

### *Boil Water Advisory Customer Relief Direction*

On 5/28/2024 CPNMD held its regular board meeting to discuss, among other things, the recent boil water notice. While we have received numerous inquiries regarding possible adjustments and reimbursements, no residents attended to speak during the public comment portion of the board meeting.

The CPNMD Board of Directors has directed staff to provide relief to residents impacted by the additional flushing in their homes. Residents who believe the additional flushing caused them to be put into a higher usage tier may contact our office to request that their usage be adjusted to a lower tier. This will be done on a case-by-case basis.

We recognize the inconvenience and the additional financial impact that some residents have experienced because of the recent boil water advisory, and/or subsequent high-pressure event. However, because CPNMD is not a private entity, by law the fees we collect are directly representative of the cost to provide services. There is no profit margin for us to pull these costs from. As a result, any reimbursements to residents are effectively paid for by all residents of CPNMD. Broad sweeping billing credits, filter replacement costs, etc. would not be reimbursed by a for-profit entity, but by other members of the community. For these reasons, the board has decided not to authorize any other additional credits, or reimbursements.

Homeowners who believe they have experienced un-due property damage or expenses beyond increased water usage costs from flushing, cleaning or changes of filters, or regular maintenance costs, have the option of filing a claim through our insurance company. It is important for CPNMD to ensure that any insurance claims are managed properly. As a result, all claims will be facilitated through our law firm; Seter, Vander Wall & Mielke, P.C.

Any residents that would like to file a claim with CPNMD's insurance company **must** send an email to **ALL** the following recipients:

Kim Seter, District Attorney- [Kseter@svwpc.com](mailto:Kseter@svwpc.com)

Michele "Mitch" Barrasso, Paralegal- [Mbarrasso@svwpc.com](mailto:Mbarrasso@svwpc.com)

Nathan Travis, District Manager- [Nathan@cpnmd.org](mailto:Nathan@cpnmd.org)

#### **Be sure to include:**

- Name (first, last)
- Service Address
- Phone Number
- Description of Damage (Date, Time, Summary)
- Any receipts, estimates, costs incurred or expected.
- Photos (if available)