



VILLA GRANDE

Domestic Water Improvement District

November 1, 2022

Re: Customer Deposit Policy

Dear Water Customer,

During the August 10, 2022 public board meeting, the directors reviewed the current customer deposit policy, and a recommendation was made to change our current policy to follow the regulations from the Arizona Corporation Commission Rule for Public Utilities. A trend has been observed that in some instances, the customer water deposit held on file is not large enough to cover the water bill. It was recommended to reach out to the VGDWID attorney for his legal opinion. The attorney responded we can revisit our policy but would need to hold a public meeting and a formal resolution must be made in the form of a motion, seconded, and ratified.

At the October 12, 2022 public board meeting, a motion was made, and Resolution 2022-10 was presented to the board regarding a policy change for customer deposits. The motion was seconded and ratified by the board of directors. The new change will take effect on January 1, 2023.

According to ARS Section R14-2-603 residential customer deposits shall not exceed two times the average residential class bill. It also states the utility may review the customer's discharge after service has been established and adjust the deposit amount based upon the customer's actual discharge.

Effective January 1, 2023, any customer who is late paying their water bill more than three times in a 12-month period will have their customer deposit adjusted according to ARS Section R14-2-603. The increased deposit, equal to two times the customer's average actual discharge, will be calculated and added to the next bill.

If you have any questions, please contact the office for additional information.

Sincerely,

Joni Roerdink

1ro de Noviembre del 2022

Re: Poliza de deposito del cliente

Querido consumidor de Agua,

Durante la junta que se llevó a cabo el 10 de Agosto del 2022, los directores revisaron la poliza de deposito de cliente. Se recomendó hacer algunos cambios para seguir las regulaciones de servicios publicos de la comision de la corporacion de Arizona. Se ha observado algo comun en ciertas ocasiones, el deposito del cliente que se retiene en la cuenta no es suficiente para cubrir el total del recibo de agua. Se recomendó contactar a los abogados de VGDWID para pedir su opinion legal acerca de esto. El consejo de los abogados fue de revisar la poliza pero se recomendo que fuera en una junta publica para hacer una resolucio formal hacer la propuesta, alguien la tendra que aprobar y ser enviara para hacerlo legal en el contrato.

En la junta publica de los representantes que se tuvo el 12 de Octubre del 2022, se hizo la propuesta, la resolucio 2022-10 del cambio de poliza acerca del deposito de cleintes fue presentada. La propuesta fue aceptada, aprobada y se legalizo. Sera efectivo el 1ro de Enero del 2023.

De acuerdo a ARS sección R14-2-603 el deposito del cliente residencial no excedera 2 veces mas del recibo promedio de clase residencial. Tambien menciona, que la compania del agua podra revisar el consume del agua del cliente despues de haber establecido el servicio y ajustar el monto de deposito basado en el uso actual del cliente.

Comenzando el 1ro de Enero del 2023, todo cliente que pague su recibo de agua tarde por mas de 3 veces en un period de 12 meses se le ajustará el monto de deposito de de acuerdo a ARS sección R14-2-603. El monto de deposito sera aumentado a al doble del promedio de agua que usa el cliente, sera calculado y se agregara en el proximo recibo del agua.

Si tiene alguna pregunta, por favor contáctenos para mas informacón.

Sinceramente,

Joni Roerdink

RESOLUTION NO: 2022-10

A RESOLUTION OF THE GOVERNING BOARD OF THE VILLA GRANDE DOMESTIC WATER IMPROVEMENT DISTRICT, PINAL COUNTY, ARIZONA AUTHORIZING THE CHANGE TO THE CUSTOMER SERVICE POLICY FOR SERVICE DEPOSITS.

WHEREAS, VILLA GRANDE DOMESTIC WATER IMPROVEMENT DISTRICT is making a change to its Customer Service Policy. The Customer Service Policy will include a change to Residential customer deposits; and

WHEREAS, the Residential customer deposits shall not exceed two times the average residential class bill; and

WHEREAS, the utility may review the customer's discharge after service has been established and adjust the deposit amount based upon the customer's actual discharge history; and

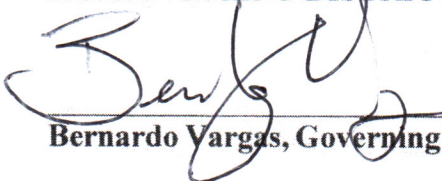
WHEREAS, if the customer becomes delinquent in the payment of bills three or more times in a 12-month consecutive period, an additional deposit will be charged.

NOW, THEREFORE, BE IT RESOLVED, by the Governing Board of the **VILLA GRANDE DOMESTIC WATER IMPROVEMENT DISTRICT,** Pinal County, Arizona, as declares as follows:

This change to the Customer Service Policy Guide will take effect January 1, 2023

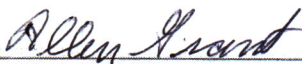
PASSED AND ADOPTED by the Governing Board of the **VILLA GRANDE DOMESTIC WATER IMPROVEMENT DISTRICT** this 12th day of October 2022 and approved at the Public Board Meeting held at 4708 E Pinto Dr., Eloy, AZ at 7:00 pm at which a quorum was present, a motion was made, seconded and ratified ("unanimously" or "by a majority").

**VILLA GRANDE DOMESTIC WATER
IMPROVEMENT DISTRICT**



Bernardo Vargas, Governing Board Chairman

ATTEST:



Governing Board Vice Chairman