

POLICY REGARDING CUSTOMER UNDER-PAYMENT AND OVER-PAYMENT

WHEREAS, the District uses its best efforts and due diligence to keep billing errors to a minimum; however, there are times when clients are mistakenly over-billed (“over-charged”) or under-billed (“under-charged”) for services rendered; and,

WHEREAS, the customer is entitled to be refunded if he, she or it has been over-charged; and,

WHEREAS, the District is entitled to re-imburement from the customer if he, she or it has been under-charged; and,

WHEREAS, in fairness, the Board of Commissioners hereby declares it important for the District to provide a customer who has been over-charged a refund for the period beginning three years prior to the time a claim has been made regarding the over-charged services; and,

WHEREAS, in addition to a refund, the Board of Commissioners declares it important to pay interest pursuant to RCW 4.56.110(6), currently at twelve percent (12%) per annum, for the time the District has held the over-charged amount; and,


WHEREAS, in fairness, the Board of Commissioners hereby declares it important for the District to seek re-payment from each customer who has been under-charged for the period beginning twelve (12) months prior to when the error was discovered; and,

WHEREAS, now, the District wishes to formally establish the aforementioned policy regarding under-charged and over-charged customers.

NOW THEREFORE BE IT HEREBY RESOLVED BY THE BOARD OF COMMISSIONERS of the East Wenatchee Water District that:

- (1) All over-charged customers will be entitled to a refund of amounts over-charged and paid during the three (3) years preceding a claim for over-payment. The over-charged customer shall also be entitled to 12% per annum for the period of time the District held the over-payment; and,
- (2) All customers who have been under-charged due to a mistake of or the fault of the District will be billed for the amount they were under-charged during the 12 months preceding the date the mistake was discovered. The under-charged customer will have up to twelve months to reimburse the District for the amount they were under-charged as long as they are consistently making progress to reduce the amount owed.

ADOPTED, by the BOARD OF COMMISSIONERS of the EAST WENATCHEE WATER DISTRICT, Douglas County, Washington at a regular meeting thereof, this 16th day of February, 2022.



Nick Warner, President

ATTEST:



Tracy Petersen, Secretary