

King Creek Water Supply Corporation

CORPORATE POLICY

CP07 – Disaster Account Adjustment

1.0 Policy

- 1.1 King Creek Water Supply Corporation (KCWSC) will adjust the amount due for customers impacted by a disaster when the bill, as a result of the disaster, is 2.5 times or more of the previous 12-month average.

2.0 Execution

- 2.1 Customer must make a request for an account adjustment as a result of a disaster.
- 2.2 KCWSC Board will review customer's billing history and disaster event for eligibility in meeting policy requirements.
- 2.3 KCWSC will adjust bill due as follows
 - 2.3.1 Subtract 12-month average from current bill
 - 2.3.2 Multiply resulting amount by .5 to arrive at the adjusted amount due
- 2.4 This adjustment may be combined with the CP06 Deferred Payment Policy
- 2.5 Failure to pay adjusted amount or breach of Deferred Payment Agreement will void all agreements and reinstate full amount due including all fees applicable per Tariff.

3.0 Applicability

- 3.1 This policy has been adopted and placed into effect by the KCWSC Board of Directors as recorded in the Meeting Minutes noted below.

4.0 Definitions

- 4.1 *Disaster* – For the purpose of this policy will be considered to be any event that of nature, fire, or official declaration of disaster by the State of Texas, which directly contributes to higher-than-normal water bill.

5.0 Responsibilities

5.1 President

- 5.1.1 Oversee the implementation and execution of this procedure.

5.2 Secretary-Treasurer

- 5.2.1 Notify Operator – Account Manager of Disaster Account Adjustment.

5.3 Operator - Account Manager

- 5.3.1 Execute adjusted amount within RVS system.
- 5.3.2 Provide status of account status to the Secretary-Treasurer.

Approved by the KCWSC Board of Directors on this date: 02-March-2021.

President: 

Treasurer: 

