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December 16, 2019

Board of Directors
Triunfo Water & Sanitation District
Ventura County, California

TWSD WASTEWATER AUDIT PROGRAM UPDATE FOR COMMERCIAL CUSTOMERS

Summary

The Triunfo Water & Sanitation District (District) Wastewater customers are billed based on the number of fixture units within the homes or businesses. TWSD Ordinance No. TSD-200 identifies that 25 fixture counts is one Equivalent Residential Unit (ERU). Unlike homes, commercial properties, over time, can have several different tenants with a variety of plumbing needs. As a result of tenant improvements, the number of plumbing fixtures and the corresponding ERUs can, over time, vary significantly. In order to ensure that the District is properly billing its commercial customers, the District initiated a revised biennial audit process beginning in September 2015. The audit was completed on December 7, 2016, for the 199 commercial parcels within District boundaries. The completed audit resulted in customer back charges of \$59,714 and a net FY 2016-2017 tax roll increase of \$141,612.

Since that time, there have been numerous tenant improvements that the District has approved and audited but there has been little change in the total commercial ERU count. In addition, the District has improved the permit notification process with the City of Thousand Oaks and the County of Ventura to be better informed of improvements in the commercial buildings and make billing adjustments in a timely manner. As a result, it is staff's recommendation to not initiate the biennial audit cycle at this time and instead continue to monitor and track via the current process. This will continue to generate audits for tenant improvements and/or building modifications without the need to expend resources for a blanket audit effort. Staff will continue to monitor results of the audit process and make requested changes for Board approval as conditions warrant.

Please contact me at (805) 658-4621 or marknorris@trunfowsd.com if you have any questions.

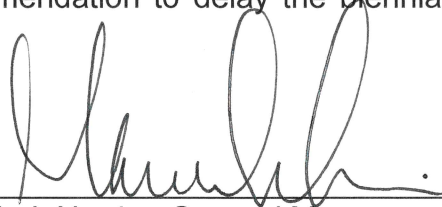
Fiscal Impact

Minor revenue impact is possible depending on the nature of tenant improvements.

Recommendation

The Board approve staff's recommendation to delay the biennial commercial account audit process for another 2 years.

REVIEWED AND APPROVED:



Mark Norris - General Manager

Attachments: None