

# SWEETWATER AUTHORITY

## Finance and Administration Committee

January 6, 2025



### Consideration to Approve a One-time Adjustment for the Account of Jamabed LP

#### RECOMMENDATION

Staff recommends that the Governing Board approve a one-time adjustment in the amount of \$4,917.40 for the account of Jamabed LP.

#### OVERVIEW

Staff requests Board approval for a recently submitted one-time adjustment that is over the General Manager's approval limit of \$1,500 for one-time adjustments.

Jamabed LP's water meter was read on October 8, 2024, for bi-monthly billing when an indication of higher-than-normal water use triggered an audit to have the water use amount rechecked for accuracy.

- The meter read was rechecked on October 8, 2024, and verified that the read was correct and that the meter was running at the rate of 31.41 gallons per minute.
- Staff made contact by telephone with a representative for the property who indicated they would send a plumber to the property; subsequently, the customer informed the Authority that an irrigation leak was the cause of the high water use and that the leak is now repaired.
- A subsequent water bill is now showing use in the normal range for this customer.
- This customer has not previously received a one-time adjustment.

Subsequently, Jamabed LP at 2530 East Plaza Boulevard, National City submitted a request for a one-time adjustment.

Calculation of adjusted water use:	
Higher than normal water usage under review	2,083 HCF
Less average bi-monthly water usage	(86) HCF
High water bill usage to be considered at the wholesale rate	1,997 HCF

Calculation of revised water bill:	
High water usage billed at the wholesale rate (1,997 HCF)	\$8,207.67
Plus calculated average bi-monthly bill (86 HCF)	518.58
Revised water charge amount for period under review	\$8,726.25

Calculation of one-time adjustment amount:	
High water charge currently on customer account	\$13,643.65
<b>Less water charge adjustment to be applied as a credit</b>	<b>(4,917.40)</b>
Revised water charge amount for period under review	\$8,726.25

#### FISCAL IMPACT

The FY 2024-25 Budget for Revenue will be reduced by the one-time adjustment in the amount of \$4,917.40 if approved.

**NEXT STEPS**

1. Approve the one-time adjustment for the account of Jamabed LP in the amount of \$4,917.40.
2. Deny the request for a one-time adjustment and allow the customer to enter into an extended payment plan to pay the balance in full.
3. Deny the request
4. Other direction as determined by the Governing Board.

Staff Contact:

Carlos Quintero, General Manager

Roberto Yano, Assistant General Manager

Rich Stevenson, Director of Finance

Gregg Harpenau-Parks, Customer Service Manager

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**SUPPORTING INFORMATION**

**Attachments**

One-time Adjustment Calculation Sheet – Jamabed LP

**Strategic Plan**

The Board’s established guidelines for adjusting customers’ water bills so as not to profit by a customer’s misfortune. Under this policy, the General Manager is authorized to approve adjustments up to \$1,500; adjustments in excess of \$1,500 shall be approved by the Board. In addition, customers are not required to provide a reason for the high-water usage to receive a one-time adjustment.

**Past Board Actions**

September 25, 2024	The Governing Board approved a One-time adjustment in the amount of \$1,501.24 for the account of Lolita’s Restaurant Inc.
September 25, 2024	The Governing Board approved a One-time adjustment in the amount of \$1,881.01 for the account of Rondell Homes.
April 25, 2024	The Governing Board approved a One-time adjustment in the amount of \$2,312.61 for the account of George Wheeler.
January 29, 2024	The Governing Board approved a One-time adjustment in the amount of \$5,626.04 for the account of the Rambler Motel.