

ADDENDUM TO RESOLUTION 05-01  
AMENDING RULES & REGULATIONS &  
CREATING A POLICY TO ALLOW FOR CASH REFUNDS FOR CUSTOMERS

IWSD occasionally needs to make corrections on customer accounts due to incorrect meter readings or changes in Equivalent Dwelling Units (EDUs). In the event that a customer has a credit on their account for an amount more than or equal to three months of their average bill, due to this type of circumstance, they may request a cash refund.

The cash refund must be approved by either the Administrative Assistant or the Executive Director. However in the event that the refund would be greater than \$1,000, it would need to be approved by the Board, before a check would be issued.

Effective date: 11/10/06.