

informal conferences; neither party filed comments or requested corrections to the memoranda.

At the second informal conference, Cawood discussed efforts to reduce line loss by identifying and repairing leaks, and stated that the district was putting an increased emphasis on reducing its unaccounted-for water loss. Dr. Damaa stated that for now he is satisfied that Cawood is taking appropriate action to address the issues raised in his complaint.

At the conclusion of the second informal conference, Commission Staff requested Cawood to file within three weeks of the date of the conference the following information: (1) an outline of steps Cawood District has taken to address the issues raised in Dr. Damaa's complaint, including line loss; (2) monthly water loss reports for 2016; (3) a copy of reports submitted to Cawood District's board of commissioners regarding water line leaks; and (4) a system map for the area of its service territory in which Dr. Damaa resides. Cawood filed the requested information on March 9, 2017. According to the monthly water loss reports filed by Cawood, Cawood had unaccounted for monthly water losses ranging from a low of 42.95 percent in June 2016 to a high of 60.56 percent in February 2016.

The Commission finds that although Cawood has stated that it is making efforts to reduce line loss, Cawood continues to experience unacceptably high unaccounted-for water loss. The Commission finds that Cawood should be required to file into the record by May 8, 2017, monthly water line loss reports for January, February, March, and April 2017, and a description of the efforts Cawood is taking to obtain funding for water line leak detection, repair, and replacement. The Commission further finds that

Dr. Damaa should file into the record by May 18, 2017, a statement indicating whether he is satisfied with Cawood's response to the issues raised in his complaint, or whether he requests a formal hearing to further pursue these issues.

IT IS THEREFORE ORDERED that:

1. On or before May 8, 2017, Cawood shall file with the Commission monthly water line loss reports for January, February, March, and April 2017, and a description of the efforts Cawood is making to obtain funding for water line leak detection, repair, and replacement.

2. On or before May 18, 2017, Dr. Damaa shall file with the Commission a statement indicating whether he is satisfied with Cawood's response to the issues raised in his complaint, or whether he requests a formal hearing to further pursue these issues.

3. Any document filed with the Commission shall be served on all parties of record.

By the Commission



ATTEST:


Executive Director

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