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

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

1. GWA shall send customer a letter indicating water meter has been replaced within two weeks of meter exchange date.

2. For failed water meters, GWA shall send customer a letter indicating meter was tested and account is under review for potential back billing within two and one-half months of meter exchange date.

3. If a back bill is required, GWA shall issue the bill and send customer a letter with easily understandable calculations explaining charges for prior period water consumption within four months of the meter exchange date.

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

DULLY AND REGULARLY ADOPTED, this 26th day of February, 2019.

Certified by: Attested by:

JOSEPH T. DUENAS MICHAEL T. LIMTIACO
Chairperson Secretary
Consolidated Commission on Utilities Consolidated Commission on Utilities
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: 4

NAYS: 0

ABSTENTIONS: 0

ABSENT: 1