not charge the minimum bill, however, if the usage is zero, and more than 7 days of service have passed, the customer is charged the minimum charge.

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

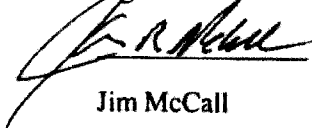
If yes, what *interim adjustment* to the Final Bill policy is the Dispute Committee making?

We will present to the full Board a new policy for Final Bill charges. Customers would be charged for the actual usage (per 1000 gallons) and the minimum would be pro-rated based on 30 days. Example if you have service for 10 days you pay for 10 days of service for minimum charge instead of the full minimum charge for 30 days.

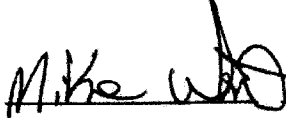
What is the effective date of the interim policy? November 1 2017

What is the anticipated date that the *interim policy* will be presented to the *full Board* for its consideration? October 23, 2017

Signature and date:


Jim McCall

10-20-17
Date

 10-20-17
Mike White Date: