COINS Variance Forms Reference Guide

Version 1.6

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Approvals

Your signature indicates that you agree with the forms perspective and scope of this document, and that it has been reviewed by appropriate personnel to ensure compliance with EMWD and departmental policies

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Your review indicates that, as a content expert, you have reviewed this document and that it accurately and completely reflects the design for the *Water Budget Tiering* project and that this document complies with EMWD Policies.

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Revision History

This Revision History documents changes. Any differences between this version and previous ones are resolved in favor of the present document. The following table contains major and minor revisions to this document. Major changes become effective when reviewed and approved by the signatories in this document.

Date	Version	Description	Author
03/02/09	0.0	Initial draft	Charles Paige
03/16/09	0.1	Interim Reviews	Charles Paige
03/30/09	0.2	Updates from Reviews on going	Charles Paige
04/08/09	1.0	Document approvals	Charles Paige
04/17/09	1.1	Various updates Appeal Process, Conservation, EDU, Reviewers, misc, Sandy Maiben approval signature	Charles Paige
04/23/09	1.2	Various updates on going, Sandy, Jane, Elizabeth & Charles	Charles Paige
05/11/09	1.3	Updates to Section 2.0 and 3.0	Sandy Maiben
06/19/09	1.4	Added 10.0 Default Adjustment Factors	Sandy Maiben
07/17/09	1.5	Updated 4.0 Multi-Family Landscape Variance Form section	Sandy Maiben
10/09/09	1.6	10.7 Updated Medical Needs 10.8 Updating Landscape area without a variance form 9.0 Added new letter for updating the landscape area	Sandy Maiben

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1.0 Variance Forms Process Overview

1. Forms Perspective

The variance form was created to give Eastern Municipal Water District customers an opportunity to apply for a higher water budget for their water consumption needs. Customers who apply for the variance would be required to explain their circumstances in writing. The variance form allows customers to apply for a variance for the following reasons:

- Residents per Household
- Licensed or Elder or Child Care Facility
- Medical Needs
- Irrigated Landscape Area
- Pools, pools with spas, or ponds
- Large Animals
- Other Instances

Variance application forms are submitted under liability of back charges if false information is provided.

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1.1 Variance Forms Definitions

The following table lists terms reference in this document using various acronyms and abbreviations.

Term	Description
Avg	Average
eB	eB Workplace
EDU	Equivalent Daily Unit
EMWD	Eastern Municipal Water District
GPD	Gallons Per Day
SQ FT	Square Feet
VR	Variance Request
WB	Water Budget

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1.2 Variance Forms Resources and Contacts

The following table records the role, name, and e-mail address and phone number of each key Process team member.

Role	Name	Phone	E-mail
Project Lead	Sandy Maiben	Ext. 4272	maibenc@emwd.org
Business Systems Analyst	Enrique Jimenez	Ext. 4535	jimeneze@emwd.org
Customer Service Manager	Chris Thomsen	Ext 4287	thomsenc@emwd.org

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1.3 References

The following table lists Variance Forms Process documents and assets that may be referenced during the development life cycle, as well as the location or common repository of the references.

Document Name	Location	Description
Additional Requirements	J:\tiered\rates\variances	On Going Business Requirement Decisions
Variances and Water Budget Billing Test Scripts	J:\tiered\rates\variances\Testing\Water Budget Test Scripts	Requirement Condition and Expectation Decisions
Variance Scanning Process	J:\tiered\rates\Cindy\Variance Scanning Process	Scanning Procedures for Variances
Pool Adjustment Procedure	J:\tiered\rates\variances	Pool Adjustment Procedures
Appeal Process	J:\tiered\rates\variances	Appeal Process Procedures

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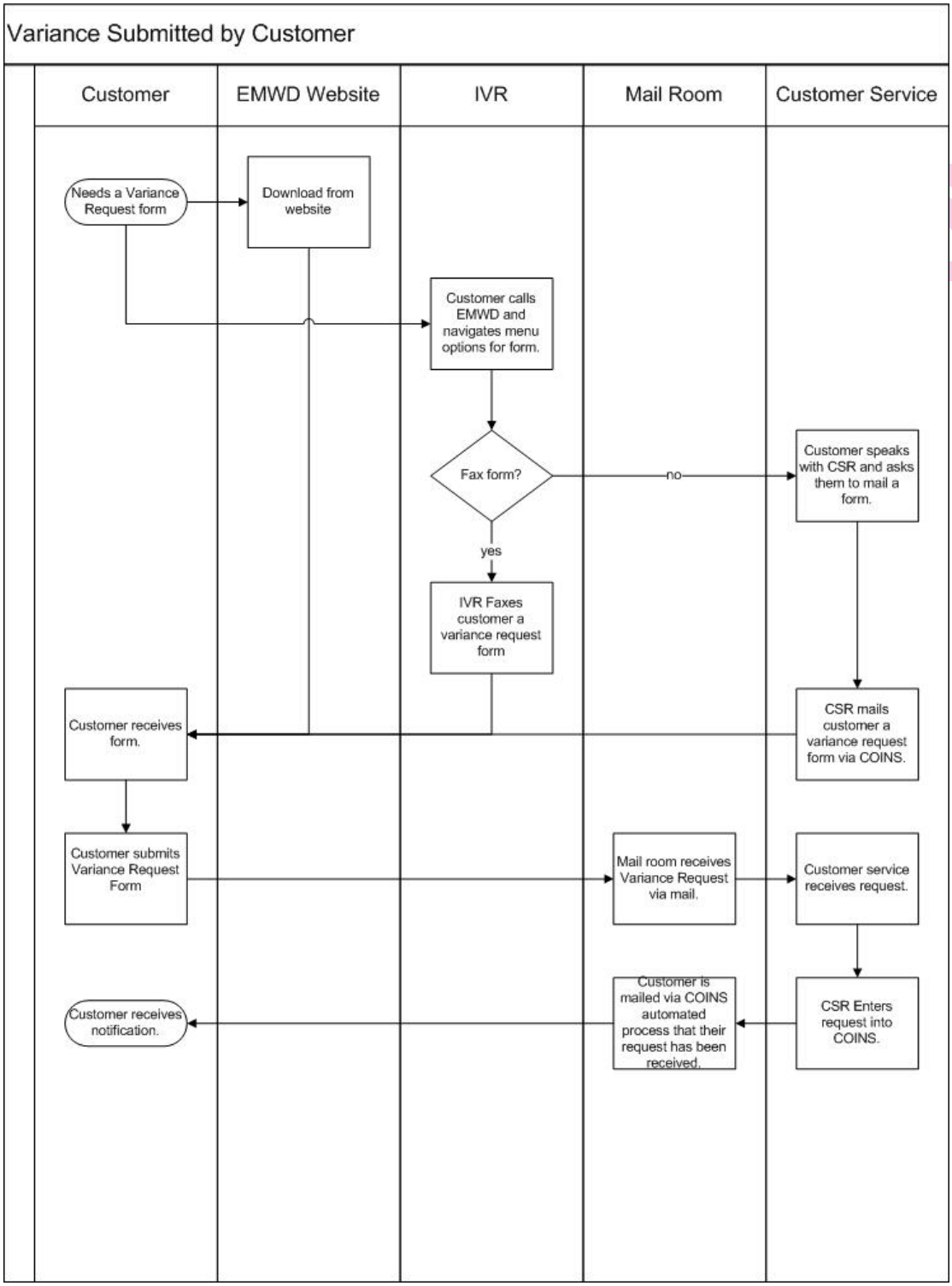
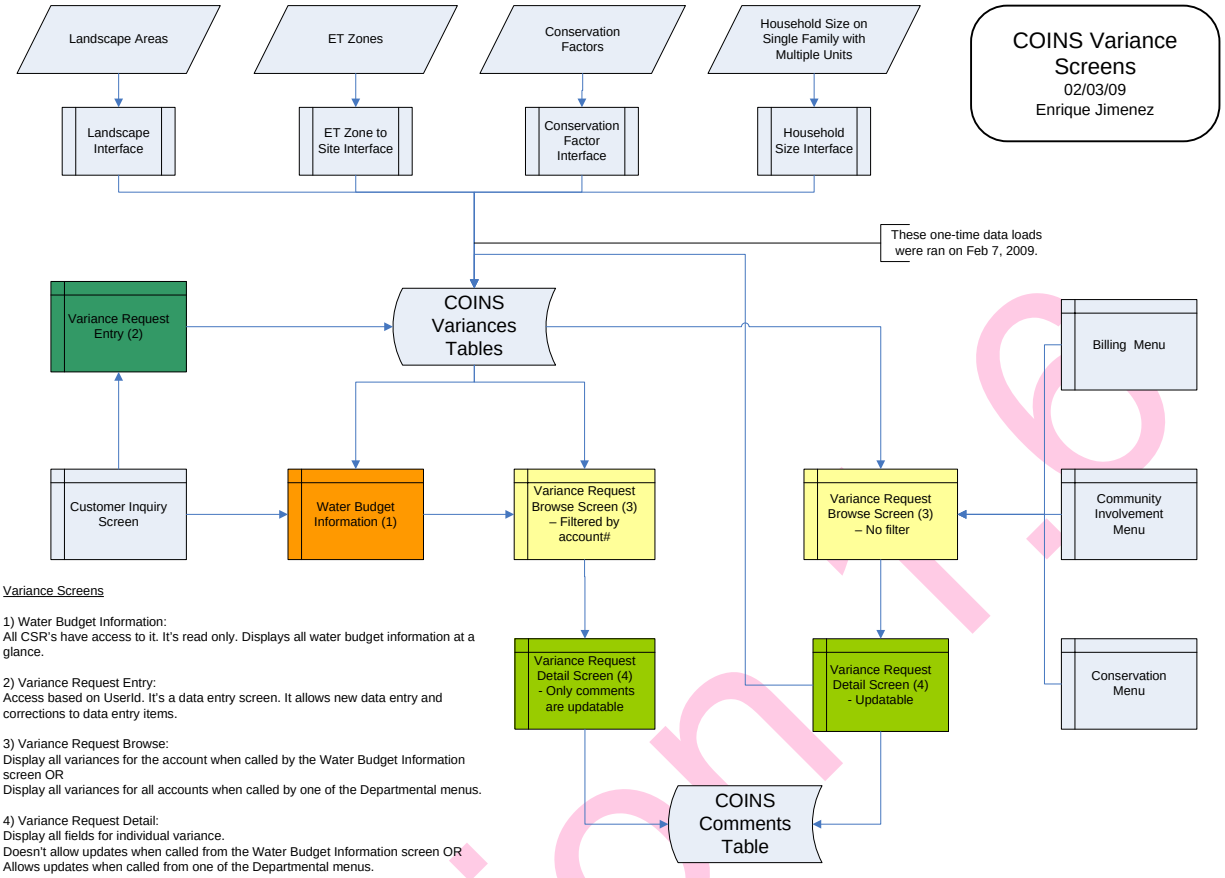
1.4 Reference Architectures

See Appendix IV





Variance Screens

1) Water Budget Information:
All CSR's have access to it. It's read only. Displays all water budget information at a glance.

2) Variance Request Entry:
Access based on UserId. It's a data entry screen. It allows new data entry and corrections to data entry items.

3) Variance Request Browse:
Display all variances for the account when called by the Water Budget Information screen OR
Display all variances for all accounts when called by one of the Departmental menus.

4) Variance Request Detail:
Display all fields for individual variance.
Doesn't allow updates when called from the Water Budget Information screen OR
Allows updates when called from one of the Departmental menus.

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2.0 Variance Processing

2.1 Variance Submitted by Customer

EMWD Provides English and Spanish Variance Forms to Customers

- Form provided at the front counter
- Form mailed to customer
- Form emailed to customer
- Form downloaded from EMWD's website
- Form faxed from EMWD's IVR

Request Received

- Customer mails, faxes, or emails completed variance form
- Variance is logged into COINS system by the Variance Desk
- COINS letter is automatically generated and mailed to the customer acknowledging variance request has been received.
- COINS tracks variance life cycle for reporting purposes
- Timeframe for EMWD staff to process a variance: 30 days
- Variances will be allowed for active and pending accounts (status codes: 38 & 50). Variances are not allowed on closed accounts

More Information Needed from Customer

- Variance is entered as incomplete due to missing information (status code: 00) to track when waiting on information from customer.
- Coins Missing Information letter is automatically generated and mailed to the customer requesting additional information such as a business license, landscape drawings, etc. Missing information is printed on letter
- Customer is given a one-month grace period to complete paperwork and return to EMWD. EMWD will attempt to contact the customer two times within a 30 day period. If no response is received from the customer within 30 days then the variance is denied.

If Request Complete, Review Request

- If all necessary information has been received the variance is entered as complete (status code: 10) on variance request entry screen
- Household size and large animal variances may be approved from entry screen within specified limits by the Variance Desk
- Indoor Variances may require further review by Customer Service Department
- Outdoor Variances may require further review by Conservation Department

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If Variance(s) Approved:

- Update approved amounts on variance as necessary
- Update variance(s) in COINS status to Approved (status code: 50)
- COINS approval letter(s) is/are automatically generated and mailed to the customer
- Variance will become effective for the next time the account bills

If Variance(s) Not Approved:

- Update variance(s) in COINS to Denied (status code: 60)
- COINS Denied letter(s) is/are automatically generated and mailed to the customer
- Letter(s) state that the customer has the right to appeal denied variance(s)
- The denial letter is scanned into eB Workplace for archival purposes

2.2 Appeals Process

- Appeals Letter:
  The customer submits an appeals letter with the Chief Financial Officer (CFO) within 30 days of the denied letter
- Variance Status Code Updated:
  The denied variance status is changed to either Appeal - Customer Service Review (status code: 70) or Appeal – Conservation Review (status code: 75) in COINS
- Appeal Letter Reviewed:
  If the Customer Service or Conservation appointee reviews the appeal and determines that the appeal should not be approved, the appeal goes to the CFO.
- CFO Designates Hearing Officer:
  Chief Financial Officer designates a Hearing Officer within 15 days of the appeal. The Hearing Officer will hear the appeal; provide written notice to customer of the hearing date and time within 30 days of the appeals letter. If customer fails to appear at the hearing the decision is final. If customer attends hearing, the Hearing Officer delivers report to CFO.
- CFO Makes Decision:
  The CFO issues a decision within 30 calendar days of the hearing. CFO's decision is final after the 16th day unless a hearing is filed by the customer with the Board of Directors no later than 5 pm on the 15th day of the CFO's decision.
- Board of Directors Decision:
  If the customer appeals the CFO's decision, a hearing is scheduled with the Board of Directors. The Board of Directors will make a determination whether to uphold, modify, or reverse the CFO's decision within 65 days of the request. The order of the Board of Directors shall be final upon its adoption.
- Variance Status Code Updated:
  If the final appeal is approved, the status is changed to Approved (status code: 50). If the final appeal is denied, the status is changed to (status code: 80)
- NOTE:
  - At each step of the Appeals process the account is commented in COINS
  - See Appendix for full details of Appeals Process

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3.0 Residential Variance form.

3.1 Default amounts

Household Size

- Single Family Accounts: **3** residents per household
- Multi-Family Accounts: **2** residents per household
- Landscape Only Accounts: **0** residents per household
- Parks – Mostly Irrigation: (PJ) 3 persons per EDU
- Golf Course – Mostly Irrigation: (PK) 3 persons per EDU
- Large landscape area-also serves a clubhouse (PL): 3 persons per EDU
- Gallons Per Day – 60 gallons per day
- Landscape Clubhouses – 2 persons per EDU

Landscape Area

- Single Family: 3000 sq. ft.
- Multi-Family: 0 sq. ft.
- Landscape: 3000 sq. ft. (to max. at 6,000 sq. ft. for estimated landscapes)

Conservation Factor (These will need to be adjusted due to AB 1881 effective 1/1/2010)

- Single Family & Multi-Family existing prior to 9/1/08: 1.0 (Based on site set-up date)
- Single Family & Multi-Family developed after 9/1/08: 0.8 (Based on site set-up date) – Will require an adjustment to 0.7 after 1/10/10
- Landscape Accounts existing prior to 9/1/08: 1.0 (Based on site set-up date) unless assigned a budget through the large landscape program, in that case the calculated conservation factor will be used.
- Landscape Accounts developed after 9/1/08: 0.8 (Based on site set-up date) - Will require an adjustment to 0.7 after 1/1/10
- Drought Factor – Indoor and outdoor: 1.0

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3.2 Maximum Variance Allowed

- 10 residents per household is the maximum number of people allowed for an automatic variance – if a customer requests 11 or more people they must provide documentation for each of the people that live in the residence
- 5 large animals is maximum allowed for an automatic animal variance – If more than 5 “hooved” animals are verified, the Tenant Type code is changed to DD large animal ranch. If more than 5 large dogs are verified the customer must provide a kennel license and the Tenant Type code is changed to Animal Kennels | Pet shops
- These tenant types are non-tiered Z.

3.3 Automatically Approved Variances

- Large animals of 5 or under can will be automatically approved from the variance request entry screen by the data entry person
- Household members of 10 or under can be automatically approved from the variance request entry screen by the data entry person.

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3.4 Automatically generated Letters

- Missing Information
- New complete variance request
- Denied Requests:
    - Appeal Denied Request
- Approved Requests:
    - Generic Variances – number of people, medical needs, large animals, other
    - Pool Variance
    - Landscape Variances
- Change to Estimated/Default Landscape Area

Letters are produced automatically and combined or individualized as follows:

NEW SUBMITTALS – MISSING INFORMATION DENIED – APPEAL DENIED	
Landscape	Individual Letter
Conservation Factor	Individual Letter
Medical	Individual Letter
Other Outdoor	Individual Letter
Pool, Number of people, Childcare, 24-hour care, Other Indoor Variance	Combined in 1 letter
APPROVED VARIANCES	
Pool	Individual Letter
Landscape	Individual Letter
Conservation Factor	Individual Letter
Other Outdoor Variance	Individual Letter
Number of people, Childcare, 24-hour care, Other Indoor Variance	Combined in 1 letter
NO VARIANCE FORM	
Landscape Area updated after a measurement	Individual letter

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3.5 Variances Handled by Customer Service

- Residents per household
- Licensed Childcare or Elder Care Facility
- Large Animals
- Pools

3.6 Variances Handled by Conservation

- Medical Needs
- Irrigated Landscape Area
- Other Instances

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4.0 Multi-Family/Landscape Variance Forms

4.1 Multi-Family/Landscape Variance Purpose

The primary reason this form is sent out is to request an allocation of water greater than the standard amount EMWD uses for a size of landscape area for a multiple family account.

4.2 Multi-Family/Landscape Variances Submitted by Customer

EMWD provides Multiple Family Residential Variance and Dedicated Landscape Variance Request Forms to customers. These forms are available on EMWD's website or can be faxed or mailed.

4.3 Multi-Family Default Amount

The current default amount is designated as:

- Multiple-Family Landscape Area: **0**

4.4 New Multi-Family Account Outdoor Allocations

New Multi-Family account's outdoor allocation will either default to 0 or will have its actual landscape area calculated from site plans from the developers.

4.5 Maximum Variance Amount Allowed

There are no maximum variance amounts for multi-family accounts. The total actual landscape area will be entered into COINS.

4.6 Landscape Area Variance Approvals

Landscape area variances are not automatically approved. Landscape area variances are entered through the request entry screen and marked as either complete or incomplete. A variance desk representative will then set the status in COINS to Conservation Review. Conservation then decides to approve the total requested quantity, approve a portion of the requested quantity or to deny the request.

4.7 Multi-Family/Landscape Variance Letters Automatically Generated

Response letters to customers are automatically generated if a variance record was created in COINS. If the Conservation department approves a variance then the approval letter displays the requested quantity, the approved amount which could be less than the requested amount. If Conservation disapproves the variance, the letter includes verbiage outlining the steps necessary to appeal the decision.

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5.0 Adjusting Customers Bills

5.1 Pool Bill Adjustments:

CUSTOMER SERVICE – BILLING DESK

1. Reviews bill and determines if adjustment is needed.
   a. If a pool refill has already been done within 5 years, then no adjustment is given.
   b. If customer does not exceed tier 2, then no adjustment is given.
2. If bill exceeds tier 2 then make adjustments
3. Customer Service will adjust **off** highest tier(s) 3 and/or 4 for the number of billing units approved

   AH adjustment - Use bill date and number of billing units
4. Adjust on usage at the Tier 2 rate

   AH adjustment – Use $ amount (approved units above tier 2) & no bill date & no number of units – Dollar amount must be calculated by hand –Number of units adjusted off in 9a should be the same as the number of units adjusted on in 9b
5. Create comments: (BL and VR)
   1. Adjustment was approved and made
   2. Adjustment was approved but did not exceed Tier 2
   3. Adjustment was not made – pool was already filled within the past 5 years

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5.1.1 Adjustment in gallons to be given

VARIANCE DESK will:

1. Enter in COINS the gallons for the pool
2. Calculates billing units to adjust
3. Approve / disapproved request
4. Enter comment in COINS – if approved include billing units to adjust
5. Pool variance approved letter sent to customer if approved – Not approved letter sent if not approved

CUSTOMER:

1. Fills pool
2. Contacts EMWD (Customer Service) after receiving bill

5.1.2 Maximum gallons allowed

The adjustment is based on the size of the pool and the amount of water used in tiers 3 and 4. There is no maximum

5.2 Landscape Area Bill Adjustments

When receiving calls from customers with an estimated landscape area, Conservation will request that Customer Service make an immediate adjustment if the customer is above 50% the default landscape area. The adjustment would apply to the customer's latest bill prior to the variance date and if necessary the customer's current bill.

5.3 Approved Appeals Bill Adjustments

A bill adjustment will be made up to the nearest variance date.

6.0 Scanning Variance Forms & Documentation:

6.1 Variance Form Scanning Process

See appendix IV

6.2 Scanning Responsibility

Forms letters are sent to records management to be scanned.

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6.3 Scanning Notification

No notifications are sent after variances have been scanned

6.4 Retrieving Scanned Variance Forms

6.5 Hard copy variance document archival

- Documents will **not** be archived.
- Variances will be kept initially for 6 months until bugs are worked out of eB Work place then after 6 months all hard copy documents will be shredded
- Denials will be kept until scanned
- Landscape variances approved for less than the requested amount will be kept until

6.6 Authority to view the documents

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7.0 Updating Variance Statuses:

7.1 Variances entered into the system

The variance desk group is currently entering new variances into COINS. This group has been granted button level security into the VR (Variance Request) entry screen.

7.2 Authority to update statuses

Anyone with access to the Variance Request Browse screen can update statuses. Updating various statuses is allowed for all or none, currently the Variance Desk, Conservation analysts and Customer Service supervisors have access to this screen to update status codes.

7.3 Statuses that are updated

If updating variances from the Variance Request entry screen; only status Missing Info (00) and New (10) are updatable.

If updating variances from the Variance Request browse screen, all status-codes are updatable with some restrictions; for example, a change to the variance amount if the variance has been used for billing is not allowed.

7.4 Stages in the Variance process where statuses can be updated

If a variance has not been used for billing - Approved status (50) and effective date prior to the date that the last bill was issued -. A status-code can be updated as desired.

If a variance has been used for billing. A status-code can not be updated. The only way to change the status would be to cancel the bill(s) that are using the variance to calculate the water budget and then the status-code can be updated as desired.

7.5 Modifying variance statuses

If a variance has not been used for billing - Approved status (50) and effective date prior to the date that the last bill was issued -. Any and all fields can be updated as desired.

If a variance has been used for billing. It can only be cancelled (85) or Terminated by entering and end-date.

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7.6 Statuses that are specific to Customer Service

00 – Missing Info

10 – New

30 – Billing Review

40 - Appeal

7.7 Statuses are specific to Conservation

35 – Conservation Review

75 – Appeal Conservation Review

(Can't Conservation requests be at a status 00 or 10?)

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8.0 Process for refilling pools

See Appendix V

8.1 Letters to customers regarding when they call to have usage adjusted

See Appendix V

No letter is issued. A note is placed on the bill that reflects the adjustment. The only letter the customer will get is the one that tells them the fill/refill was approved and tells them to call when they have received the bill reflecting the extra water usage.

8.2 Making Bill Adjustments

Customer Service makes bill adjustments

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9.0 Variance Letters:

9.1 Letters that are automatically sent

- Acknowledgment Letter
- Missing Info
- New complete request
- Approved
- Denied Appeal
- Appeal Denied
- Update of Landscape area from default/estimated value

9.2 Letters that are manually sent

Any letter which requires more detail than the letters sent automatically

9.3 Preventing letters from being mailed

Letters automatically generated during the nightly batch process will be sent to Customer Service & Conservation the following business day for review. Unnecessary letters can be discarded

9.4 Reprinting Letters

The re-printing of letters would have to be generated manually.

9.5 Mailing letters

EMWD will review letters prior to mailing to the customer

9.6 When a variance received and variance approved letter prints within x days of each other

Both letters will print however; unnecessary letters can be discarded if intercepted in time.

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10.0 Default Adjustment/Variance Factors:

10.1 Use per person

The Use per Person will be 60 gallons per day

10.2 Indoor drought factor

- Indoor: I = (Household size * Avg Use per Person * units) * Indoor Drought Factor + Indoor Variance
- The number of people per household for single family will be 3
- The number of people per household for multi family will be 2
- The average Use per Person will be 60 gallons per day
- Landscape indoor allocation will apply to PJ; PK & PL tenant type codes only. (and clubhouse tenant type)
- PJ, PK & PL Landscape indoor allocations will be based on sewer EDU. 1 EDU = 180 gpd (3 people per house hold * 60 gallons per day)

10.3 Outdoor drought factor

- Outdoor: O = (Evapotranspiration * Conservation Factor * Landscape Area + Outdoor Variance) * Outdoor Drought Factor

10.4 Conservation factor (will need to change due to AB 1881 effective 1/1/2010)

- The conservation factor will be 1.0 for existing single family, and multi-family accounts that have been active prior to 9/1/08
- The conservation factor will be .8 for new single family and multi-family accounts that do NOT have pre-approved landscape plans prior to 9/1/08
- The conservation factor will be .8 for landscape accounts

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10.5 Distribution Uniformity Efficiency

- For functional landscape is 80%
- For non-functional landscape is 60%

10.6 Application Efficiency

- For functional landscape is 80%
- For non-functional landscape is 100%

10.7 Medical Needs

- Medical needs variance request will be sent to Conservation to review and determine the variance amount
- Any medical variance under 400 gallons per day will be processed using only the customers' signature as proof. For medical requests over 400 gallons per day, the Conservation staff will work with the customer on a case by case basis to determine their actual need.
- Guidelines for approval of medical variances:
    - 1.6 gal per flush – for additional toilet use
    - 2.0 gal per minute for showers – we usually give them 10 minutes or 20 gallons unless they are more specific about length
    - 25 gal per load for laundry
    - 30 gal per additional bath
    - 7 gal per dishwasher load
    - 1 gal min per faucet for additional hand washing

10.8 Updating Landscape area without a submitted variance form

- If Conservation measures a customers' landscape area using GIS, and determines that the customer's landscape area should be adjusted either higher or lower then Conservation will update the landscape area in COINS using the Conservation Maintenance screen.
- A variance form will not need to be filled out, COINS will automatically create a variance on the customer's account with a tracking# of -1 (no billing history) or 0 (billing history)
- COINS will automatically create a comment on the customers account
- COINS will automatically generate a Change from default/estimated landscape area letter to the customer

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11.0 Adding/Removing Variances:

11.1 How is a new Variance added to the Residential Variance request form?

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11.2 How is an existing Variance removed from the Residential Variance Request form?

11.3 Who authorizes the addition or removal of a Variance?

11.4 What form needs to be updated?

Variance Request forms (English and Spanish)

11.5 Will a letter be needed?

11.6 Any programming or data setup involved?

Yes

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12.0 Appeal Process

12.1 Appeal Process

If the billing disputes cannot be resolved by the Customer Service Representatives (We need to define the limits that can or cannot be handled by the Customer Service) the customer can file a written request with the Chief Financial Officer (CFO) for an appeal hearing. The District must receive the request within 30 days of the mailing of the Bill. A request for a hearing shall set forth, in detail, all facts supporting the request.

The CFO shall, within 15 days of receiving a request for an appeal hearing, designate a Hearing Officer who will hear the appeal and provide written notice to the customer of the hearing date, time, and place. The hearing date shall not be more than 30 days from the mailing of such notice by certified mail, unless a later date is agreed to by the customer. If the hearing is not held at the agreed upon time due to the actions or inaction of the customer, then the decision shall be deemed final.

At the hearing, the customer will have the opportunity to present information supporting his or her position concerning the disputed charges. After the hearing, the Hearing Officer shall deliver a written report to the CFO setting forth findings of fact, conclusions, and a recommendation on whether to uphold, modify, or reverse the original penalties. Upon receipt of the written report, the CFO shall issue his decision within 30 calendar days of the hearing. The written decision of the CFO shall be sent to the customer by certified mail. The CFO's decision shall be final on the 16th day after it is mailed, unless a request for a hearing is filed with the Board of Directors no later than 5:00 p.m. on the 15th day following such mailing.

Any customer may appeal a decision made by the CFO, prior to the date that the CFO's order becomes final, by filing a written request for a hearing with the Board of Directors. The request for the Board of Directors' hearing shall set forth in detail all the issues in dispute and all facts supporting the request. No later than 60 days after receipt of the request for a hearing, the Board of Directors shall either set the matter for a hearing, or deny the request for the hearing. Whether to grant or deny a request for a hearing on an appeal to the CFO's decision shall be within the sole discretion of the Board of Directors.

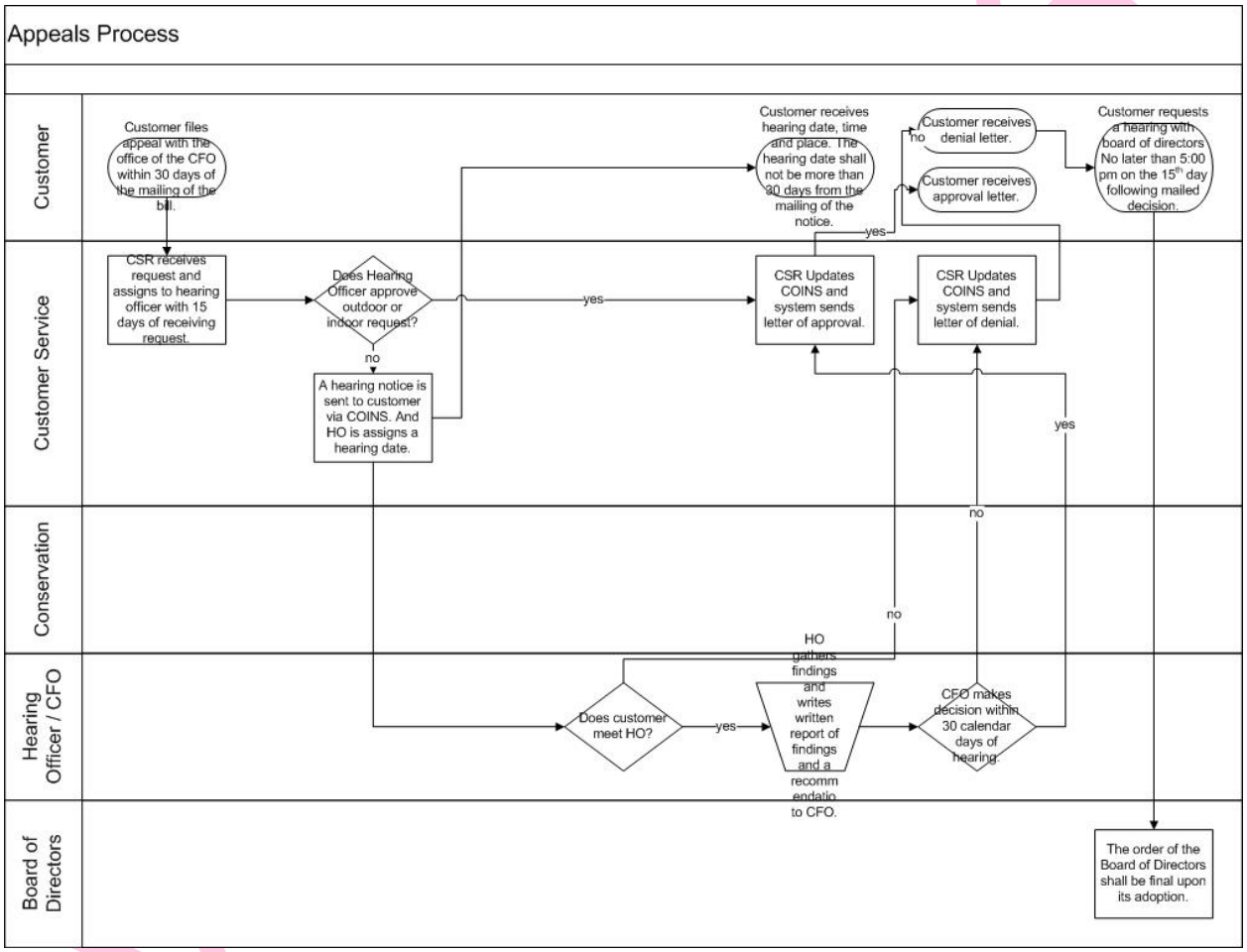
If required, a hearing shall be held by the Board of Directors within 65 days of the date the request for a hearing was granted, unless a later date is agreed to by the customer and the Board of Directors. If the matter is not heard within the required time, due to actions or inactions of the customer or the Board of Director's decision to deny the request for the hearing, the CFO's decision shall be final.

The Board of Directors shall make a determination whether to uphold, modify, or reverse the CFO's decision. The order of the Board of Directors shall be final upon its adoption. The written decision and order of the Board of Directors shall be sent to the customer by certified mail within 30 days after the close of the hearing.

Version 1.6

Exemption & Variance Conditions

A variance may be issued by the District, in writing, to grant temporary or permanent variance for rates otherwise prohibited under the required Tiered Rate Structure if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance.



13.0 Appendix I

13.1 Variance Form Letters

Conservation Landscape, Medical, Conservation Factor, Other Outdoor

- Incomplete and Missing Info
- Acknowledgement and New
- Approved
    1. Generic Approved
    2. Landscape Approved
    3. Temporary Approved
- Denied
- Appeal Denied

Note: A customer with two variances with the same status - Code will receive two letters

Customer Service Household size, Animals, Other Indoor, 24 hour care, Part - Time care

- Incomplete
- New
- Approved
    1. Generic Approved
    2. Pool Approved (pool/pool with spa/pond)
    3. Temporary – Approved
- Denied
- Appeal Denied

Note: A customer with two variances with the same status – date will receive a single letter combing both variances

Version 1.6

EASTERN MUNICIPAL WATER DISTRICT
SINCE 1950

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Director of the Metropolitan Water District of So. Calif.
Randy A. Record

Legal Counsel
Redwine and Sherrill

April 2, 2009

EDWARD PEASLEE
P.O. BOX 453
HOMELAND, CA 92548-0453

RE: Incomplete Variance Request Received
Account Number 897-25
Service Address 31636 MCWADE AVE

Thank you for submitting your Request for Variance for Landscape area.

At this time, we are unable to process your request because of insufficient information. In order for us to adequately review your request, the following information is required:

- diagram or drawing missing

Please resubmit the Request for Variance and attach any additional documents that may help us substantiate your request.

We will process your request, as soon as possible, when we receive the requested information. If a variance is approved, any necesary adjustments to the account will be made.

If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contact us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

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Redwine and Sherrill

April 2, 2009

CARLOS MARTINEZ
28836 ALESSANDRO BLVD
MORENO VALLEY, CA 92555-6936

RE: Variance Request Received
Account Number 270-13
Service Address 28836 ALESSANDRO BLVD

Thank you for submitting your Request for Variance for Application efficiency.

We are in the process of reviewing your request and will notify you with a decision within 30 days from the date we received your request.

If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contact us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

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April 2, 2009

CARL ROWE
11751 DAVIS ST
MORENO VALLEY, CA 92557

RE: Landscape Variance Request
Account Number 279-15
Service Address 11751 DAVIS ST

Your Request for Variance for 21,780 square feet (sq ft) for your landscape area has been reviewed. EMWD has measured the irrigation area on your property and approved 1,549 sq ft of landscaping for your account. EMWD uses aerial imagery to verify landscape square footage. Your outdoor water budget will be adjusted based on the revised size of the landscaped area. Please be aware that your monthly allocation will be reflected on your next water billing statement, under the water budget information.

If you wish to appeal this decision, please submit a written request for an appeal hearing within thirty (30) days from the date you received this letter. The following will take place after an appeal is filed:

1. Within fifteen (15) days from the date that Eastern Municipal Water District (EMWD) receives your appeal, we will send you a written notice by certified mail of the hearing date; time; and place.

2. The hearing date will be set within thirty (30) days of the date on the hearing notice, unless you agree to a later date.

3. If the hearing is not held at the agreed upon time due to your actions or inaction, then the current decision shall be deemed final.

Thank you for submitting your Request for Variance. If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contact us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
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Redwine and Sherrill

April 2, 2009

ANDREA REYES
11451 DAVIS ST
MORENO VALLEY, CA 92557-5537

RE: Temporary Variance Request Approved
Account Number 299-09
Service Address 11451 DAVIS ST

We have approved your Request for Variance that you submitted to change your outdoor water budget. Your new water budget is based on the revised allowance for Conservation factor and will expire on 07/21/09.

Please be aware that your monthly allocation will be reflected on your next bill under water budget information.

Thank you for submitting your Request for Variance. If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contacts us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

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Legal Counsel
Redwine and Sherrill

April 2, 2009

ROSA SANCHEZ
910 COTTONWOOD AVE
SAN JACINTO, CA 92582-3111

RE: Variance Request Approved
Account Number 555-07
Service Address 910 COTTONWOOD AVE

We have approved your Request for Variance that you submitted to change your outdoor water budget. Your new water budget is based on the revised allowance for Conservation factor.

Please be aware that your monthly allocation will be reflected on your next bill under water budget information.

Thank you for submitting your Request for Variance. If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contacts us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

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April 2, 2009

WILLIAM HORNBACK
24180 JUNIPER FLATS RD
HOMELAND, CA 92548-9777

RE: Request for Variance Denied
Account Number 8642-06
Service Address 24180 JUNIPER FLATS RD

Thank you for submitting your Request for Variance for Other Instance - Outdoor.

We have reviewed your request and it was denied because the information you provided us did not fall within the criteria required for approval.

If you wish to appeal this decision, please submit a written request for an appeal hearing within thirty (30) days from the date you received this letter. The following will take place after an appeal is filed:

1. Within fifteen (15) days from the date that Eastern Municipal Water District (EMWD) receives your appeal, we will send you a written notice by certified mail of the hearing date; time; and place.

2. The hearing date will be set within thirty (30) days of the date on the hearing notice, unless you agree to a later date.

3. If the hearing is not held at the agreed upon time due to your actions or inaction, then the current decision shall be deemed final.

We sympathize with your situation and would like to offer you information on a variety of water-efficient measures that can be implemented in and around your property. Please visit www.usewaterwisely.org for more information.

If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contact us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
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Redwine and Sherrill

April 2, 2009

THE COUDURES FAMILY LTD
C/O PERRIS PLAZA ASSOC
P
2009 PORTERFIELD WAY
UPLAND, CA 91786-1106

RE: Variance Request Appeal Not Approved
Account Number 95726-01
Service Address 1688 N PERRIS BLVD STE N

Thank you for submitting your Request for Variance for Conservation factor.

After further review, we are unable to approve your request based on the information you provided us.

We would like to offer you some resources to help with your situation. Please visit www.usewaterwisely.org for information on a variety of water-efficient measures that can be implemented in and around your property.

If you have any questions regarding this matter, please do not hesitate to contact our Conservation Department at (951) 928-3777 or (800) 426-3693, ext 4517 or contact us by e-mail at conservation@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

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Randy A. Record

Legal Counsel
Redwine and Sherrill

April 2, 2009

JEANETTE DOWNING
C/O JEAN COUSTE
3500 PARK AVE
HEMET, CA 92544-3261

RE: Incomplete Variance Request Received
Account Number 950-80
Service Address 32055 ALLEN AVE

Thank you for submitting your Request for Variance for Licensed 24-Hour Care.

At this time, we are unable to process your request because of insufficient information. In order for us to adequately review your request, the following information is required:

- BUSINESS LICENSE IS MISSING

Please resubmit the Request for Variance and attach any additional documents that may help us substantiate your request.

We will process your request, as soon as possible, when we receive the requested information. If a variance is approved, any necesary adjustments to the account will be made.

If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

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Legal Counsel
Redwine and Sherrill

April 2, 2009

FLORENTINO QUEZADA GARCIA
25973 MELBA AVE
HOMELAND, CA 92548-9307

RE: Variance Request Received
Account Number 944-06
Service Address 25973 MELBA AVE

Thank you for submitting your Request for Variance for:

Licensed Day Care
Large Animals

We are in the process of reviewing your request and will notify you with a decision within 30 days from the date we received your request.

If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

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April 2, 2009

CARL ROWE
11751 DAVIS ST
MORENO VALLEY, CA 92557

RE: Pool/Pond Refill Request Approved
Account Number 279-15
Service Address 11751 DAVIS ST

Your Request for Variance for a one time fill or refill of your pool/pond has been approved. From the information you provided, the volume of water required to fill your pool/pond has been determined. You may now fill your pool/pond.

After you have filled your pool/pond, wait until you have received the bill reflecting the volume of water used to fill your pool/pond. If your bill reflects a charge at the excessive or wasteful rates, you must contact our Customer Service Department to received the adjustment to your account. A Customer Service Representative will make the adjustment to your bill to ensure that the volume approved for filling your pool/pond is charged at the outdoor rate.

You are eligible for this variance only once every five years. If you choose to refill your pool/pond more frequently, you will be subject to excessive and wasteful rates.

If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

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Redwine and Sherrill

April 2, 2009

ROBERT LOYD
P.O. BOX 1445
ROMOLAND, CA 92585-1445

RE: Variance Request Approved
Account Number 1137-14
Service Address 27812 US HIGHWAY 74

We have approved your Request for Variance that you submitted to change your indoor water budget. Your new water budget is based on the revised allowance for:

Other Instance - Indoor
Household size

Please be aware that your monthly allocation will be reflected on your next bill under water budget information.

One or more of these variances are temporary:

Other Instance - Indoor expires on 02/27/10.

Thank you for submitting your Request for Variance. If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

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Randy A. Record

Legal Counsel
Redwine and Sherrill

April 2, 2009

GABRIEL GARAY
24706 HILTON DR
MORENO VALLEY, CA 92557-5636

RE: Variance Request Approved
Account Number 133-16
Service Address 24706 HILTON DR

We have approved your Request for Variance that you submitted to change your indoor water budget. Your new water budget is based on the revised allowance for Household size.

Please be aware that your monthly allocation will be reflected on your next bill under water budget information.

Thank you for submitting your Request for Variance. If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

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Legal Counsel
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April 2, 2009

WILLIAM HORNBACK
24180 JUNIPER FLATS RD
HOMELAND, CA 92548-9777

RE: Request for Variance Denied
Account Number 8642-06
Service Address 24180 JUNIPER FLATS RD

Thank you for submitting your Request for Variance for Large Animals.

We have reviewed your request and it was denied because the information you provided us did not fall within the criteria required for approval.

If you wish to appeal this decision, please submit a written request for an appeal hearing within thirty (30) days from the date you received this letter. The following will take place after an appeal is filed:

1. Within fifteen (15) days from the date that Eastern Municipal Water District (EMWD) receives your appeal, we will send you a written notice by certified mail of the hearing date; time; and place.

2. The hearing date will be set within thirty (30) days of the date on the hearing notice, unless you agree to a later date.

3. If the hearing is not held at the agreed upon time due to your actions or inaction, then the current decision shall be deemed final.

We sympathize with your situation and would like to offer you information on a variety of water-efficient measures that can be implemented in and around your property. Please visit www.usewaterwisely.org for more information.

If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

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Director of the Metropolitan Water District of So. Calif.
Randy A. Record

Legal Counsel
Redwine and Sherrill

April 2, 2009

DANPORT APTS
C/O CARMEN LOPEZ
25700 CHERRY HILLS BLVD
SUN CITY, CA 92586-2452

RE: Variance Request Appeal Not Approved
Account Number 9421-04
Service Address 25670 CHERRY HILLS BLVD

Thank you for submitting your Request for Variance for Household size.

After further review, we are unable to approve your request based on the information you provided us.

We would like to offer you some resources to help with your situation. Please visit www.usewaterwisely.org for information on a variety of water-efficient measures that can be implemented in and around your property.

If you have any questions regarding this matter, please do not hesitate to contact our Customer Service Department at (951) 928-3777 or (800) 426-3693 or contact us by e-mail at billing@emwd.org.

Sincerely,

Christine Avalos Thomsen
Customer Service Manager

Mailing Address: Post Office Box 8300 Perris, CA 92572-8300 Telephone: (951) 928-3777 Fax: (951) 928-6177
Location: 2270 Trumble Road Perris, CA 92570 Internet: www.emwd.org

14.0 Appendix II

14.1 Default Amounts for Variance Factors

Field	Code	Description	Comments
WBA	SHHZ	Household Size	Number of people for single-family
WBA	MHHZ	Household Size	Number of people for multi-family
WBA	OHHZ	Household Size	Number of people for other
WBA	AUPP	Average Use Per Person	Gallons per day per permanent resident
WBA	INDF	Indoor Drought Factor	For all water budget accounts
WBA	OUDF	Outdoor Drought Factor	For all water budget accounts
WBA	KCFA	Conservation Factor	1 for existing accounts. 0.8 for accounts opened after 9/1/08.
WBA	DEFA	Distribution Uniformity Efficiency	Default to1
WBA	AEFA	Application Efficiency	Default to1
WBA	SLND	Landscape Area	Irrigation area for single family
WBA	MLND	Landscape Area	Irrigation area for multi-family
WBA	OLND	Landscape Area	Irrigation area for other
WBA	CARF	Licensed 24-hour Care	Variance type
WBA	CARP	Licensed Day Care	Variance type
WBA	MEDI	Medical Needs	Variance type
WBA	POOL	Pool, Spa or Pond Refill	Variance type
WBA	ANIM	Large Animals	Variance type
WBA	OTIN	Other instance – Indoor	Variance type
WBA	OTOU	Other instance – Outdoor	Variance type

Version 1.6

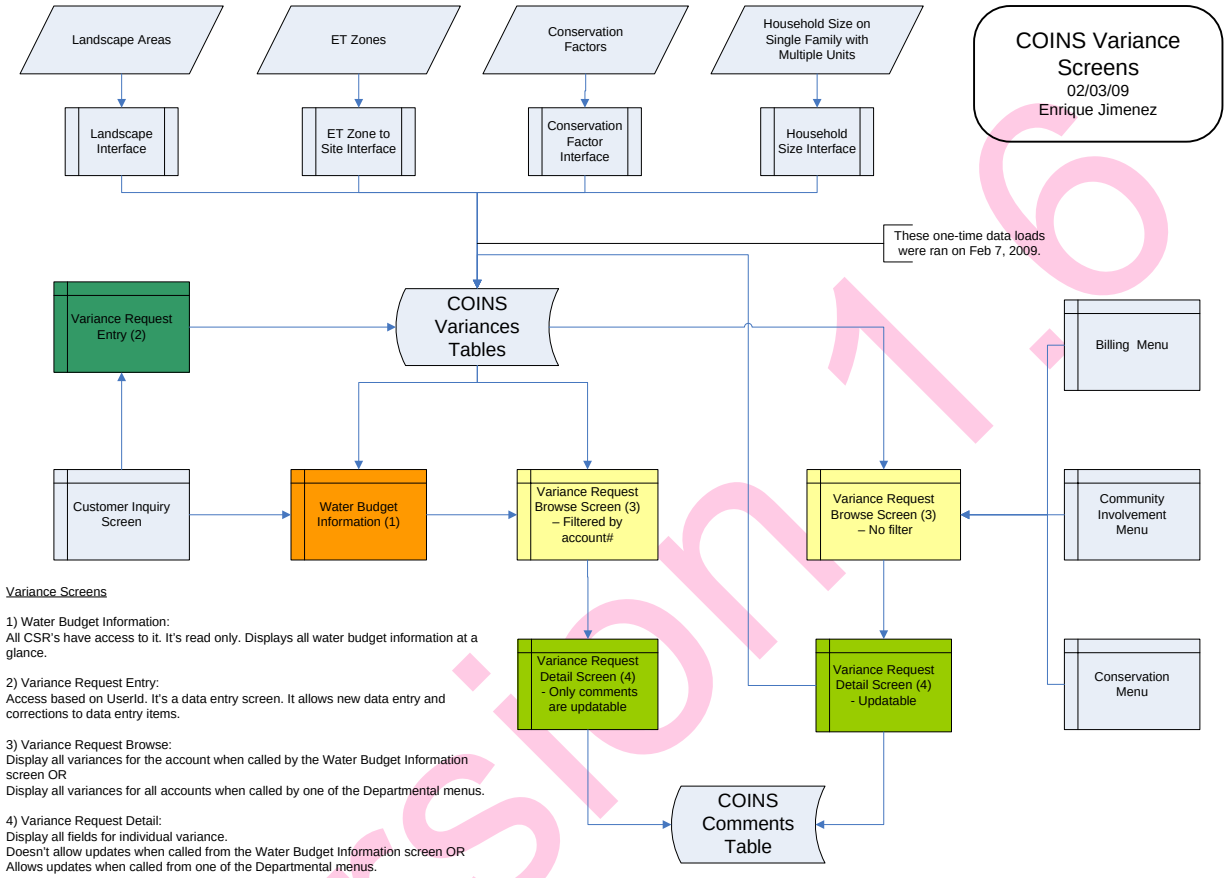
Default amounts adjustment codes:

Factor-type-code	Effective-date	Factor-amt	AV-code	IO-code	UOM-code	Setup-By	Setup-Date
SHHZ	01/01/09	3	AD	IN	NA	Progadm	01/01/09
MHHZ	01/01/09	2	AD	IN	NA	Progadm	01/01/09
OHHZ	01/01/09	0	AD	IN	NA	Progadm	01/01/09
AUPP	01/01/09	60	AD	IN	GL	Progadm	01/01/09
INDF	01/01/09	1	AD	IN	NA	Progadm	01/01/09
OUDF	01/01/09	1	AD	OU	NA	Progadm	01/01/09
KCFA	09/01/08	0.8	AD	OU	NA	Progadm	01/01/09
KCFA	01/01/60	1	AD	OU	NA	Progadm	01/01/09
DEFA	01/01/60	1	AD	OU	NA	Progadm	01/01/09
AEFA	01/01/60	1	AD	OU	NA	Progadm	01/01/09
SLND	01/01/09	3000	AD	OU	NA	Progadm	01/01/09
MLND	01/01/09	0	AD	OU	NA	Progadm	01/01/09
OLND	01/01/09	3000	AD	OU	NA	Progadm	01/01/09
CARF	01/01/09	60	VA	IN	GL	Progadm	01/01/09
CARP	01/01/09	20	VA	IN	GL	Progadm	01/01/09
MEDI	01/01/09	0	VA	IN	GL	Progadm	01/01/09
POOL	01/01/09	0	VA	OU	GL	Progadm	01/01/09
ANIM	01/01/09	12	VA	IN	GL	Progadm	01/01/09

Version Mgr

15.0 Appendix III

15.1 Decision Chart



Variance Screens

1) Water Budget Information:
All CSR's have access to it. It's read only. Displays all water budget information at a glance.

2) Variance Request Entry:
Access based on UserId. It's a data entry screen. It allows new data entry and corrections to data entry items.

3) Variance Request Browse:
Display all variances for the account when called by the Water Budget Information screen OR
Display all variances for all accounts when called by one of the Departmental menus.

4) Variance Request Detail:
Display all fields for individual variance.
Doesn't allow updates when called from the Water Budget Information screen OR
Allows updates when called from one of the Departmental menus.

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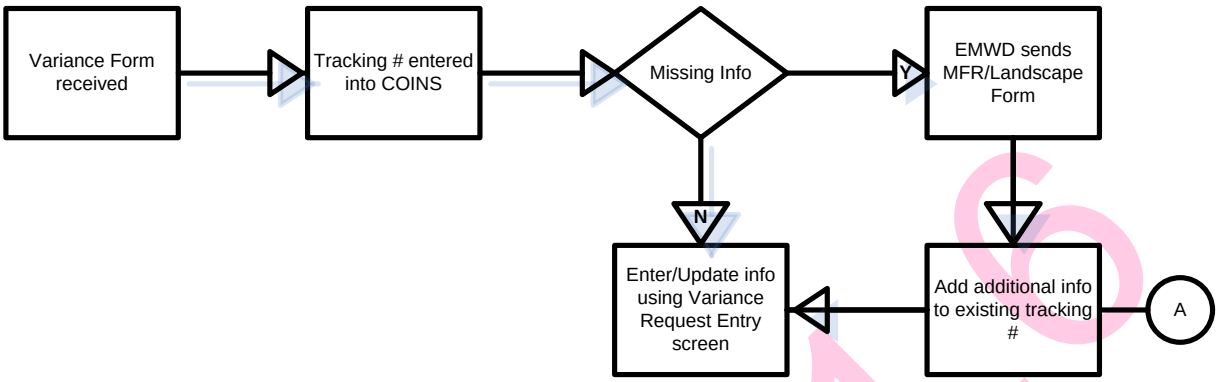
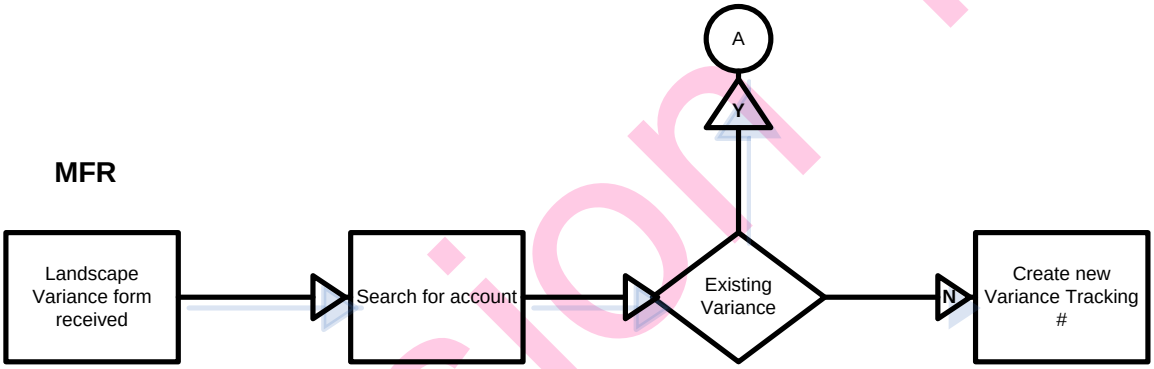
Multi Family Resident Variance Form Process





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16.0 Appendix IV

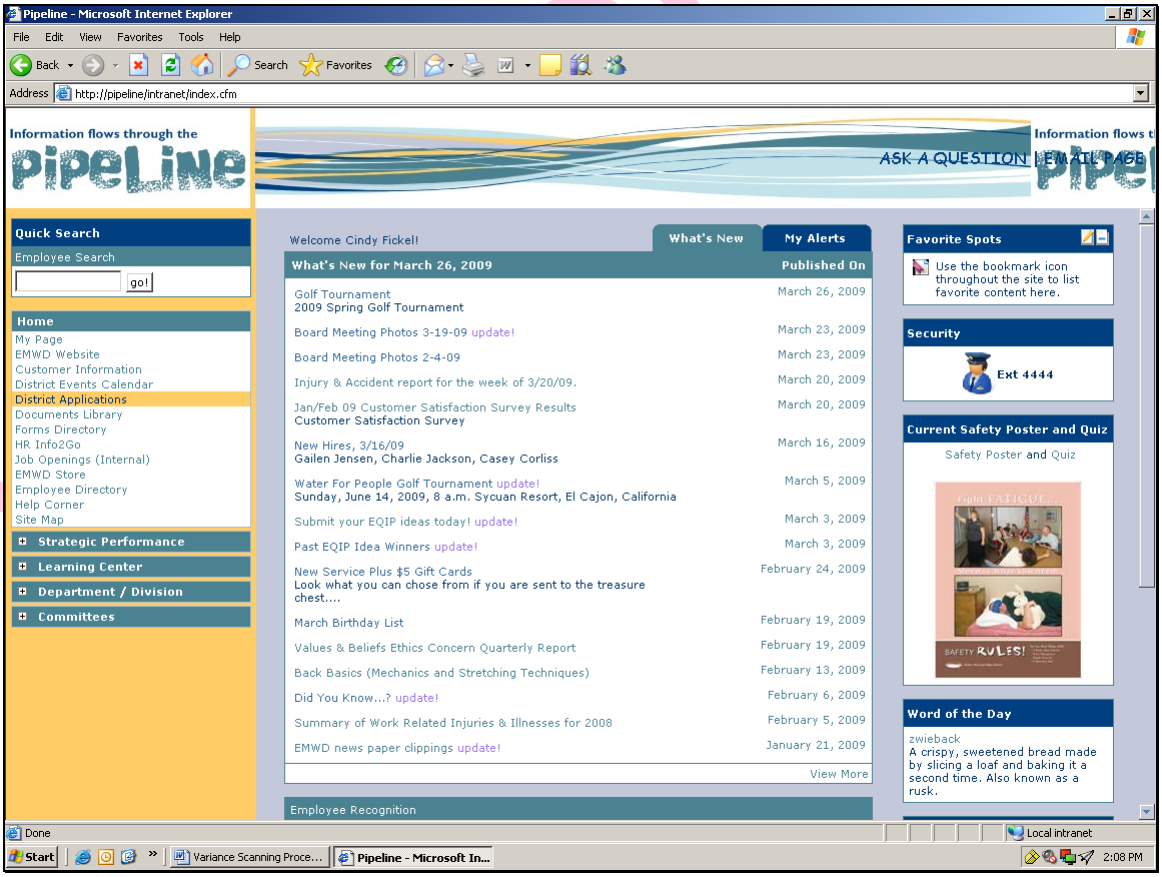
16.1 Variance Scanning Process

Purpose

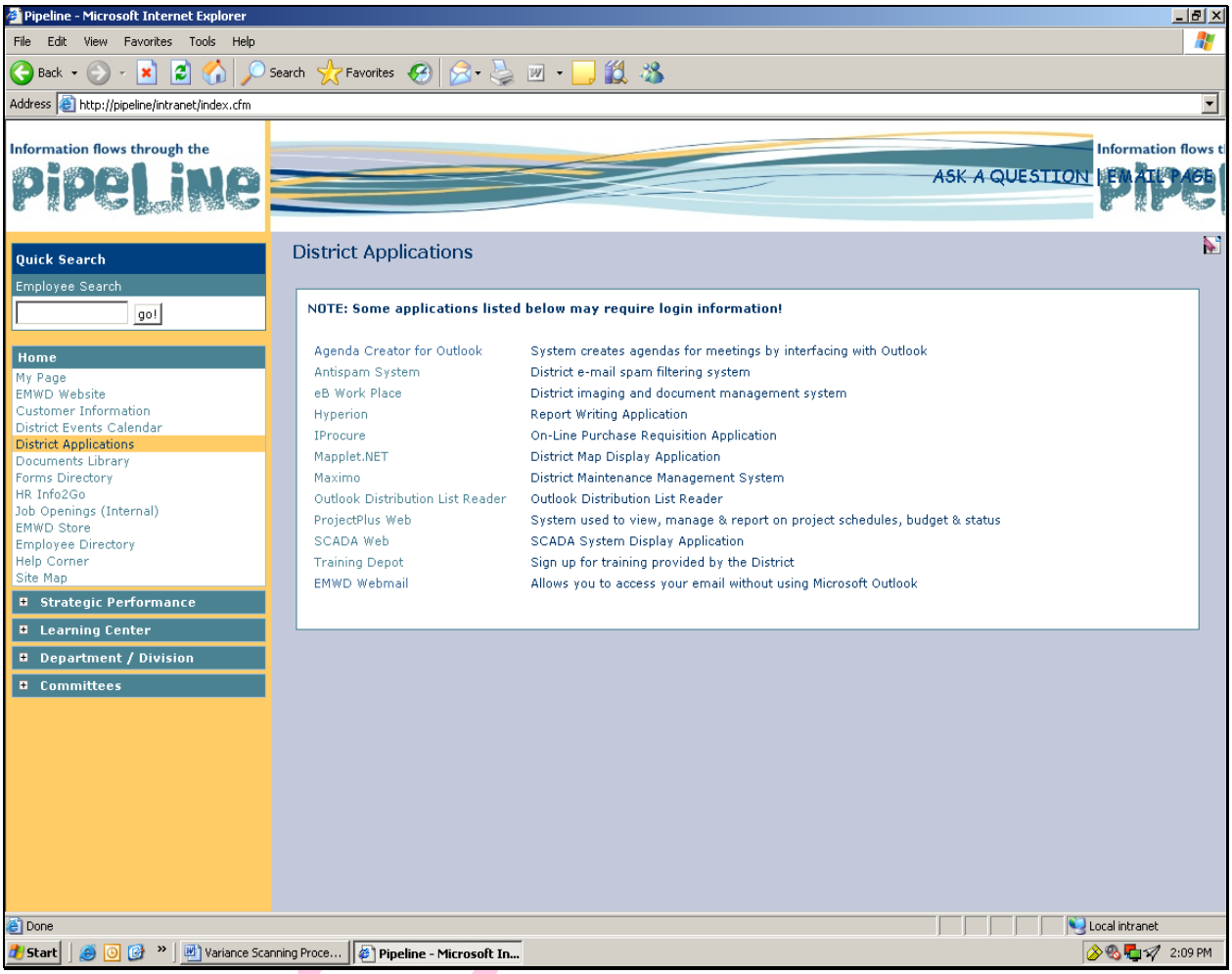
The Variance Scanning Process is to allow EMWD representatives the ability to view variances that have been filled out by the customer and received by EMWD via mail, drop box in lobby, or fax.

Procedure

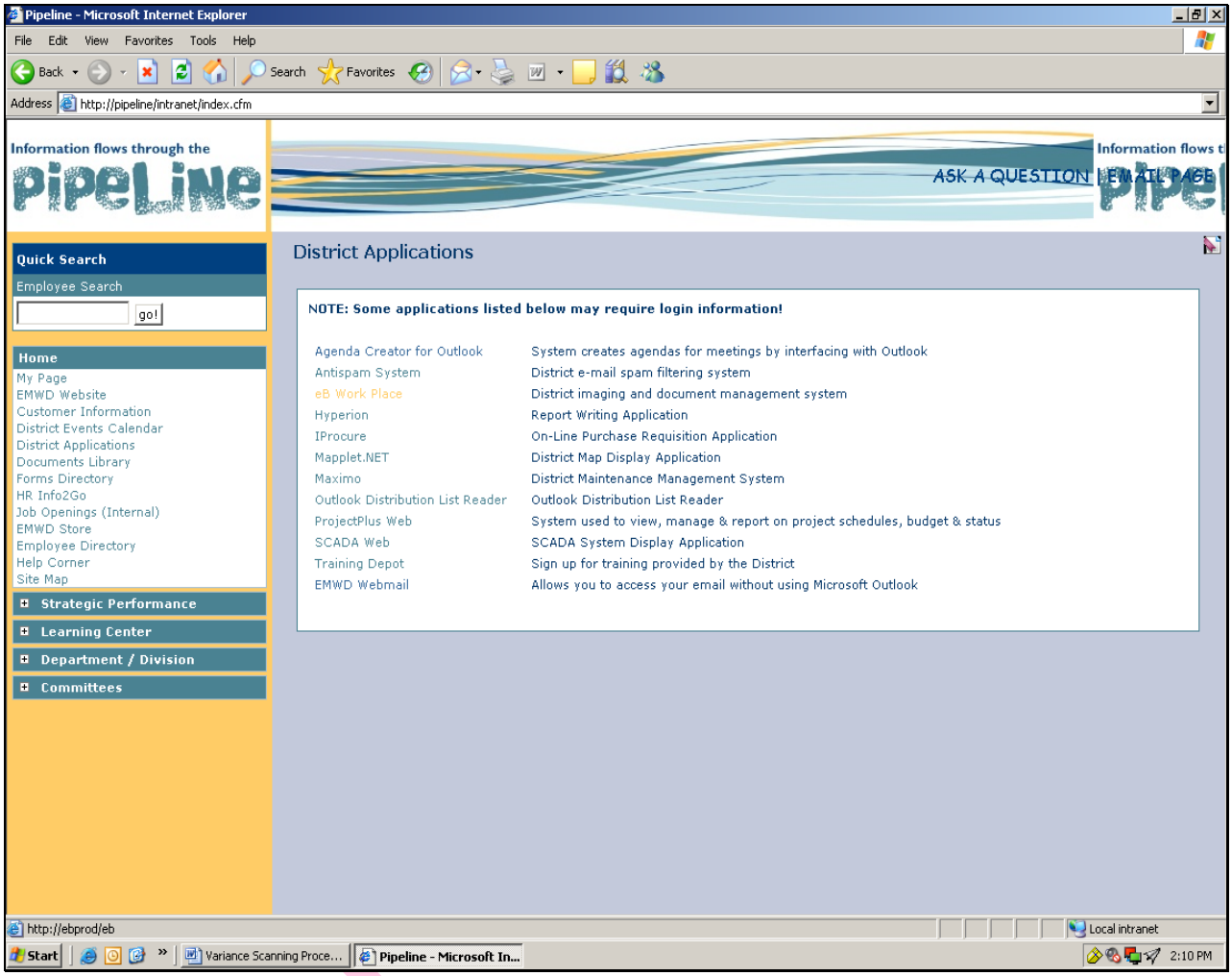
1) Once the variance form has been received and has gone through the approved/not approved process it is sent over to records management to be scanned into the eB work place for viewing and searching capability.
2) All representatives will need to be granted access to eB work place. Please notify Alana Aanestad.
3) The EB work place is located on the Pipeline under the District Applications tab.



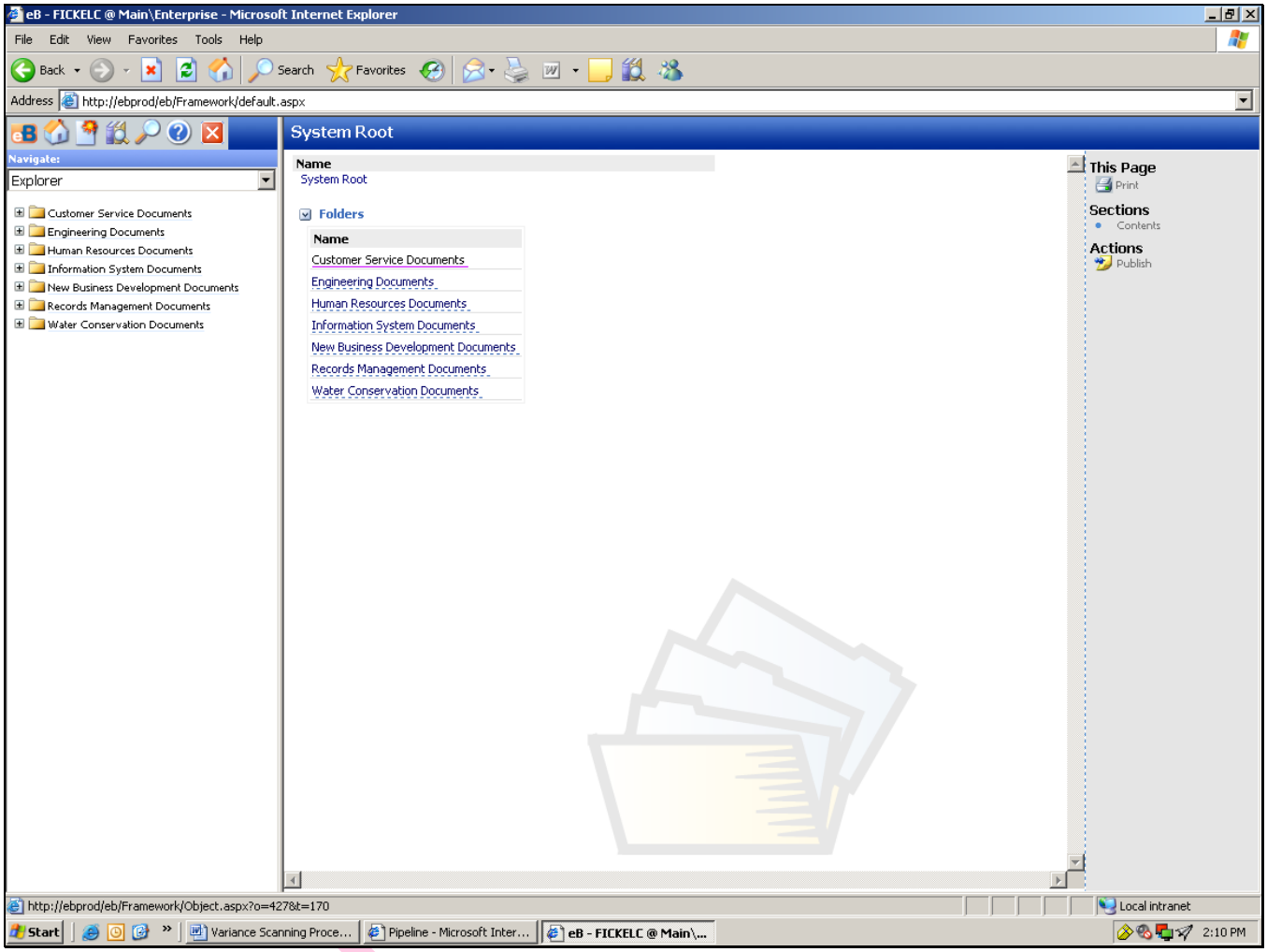
4) Select the District Applications tab



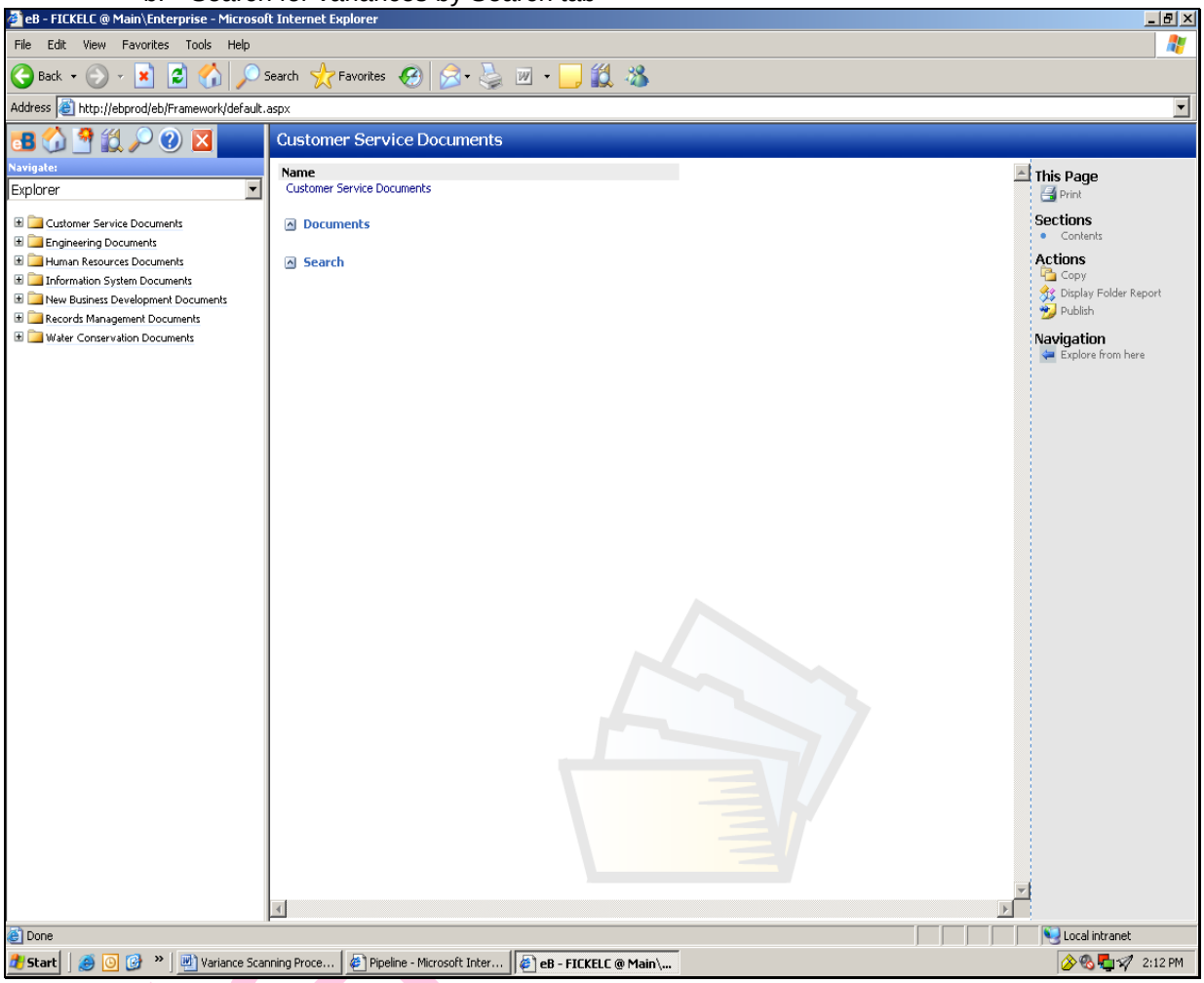
5) Select the eB work place tab



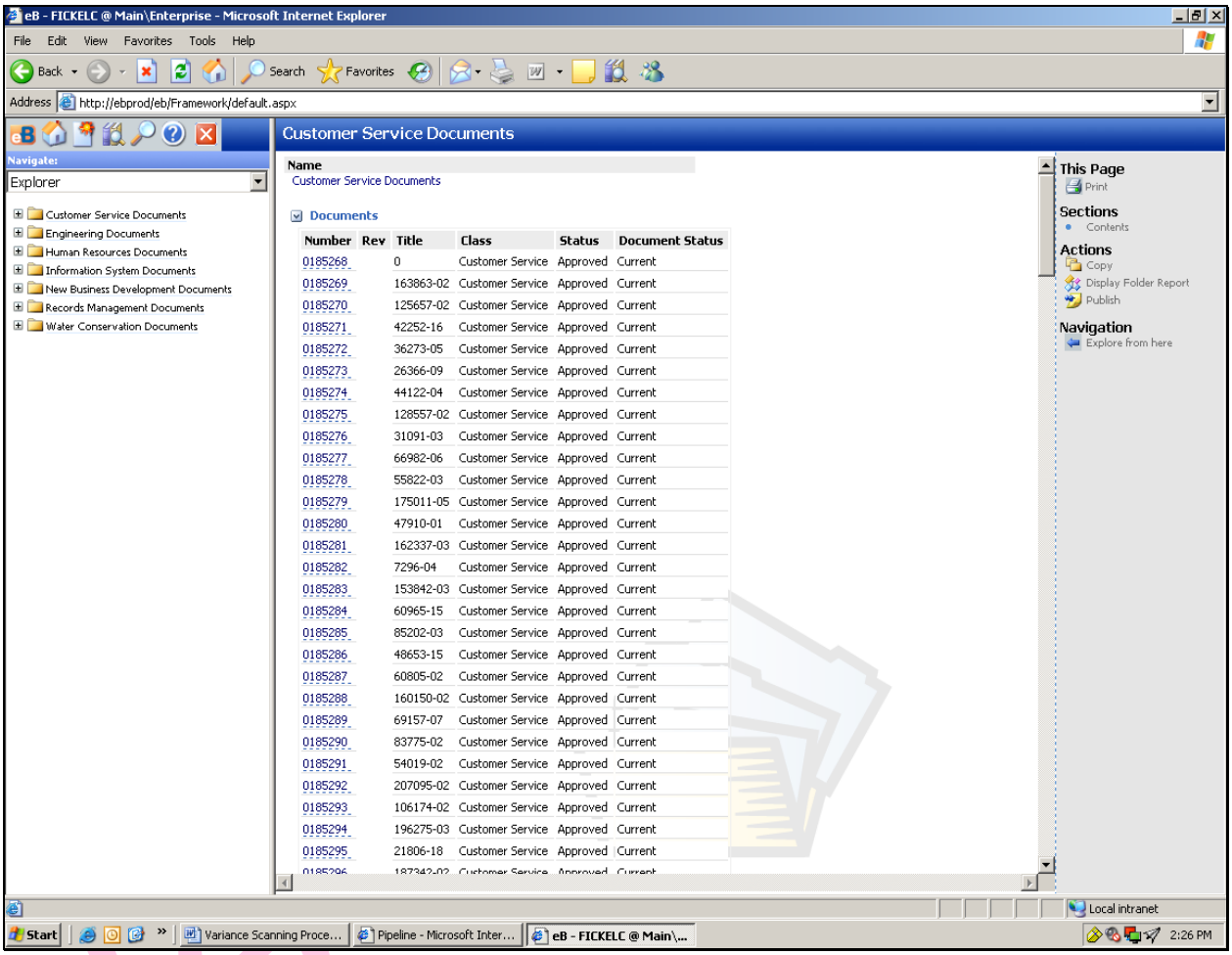
6) Select the Customer Service Documents tab



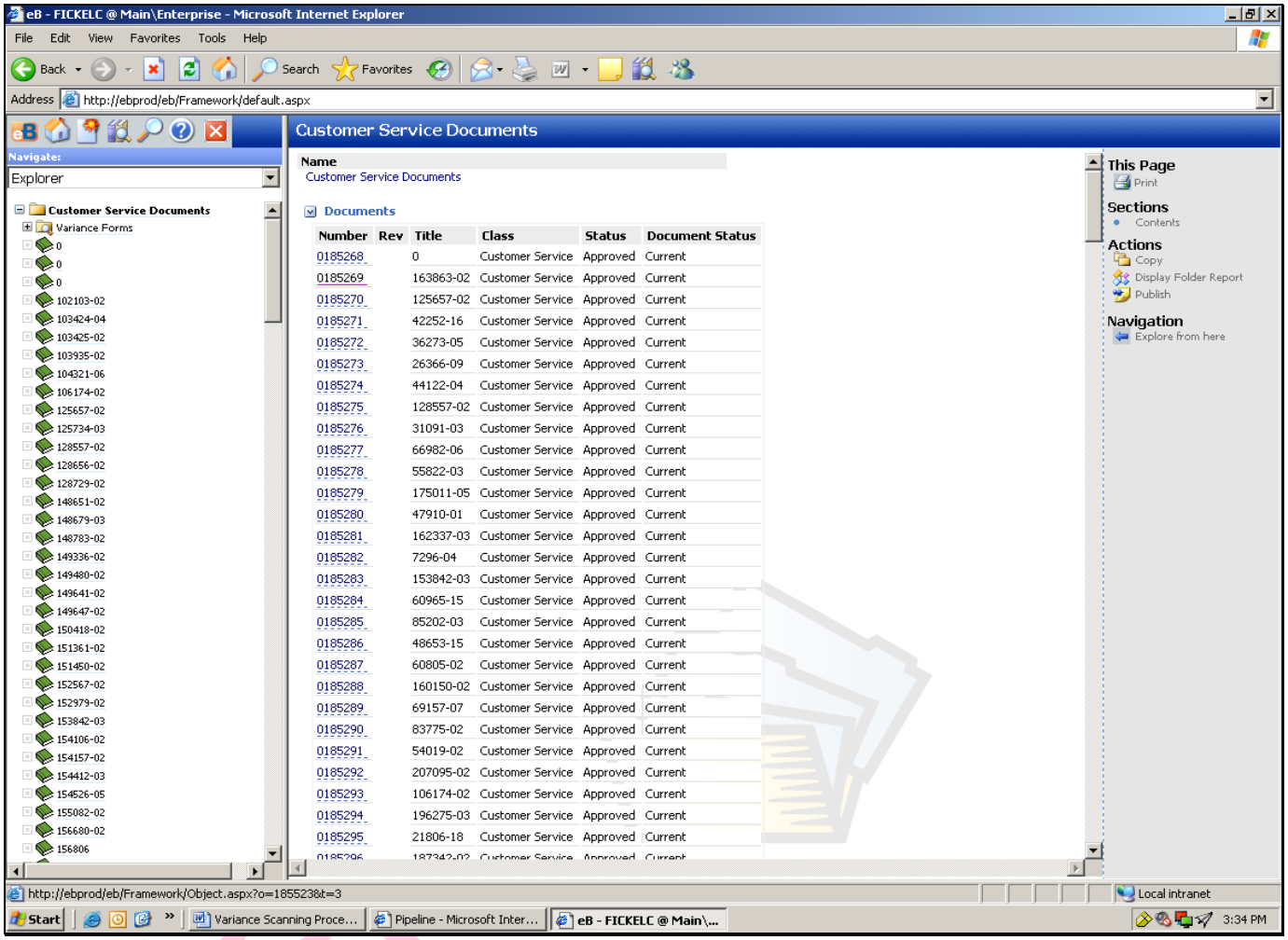
7) From this screen you are able to:
    a. Search for variances by Documents tab
    b. Search for variances by Search tab



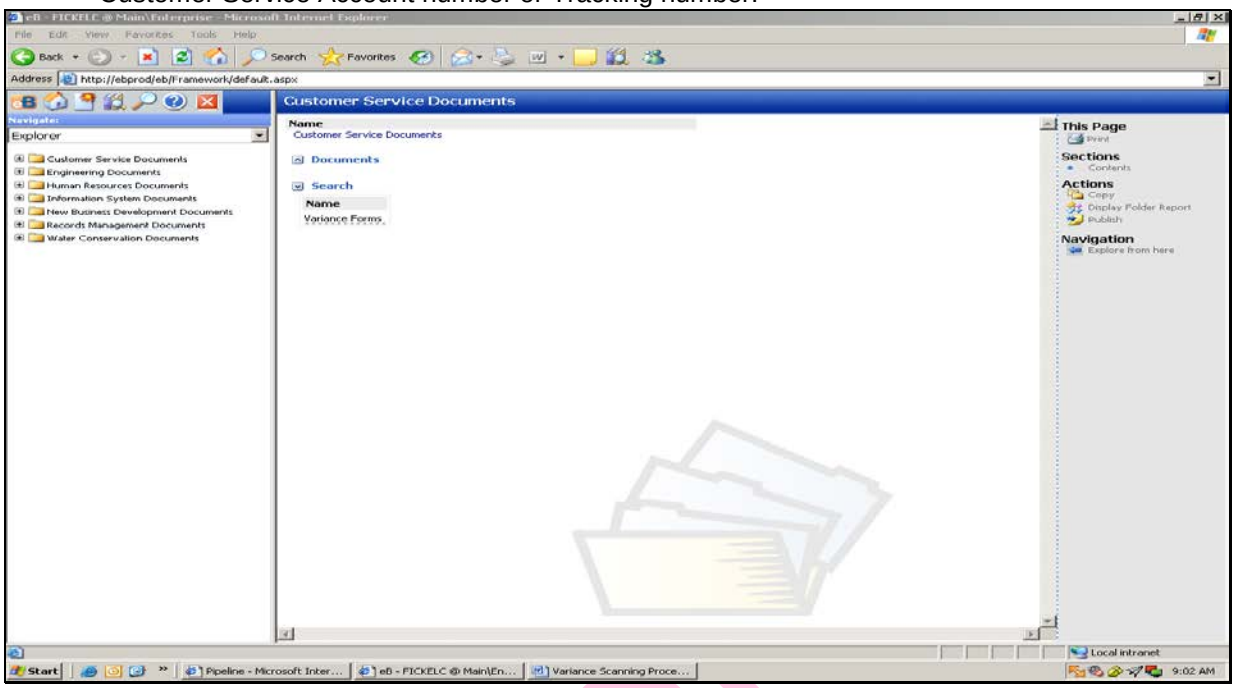
8) Selecting the Documents tab will expand it showing the variances that have been scanned onto eB work place.
    a. Number – Unique System Identifier
    b. Title – EMWD Customer Account number



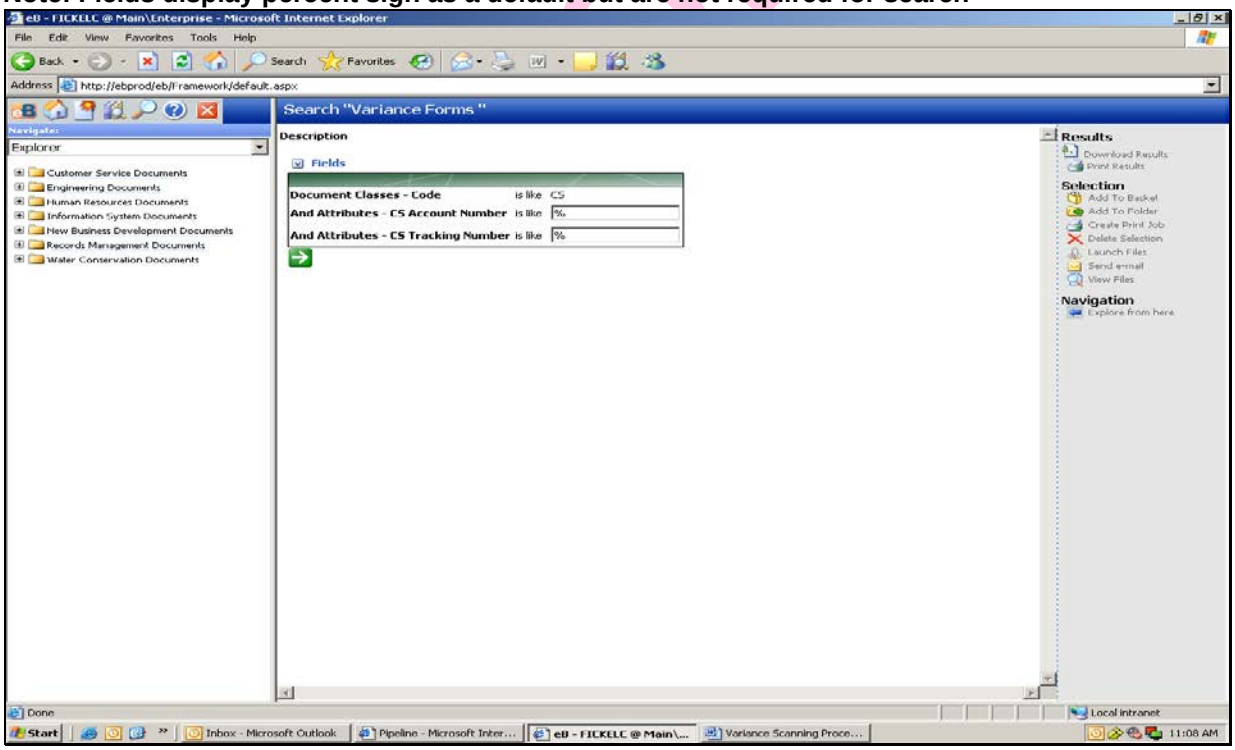
9) Select the variance you would like to view by clicking the number adjacent to the customer account number.



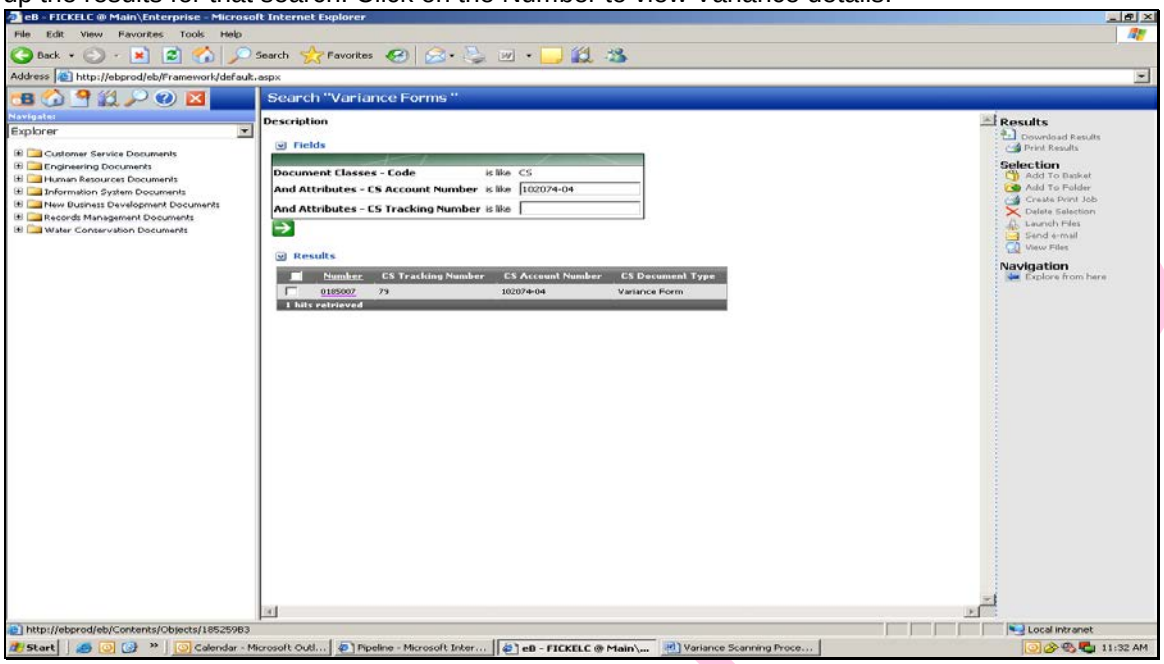
10) Selecting the Search tab and then Variance Forms allows you to search for variance forms by Customer Service Account number or Tracking number.

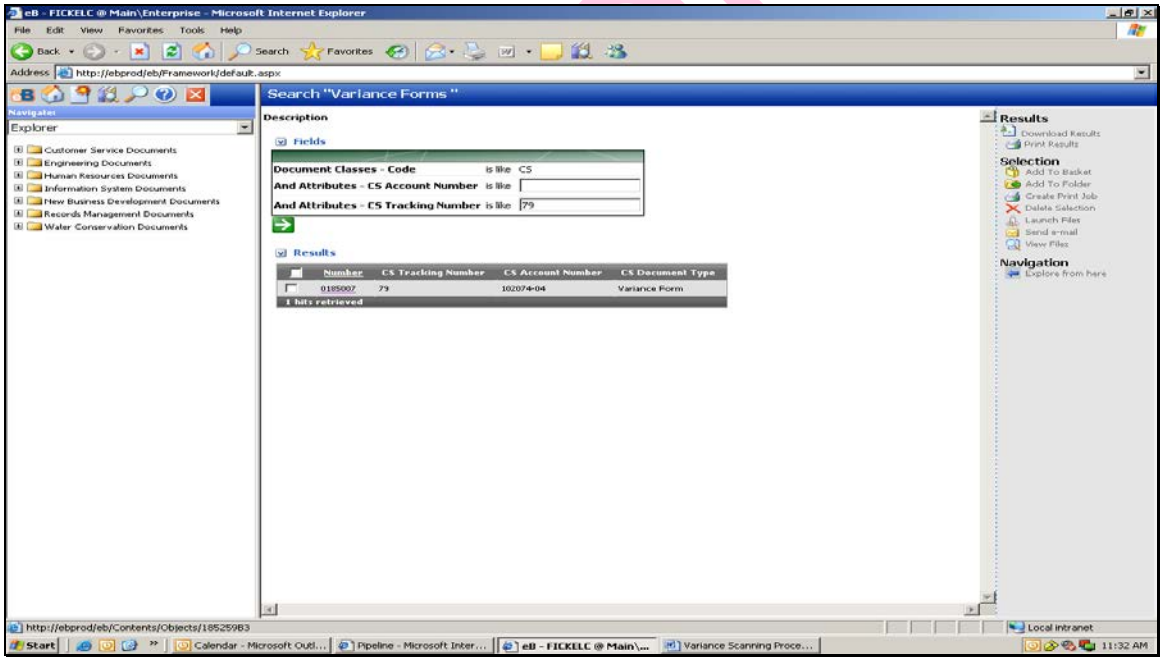


Note: Fields display percent sign as a default but are not required for search

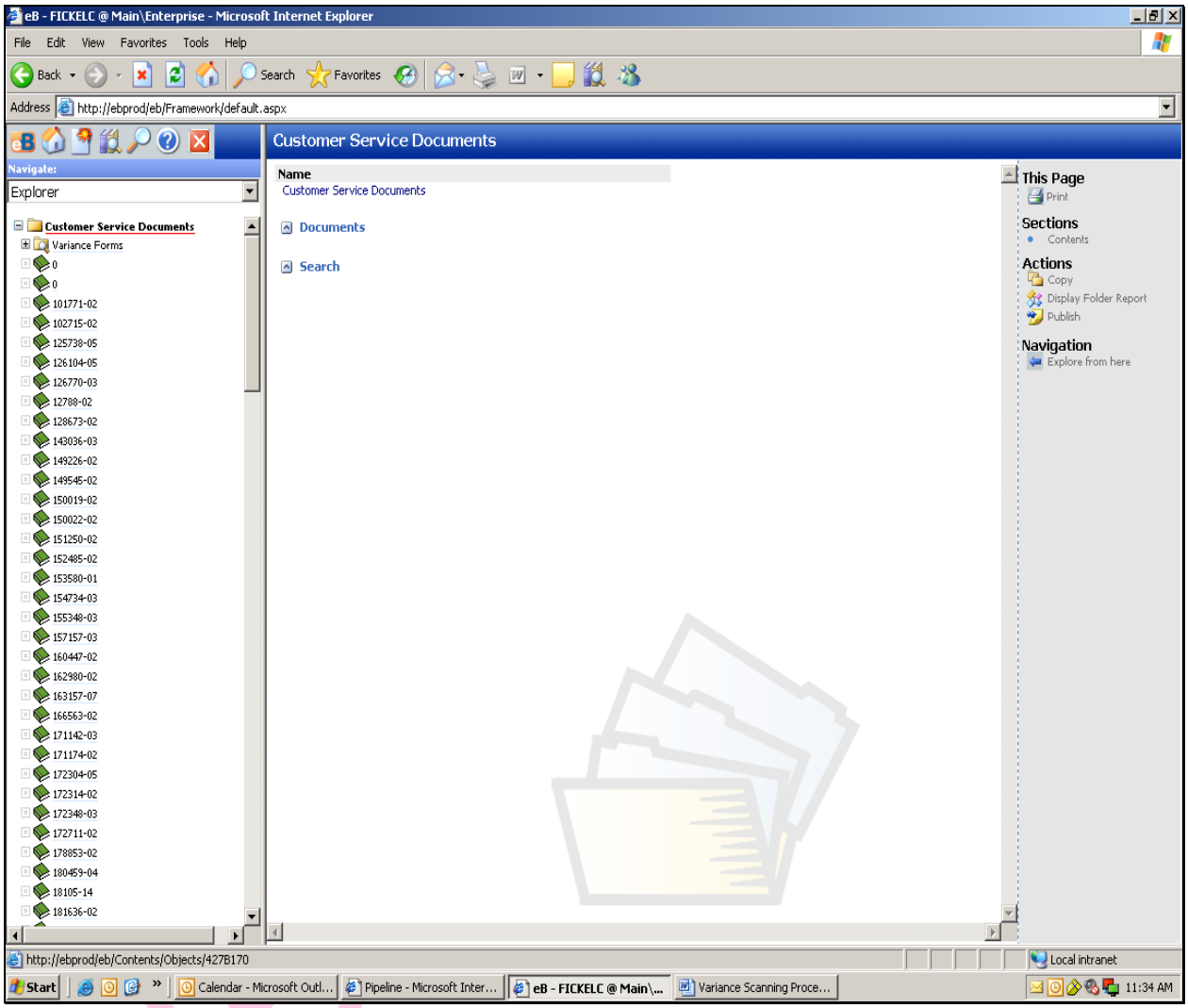


11) Type either the account number or the tracking number and either press enter or green arrow to bring up the results for that search. Click on the Number to view Variance details.

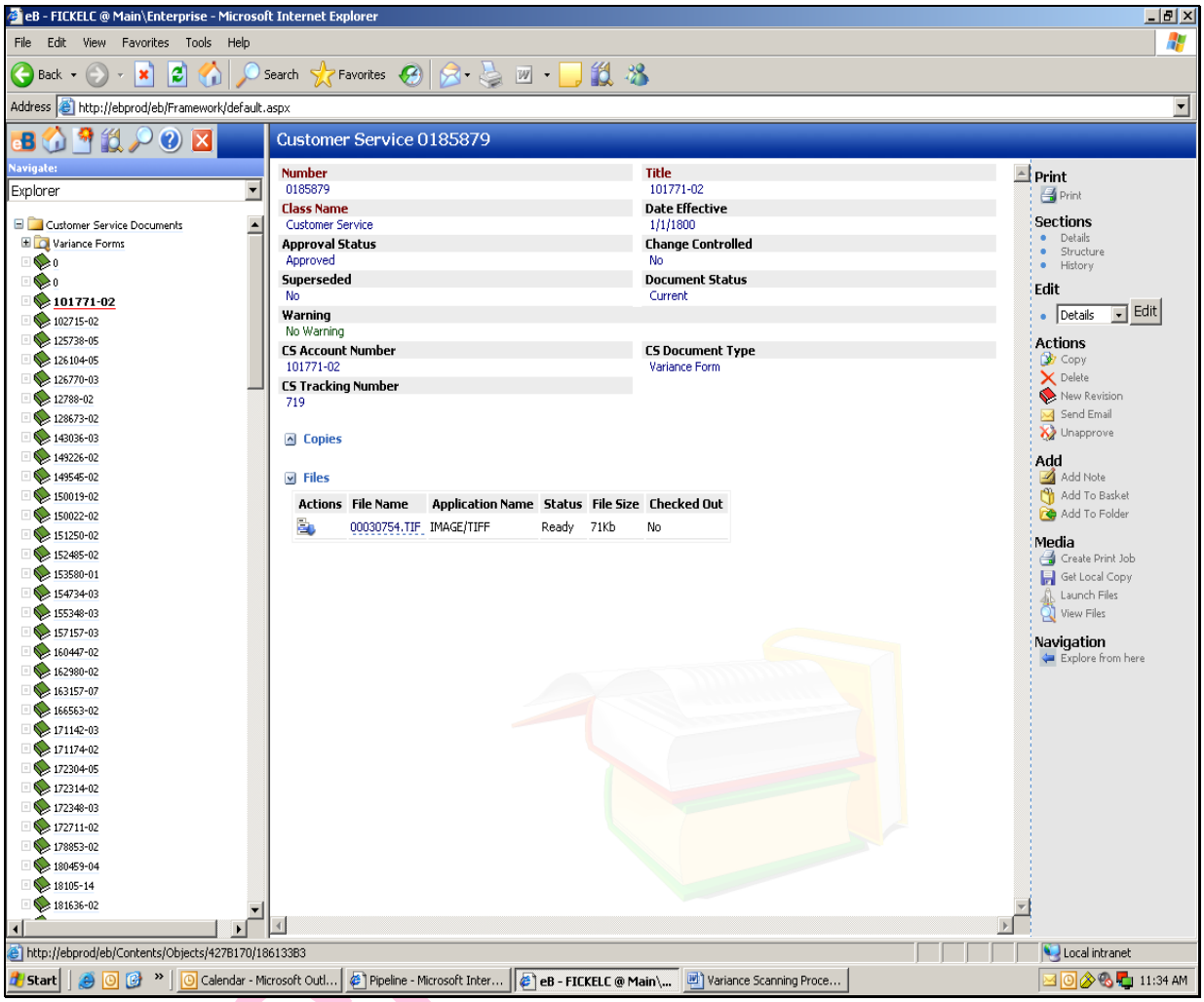




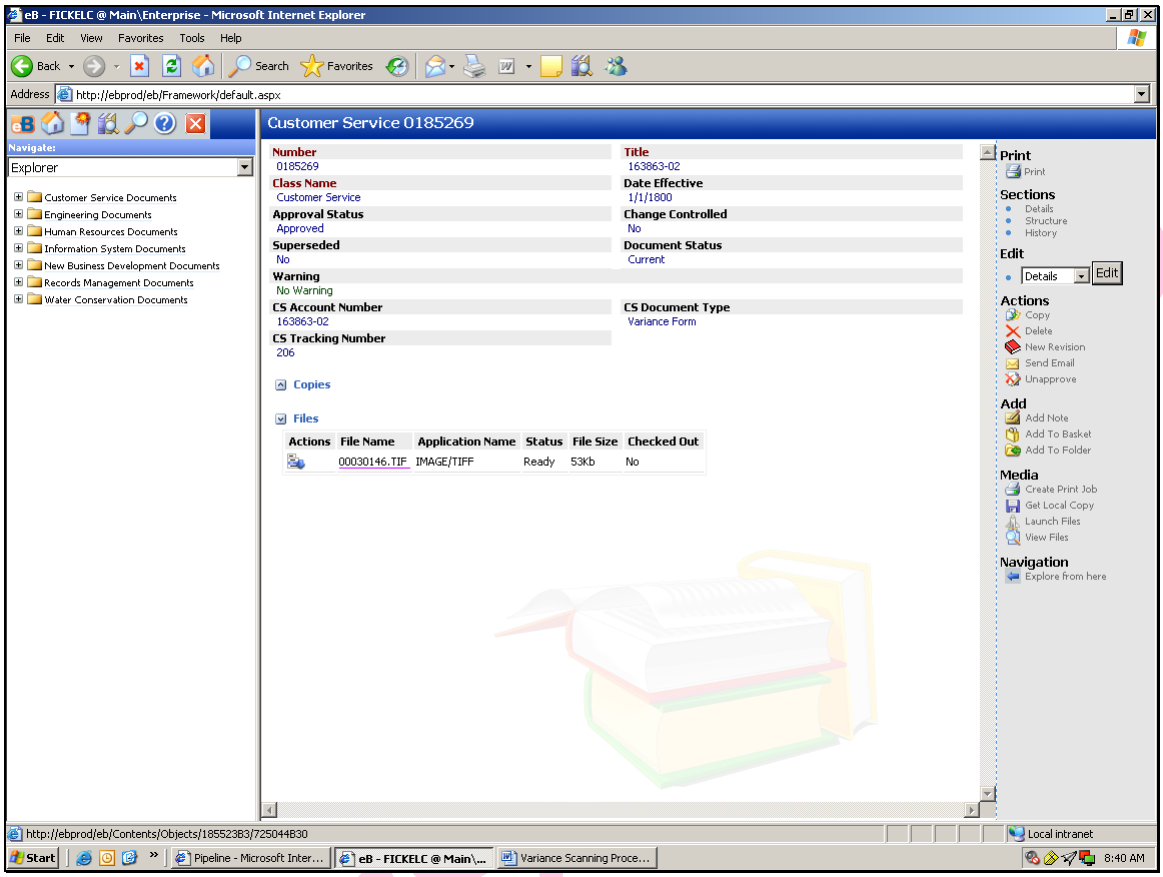
12) You are also able to search for Variances by the Customer Service Document folder tab



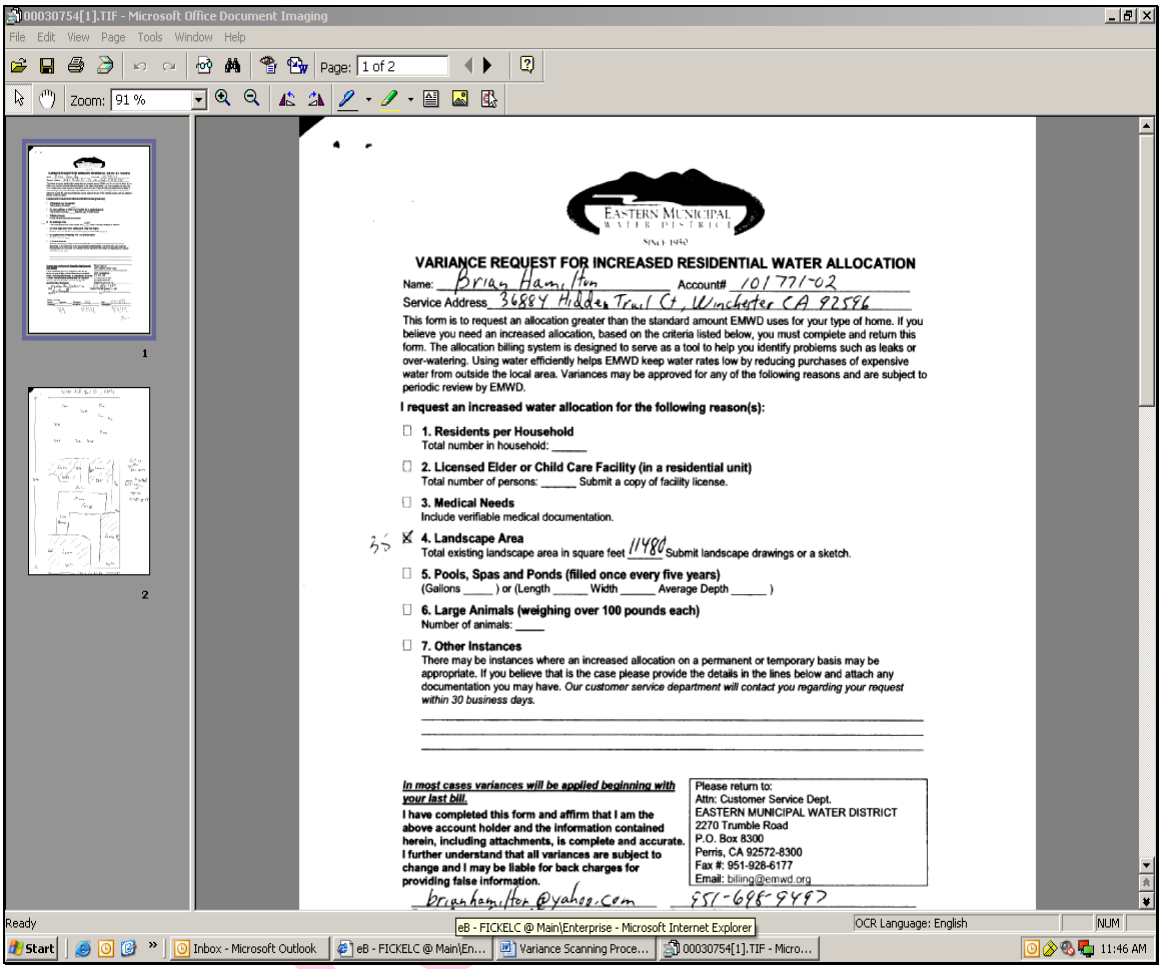
13) From this screen you are able to scroll through the Customer Service Account Numbers to select your variance.



14) From this screen you can see details about the variance, and to view the actual variance you would click on the file name



15) This screen is where you can view the actual variance that the customer filled out.



Note: Original hard copies of variances will be saved for 6 months

17.0 Appendix V

17.1 Pool / Pool with Spa / Pond Adjustment Procedure

PURPOSE
This procedure establishes a guideline on how to process an adjustment for the fill / re-fill of a pool / pool with spa / pond. Fill / Re-fill variances will only be granted once in 5 year period, and a commodity adjustment will be only after the customer has drained and re-filled their pool.

When referring to an adjustment, this simply means that the customer will be granted the courtesy of having the commodity that was billed at the Excessive and Wasteful rates (Tiers 3 and 4) for the fill / re-fill of the pool, credited back and recharged at the Outdoor rate – Tier 2. The customer is obligated to pay for the water used for the fill / re-fill of their pool, along with their regular usage and monthly charges. This means if the customer's bill did not exceed Tier 2 no adjustment will be made.

PROCEDURE
Variance Desk Group
Overview:
The Variance desk will enter the variance request based on the pool fill / re-fill policy.

1. In COINS verify the customer's account number and service address and enter the Pool Variance Request into COINS.

2. Calculate the number of gallons used based on the applicable conversion factor..\..\$Procedures\Customer Service\Pool Gallon Calculation.doc
    - Divide the number of gallons used by 748 = total units.
    - Record the calculated units on the front of the variance request form for the Approver.

3. Enter the gallons needed to fill / re-fill the pool/pool with spa/ pond in COINS.

Version 1.6

Approver
Overview:
Approvers will consist of a limited number of authorized personnel selected by the Department Manager. The approvers will approver or disapprover the variance request based on the fill / re-fill policy.

1. Confirm an adjustment has not already been created for this request.

2. Approve/Deny adjustment

3. Enter account comments, comment code VR – Variance Request for tracking:
   - *** Pool Var Approved for up to 34 units ***
     (Substitute “pool and spa” or “pond” if appropriate)

4. Approver will enter account comments in COINS
   - Approved variance: Include billing units to adjust
     - Send approval letter
   - Denied request:
     - Send Not Approved letter

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The Customer

1. Contacts EMWD Customer Service after receiving the bill affected by the pool fill / re-fill.

Customer Service Group

Overview:

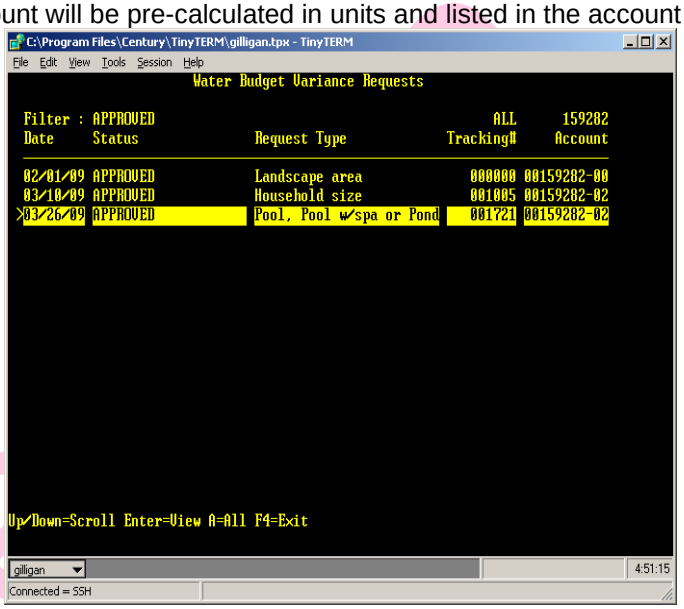
In order to grant an adjustment for the fill / re-fill of a pool, the usage must first reflect on the customer's regular monthly bill. The CSR receiving the request from the customer to credit their account for the fill / re-fill of the pool, will make the determination of how many units need to be adjusted off the 3rd and/or 4th tier(s) based on the number of billing units approved, and if the usage caused by this fill / re-fill of the pool exceeded the outdoor tier, Tier 2. If the usage caused by the fill / re-fill of the pool did not exceed tier 2, no adjustment is warranted.

1. Review the bill and determine if an adjustment is needed.

2. Verify on the MC (Miscellaneous screen) that an adjustment has not already been created for this request,

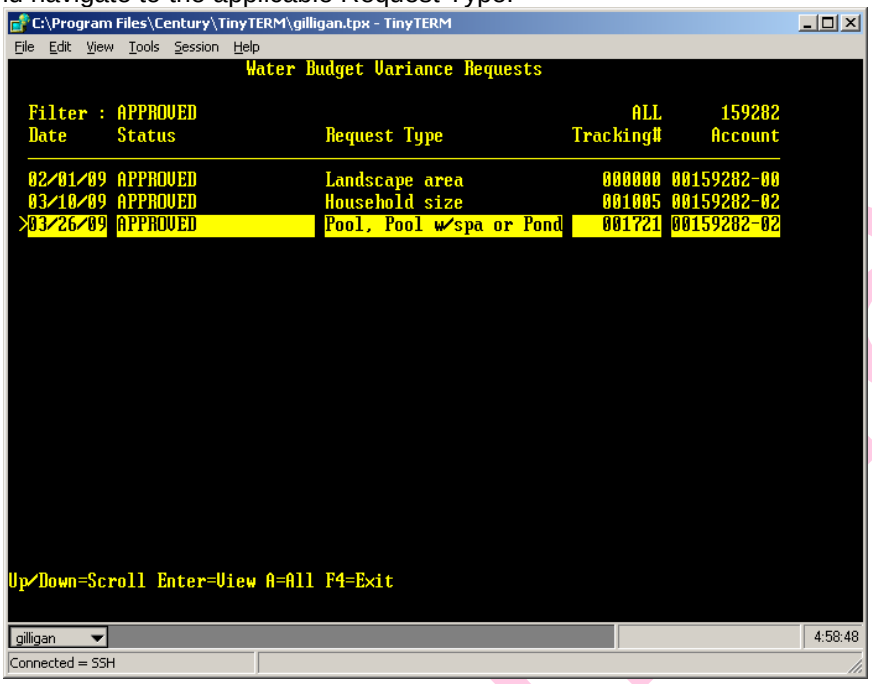
3. Navigate to the Water Budget menu, Variances screen to confirm the approved gallons for the dimensions of the pool, should the customer inquire.

   Note: This amount will be pre-calculated in units and listed in the account comments.



Ver 1.6

4. Enter and navigate to the applicable Request Type.



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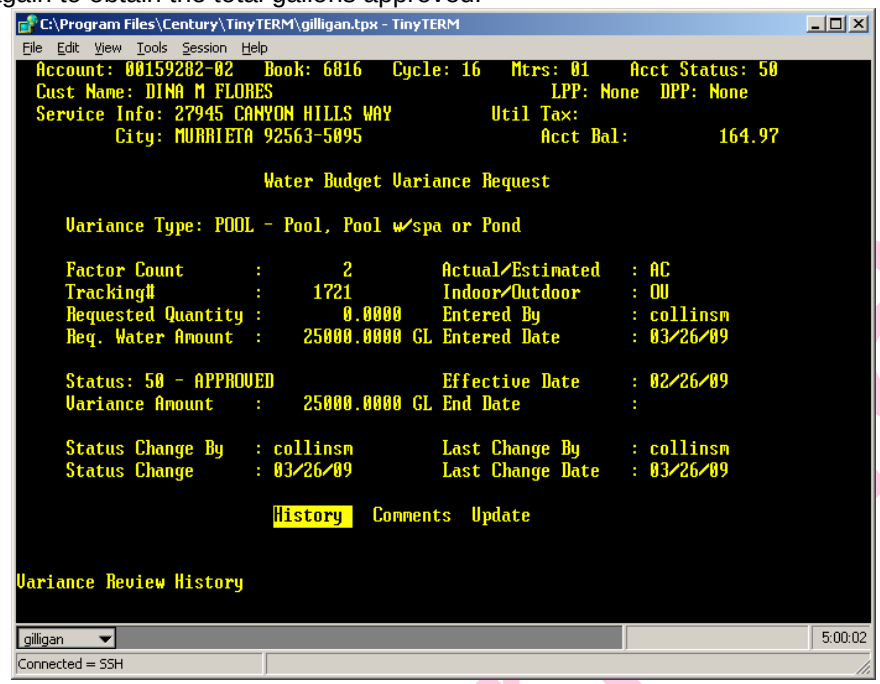
5. Enter again to obtain the total gallons approved.



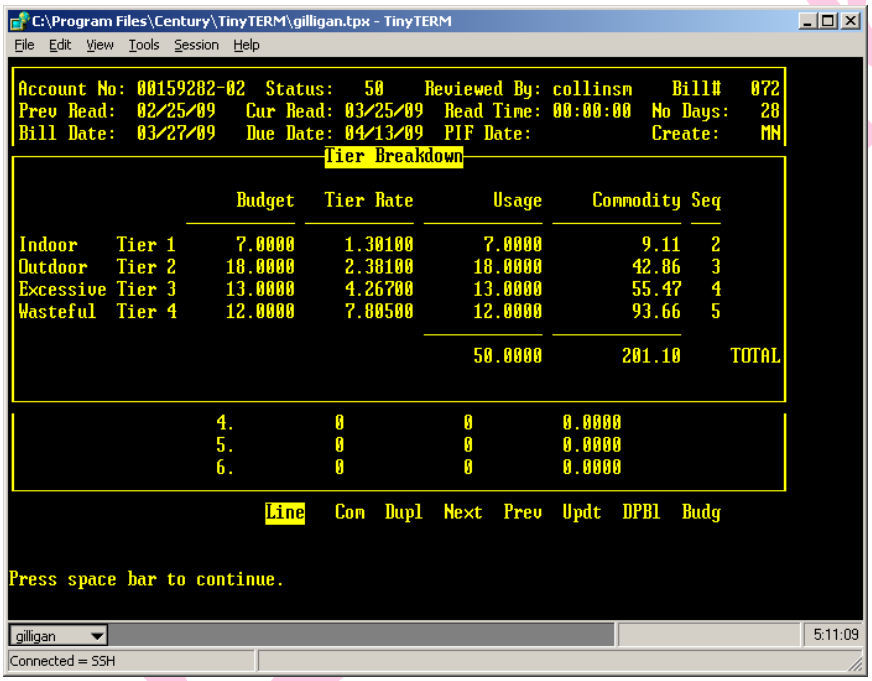
Version 1.6

6. Navigate to the Comments option at the bottom of the screen, look for the VR comment that provides the number of billing units that would qualify for adjustment.
    - Verify no adjustment has been granted within the last 5 years.

7. Exit (F4) back to the Customer Inquiry menu.

8. Navigate to the BL (Bill Summary and Detail) screen.

9. Select the billing period reflecting the additional usage caused the pool fill / re-fill.
10. Select the Line option to obtain the usage breakdown by tier.
    - Determine how much to adjust starting at the highest tier.



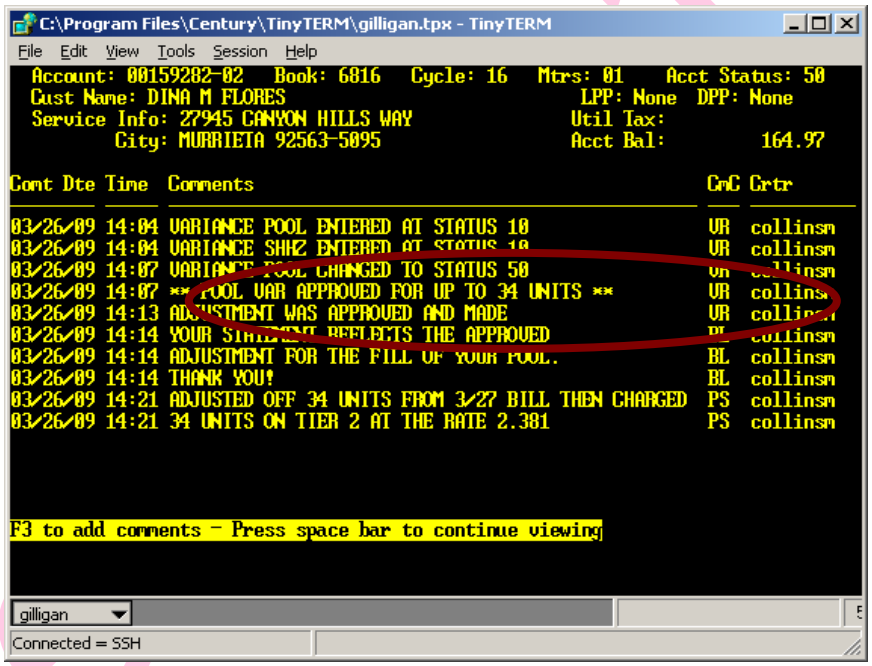
Determining the amount of the adjustment:

a. If the bill did not exceed tier 2:
   - No adjustment is warranted.

b. If the bill exceeds tier 2:
   - Determine the number of units billed at tier 3 and/or tier 4 to remove.
     - Credit starting at the highest billed tier(s) 3 and/or 4 for the number of approved units.
   - Calculate the amount to charge
     - This amount should be the same number of units credited at the Excessive and Wasteful tiers.
     - Reference the Water Rate schedule for applicable rates to charge.

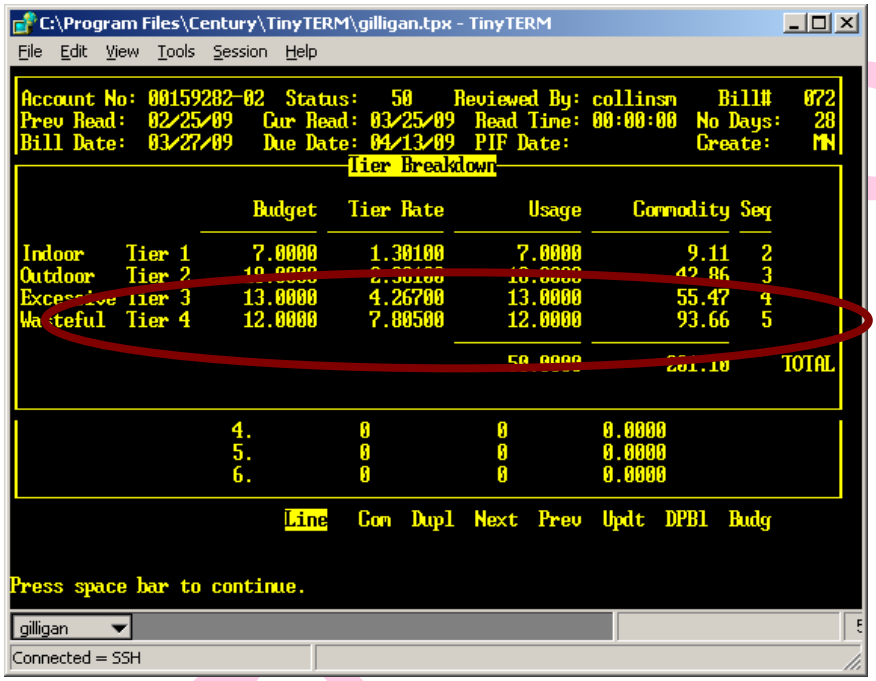
Examples:

The customer was approved for 34 BU – Pool fill / re-fill



The customer used 50 BU
12 units at Tier 4
13 units at Tier 3
25 Total adjustable billing units for the pool fill / re-fill

The additional 9 units approved in the variance request were already billed at the Tier 2 rate, and no adjustment is warranted for those units.



The customer will be credited for 12 units - $93.66 Tier 4 and 13 units - $55.47 Tier 3, and re-charged at the Tier 2 rate for the 25 units - $59.53 – originally billed Tier 3 and Tier 4.

11. Fill out a Pool / Pool with Spa / Pond Adjust Request form – see sample attached.
    - Indicate the number of units to credit at the 3rd and/or 4th tier
    - Indicate the amount to be charged at the 2nd tier

12. Submit the form to the Billing Desk Group for approval and daily processing.
    - Submit by 2:00 pm daily for same day processing.

Version

Billing Desk Group
Overview:
The billing desk will perform the required adjustments after the charge has already appeared on the customer's bill. The calculation of approved gallon for the pool dimensions, would have been pre determined by the Variance desk, and unit adjustment pre-determined by the CSR initiating the adjustment.

Processing the Pool Adjustment request:

To remove the charges at Tier 3 and/or 4:

1. Create a miscellaneous adjustment, Misc type: AH, enter.
2. Enter the date of the bill the adjustment pertains to.
3. Enter the units to be adjusted, under Adjust Cons field.
    - Enter the amount with a minus to credit
4. A dialog box will appear confirming the dollar amounts to be adjusted off.
    - Verify the amount and select Y (yes) to update

Version 1.6

To add in the charges at Tier 2:

1. Create a miscellaneous adjustment, Misc type: AH, enter.
2. Blank out the bill date (Press Shift and the ? key)
3. At the message “Are you Reversing a Misc or Adjusting a Closed Account” select <NO>.
4. Enter the dollar amount calculated previously to add in the water charge at Tier 2 using a positive number.
5. Leave the Adjust Cons field blank.
6. A dialog box will appear confirming the dollar amounts to be adjusted on,
   - Verify the amount and select Y (yes) to update
7. Enter account comments, comment type VR – Variance Request for tracking:
   - *Adjustment was approved and made.*
   - *Adjustment was approved but did not exceed Tier 2.*
   - *Adjustment was not made – pool was already filled within the past 5 years.* (Substitute “pool and spa” or “pond” if appropriate)
8. Enter account comments, comment code BL - Print Comment on Next Bill:
   - *Your bill reflects the approved adjustment for the fill / re-fill of your pool.* (Substitute “pool and spa” or “pond” if appropriate)
9. The completed adjustment request form will be retained in the Billing Desk area.

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ADJUSTMENT REQUEST

Pool / Pool with Spa / Pond Adjustment Request Form

Date: _____

Requestor: _____

Extension: _____

Customer Name: _____

Customer Account Number: _____

Pool adjustments are applicable after the pool has already been filled. Adjustments will be applied crediting part or all usage under tiered 3 / Excessive and tier 4 / Wasteful, and fully be charged back at the 2nd tier/outdoor rate.

No adjustment will be granted for all or part usage solely billed under tier 2 / Outdoor rate.

Bill date:_____

Units Approved: _____

Units to credit - Tier 4: (_____)

Units to credit - Tier 3: (_____)

Units charge – Tier 2: _____

Approved By:_____

⌗ **Pool**

⌗ **Pool with Spa**

⌗ **Pond**

Version 1.6

Variance Status Codes

Review Code	Review Description	How it is expected to be used	Print Letter ?
00	Missing Info	Application is missing information	Yes
10	New	New complete request waiting for review	Yes
20	Review	Currently being reviewed by Variance Desk representative	No
30	Billing Review	Variance Desk supervisor review needed	No
35	Conservation Review	Conservation representative review needed	No
50	Approved	Approved request	Yes
60	Denied	Denied request	Yes
70	Appeal	Appealed request – Variance Desk supervisor review needed	No
75	Appeal Conservation Review	Appealed request – Conservation representative review needed	No
80	Appeal Denied	Denied appeal request	Yes
85	Cancel	Previously approved cancelled request	No

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1 Appeals Process

If the billing disputes cannot be resolved by the Customer Service Representatives (We need to define the limits that can or cannot be handled by the Customer Service) the customer can file a written request with the Chief Financial Officer (CFO) for an appeal hearing. The District must receive the request within 30 days of the mailing of the Bill. A request for a hearing shall set forth, in detail, all facts supporting the request.

The CFO shall, within 15 days of receiving a request for an appeal hearing, designate a Hearing Officer who will hear the appeal and provide written notice to the customer of the hearing date, time, and place. The hearing date shall not be more than 30 days from the mailing of such notice by certified mail, unless a later date is agreed to by the customer. If the hearing is not held at the agreed upon time due to the actions or inaction of the customer, then the decision shall be deemed final.

At the hearing, the customer will have the opportunity to present information supporting his or her position concerning the disputed charges. After the hearing, the Hearing Officer shall deliver a written report to the CFO setting forth findings of fact, conclusions, and a recommendation on whether to uphold, modify, or reverse the original penalties. Upon receipt of the written report, the CFO shall issue his decision within 30 calendar days of the hearing. The written decision of the CFO shall be sent to the customer by certified mail. The CFO's decision shall be final on the 16th day after it is mailed, unless a request for a hearing is filed with the Board of Directors no later than 5:00 p.m. on the 15th day following such mailing.

Any customer may appeal a decision made by the CFO, prior to the date that the CFO's order becomes final, by filing a written request for a hearing with the Board of Directors. The request for the Board of Directors' hearing shall set forth in detail all the issues in dispute and all facts supporting the request. No later than 60 days after receipt of the request for a hearing, the Board of Directors shall either set the matter for a hearing, or deny the request for the hearing. Whether to grant or deny a request for a hearing on an appeal to the CFO's decision shall be within the sole discretion of the Board of Directors.

If required, a hearing shall be held by the Board of Directors within 65 days of the date the request for a hearing was granted, unless a later date is agreed to by the customer and the Board of Directors. If the matter is not heard within the required time, due to actions or inactions of the customer or the Board of Director's decision to deny the request for the hearing, the CFO's decision shall be final.

The Board of Directors shall make a determination whether to uphold, modify, or reverse the CFO's decision. The order of the Board of Directors shall be final upon its adoption. The written decision and order of the Board of Directors shall be sent to the customer by certified mail within 30 days after the close of the hearing.

2 Exemption & Variance Conditions

Version 1.6

A variance may be issued by the District, in writing, to grant temporary or permanent variance for rates otherwise prohibited under the required Tiered Rate Structure if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance.

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