

Temporary Amendment
To
Bill Adjustment Policy

Exhibit H – Water Budget Modification And Bill Adjustment Policy contains procedures and qualified events eligible for bill adjustments for each customer class that is subject to the District’s Water Budget Based Rate Structure.

In recent weeks, federal, state, county and local governments have declared states of emergency in order to respond to prevailing conditions of the COVID-19 global pandemic. For example, the Orange County Health Officer issued an Amended Order, dated March 18, 2020, which sets forth orders and guidance to be followed by residents and businesses in the county.

Government Code Section 8634 provides that during a Local Emergency, the governing body of a political subdivision, such as the District, may promulgate orders and regulations necessary to provide for the protection of life and property.

Pursuant to the authority of the District under the Government Code and the authorities provided to the District under the federal, state and county declarations of emergencies, the District’s Board of Director’s hereby adopts this Temporary Amendment to provide emergency relief to customers to provide temporary expanded provisions for customers impacted by the global health emergency.

During the existence of a declared state of emergency regarding COVID-19 by a federal, state, county or local government, the General Manager is hereby authorized to implement the additional provisions to the bill adjustment policy provided below as well as the necessary procedures to ensure excellent customer service to support the District’s customers in their time of need. During the time that this Temporary Amendment is in effect, any conflicting provisions of the Budget Modification & Bill Adjustment Policy shall be superseded but only to the extent of a conflict.

Section 3 – BILL ADJUSTMENTS

Part 1. Residential Customers

B. Qualifying Events

7. Temporary - Covid-19 Related Economic Or Public Health Hardship

- a. Customers who apply for bill adjustments due to Covid-19 hardships shall be exempt from being required to be back in their individually calculated water budget.
- b. All customer classes are eligible for Covid-19 bill adjustments.
- c. Customers with pending bill adjustments who struggle to get back in budget during the COVID-19 emergency shall be considered without being required to get back in budget
- d. 60 days after both the federal and state of California emergencies are rescinded, this amendment is rescinded.

Part 2. Commercial Customers

B. Qualifying Events

5. Temporary - Covid-19 Related Economic Or Public Health Hardship

- a. Customers who apply for bill adjustments due to Covid-19 shall be exempt from being required to be back in their individually calculated water budget.
- b. All customer classes are eligible for Covid-19 bill adjustments.
- c. Customers with pending bill adjustments who struggle to get back in budget during the COVID-19 emergency shall be considered without being required to get back in budget
- d. 60 days after both the federal and state of California emergencies are rescinded, this amendment is rescinded.

Part 3. Potable and Recycled Water Irrigation Customers

B. Qualifying Events

5. Temporary - Covid-19 Related Economic Or Public Health Hardship

- a. Customers who apply for bill adjustments due to Covid-19 shall be exempt from being required to be back in their individually calculated water budget.
- b. All customer classes are eligible for Covid-19 bill adjustments.
- c. Customers with pending bill adjustments who struggle to get back in budget during the COVID-19 emergency shall be considered without being required to get back in budget
- d. 60 days after both the federal and state of California emergencies are rescinded, this amendment is rescinded.