



CONSOLIDATED COMMISSION ON UTILITIES
Guam Power Authority | Guam Waterworks Authority
P.O. Box 2977 Hagatna, Guam 96932 | (671)649-3002 | guamccu.org

GWA RESOLUTION NO. 18-FY2019

**RELATIVE TO ESTABLISHING A POLICY ON TIME STANDARDS FOR ISSUING
BACK BILLS FOR FAULTY WATER METERS**

WHEREAS, under 12 G.C.A. § 14105, the Consolidated Commission on Utilities (“CCU”) has plenary authority over financial, contractual, and policy matters relative to the Guam Waterworks Authority (“GWA”); and

WHEREAS, the Guam Waterworks Authority (“GWA”) is a Guam Public Corporation established and existing under the laws of Guam; and

WHEREAS, 12 GCA § 12128 allows for back billing of additional consumption due to faulty water meters or previous billing errors; and

WHEREAS, back bills are limited to four months, or four 30-day billing cycles immediately preceding confirmation of the faulty meter and charges are determined by using actual average daily consumption from the two month or 60-day period following the installation of properly functioning meter; and

WHEREAS, delayed back bill notifications lacking clear explanations and supporting calculations are creating confusion and dissatisfaction for Customers; and

WHEREAS, GWA is required to provide clear and convincing evidence to support back billing customers for consumption due to faulty meters; and

WHEREAS, good business practice requires timely issuance of clear and easy to understand back bills; and

1 **WHEREAS**, management of GWA request the Consolidated Commission on Utilities to
2 adopt the proposed **POLICY ON TIME STANDARDS FOR BACK BILLING FAULTY WATER**
3 **METERS**, including the Time Standard included as Attachment A.

4
5 **NOW BE IT THEREFORE RESOLVED**, the Consolidated Commission on Utilities
6 does hereby approve the following:

- 7 1. GWA shall send customer a letter indicating water meter has been replaced
8 within two weeks of meter exchange date.
- 9 2. For failed water meters, GWA shall send customer a letter indicating meter was
10 tested and account is under review for potential back billing within two and
11 one-half months of meter exchange date.
- 12 3. If a back bill is required, GWA shall issue the bill and send customer a letter
13 with easily understandable calculations explaining charges for prior period
14 water consumption within four months of the meter exchange date.

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16 **RESOLVED**, that the Chairman certified and the Board Secretary attests to the adoption
17 of this Resolution.

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19 **DULY AND REGULARLY ADOPTED**, this 26th day of February, 2019.

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21 Certified by:

 Attested by:

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23 **JOSEPH T. DUENAS**
24 Chairperson
25 Consolidated Commission on Utilities

MICHAEL T. LIMTIACO
 Secretary
 Consolidated Commission on Utilities

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SECRETARY'S CERTIFICATE

I, Michael T. Limtiaco, Board Secretary of the Consolidated Commission on Utilities as evidenced by my signature above do hereby certify as follows:

The foregoing is a full, true and accurate copy of the resolution duly adopted at a regular meeting by the members of the Guam Consolidated Commission on Utilities, duly and legally held at a place properly noticed and advertised at which meeting a quorum was present and the members who were present voted as follows:

AYES:	<u>4</u>
NAYS:	<u>0</u>
ABSTENTIONS:	<u>0</u>
ABSENT:	<u>1</u>

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