

## March 2023 Director Questions – Rachel

Page 26, Check # 4067 for \$ 67,905 for refund of user fees. Please provide the background on this as I do not recall a figure that large when we discussed refunds due to COVID-19.

At the February 2022 meeting the Board made a policy that sewer user refunds should go back as far as necessary to correct any mis-billing.

This refund is for a commercial parcel at 3785 Via Nona Marie. The property manager supplied 24 months of CalAm billing statements to support flow. Upon plugging the information into the rate model it was determined that they had been overbilled. The owner indicated it had been going on since 2015 so this refund represents 8 years.