



Long Beach Water

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Board of Water Commissioners

CHRISTOPHER J. GARNER, General Manager

November 4, 2021 Board Meeting

Subject

Authorize revision to Section 203 of the Long Beach Water Department's (LBWD) Rules, Regulations and Charges Governing Potable Water, Reclaimed Water, Sewer Service, and the Water Conservation and Water Supply Shortage Plan (Rules) pertaining to customer services and billing dispute resolution.

Executive Summary

Section 203 of LBWD's Rules addresses the process for the review of disputed bills, including reasons for which water service charges may be adjusted. Bill adjustments are administered through the Utility Services Division of the Energy Resources Department (ER) with the concurrence of LBWD's General Manager. Four main changes are proposed:

1. To address situations that may cause an unexpected rise in billing charges, but are outside the control of the customer, the proposed revision adds subsections 7 and 8 to Section 203.C.
2. The current rule does not limit the General Manager's adjustment authority. The proposed revision will establish an adjustment between \$3,000 and \$15,000 under the General Manager's authority and adjustments above \$15,000 would require the Board of Water Commissioners' authorization (subsections 2 and 3 of Section 203.D).
3. The current formulas for determining high bill adjustments are unnecessarily complex in nature, and restrict the Board of Water Commissioners and General Manager from using full discretion to address billing-related issues, as deemed appropriate. Therefore, the proposed revision removes subsections 3 through 9 from Section 203.D.
4. All references to the Commercial Services Bureau will be changed to Utility Services Division, to accurately reflect the current name of the workgroup.

Attachment A shows the red-lined changes to Section 203. Attachment B shows Section 203 as it would appear if the proposed revisions are adopted.

Recommendation

Authorize revision to Section 203 of the Long Beach Water Department's (LBWD) Rules, Regulations and Charges Governing Potable Water, Reclaimed Water, Sewer Service, and the Water Conservation and Water Supply Shortage Plan (Rules) pertaining to customer services and billing dispute resolution.

Fiscal Impact: The actual amounts are unknown, but the costs, if any, can be adsorbed in the Water and Sewer Funds.

Tai J. Tseng
Assistant General Manager - Operations

Christopher J. Garner
General Manager