

Bayview Water and Sewer District

Customer Service Policy

Policy Purpose:

The goal of Bayview Water and Sewer District (“BWSD”, the “District”) is to provide safe, reliable, drinking water to its Patrons, in quantities to meet the seasonal demands of the District. This Policy will provide District Patrons directions as to where to find BWSD general and specific information about the District water system, as well as contact information to notify the District of issues and problems, communicate complaints, find the latest billing information, and what tools the District uses to communicate with Patrons.

BWSD Website:

The District maintains a website at: <http://bayviewwaterandsewer.com/> (“and or “Site”) where information is posted regularly. This includes general district Information, notifications on regular Board meetings, as well as the Board meeting agendas and minutes, water rates, billing, email and phone contact information for the Water System Manager, District, and the Board of Directors. On the Home Page of the BWSD, in addition to other postings, notifications of water system problems, as they are reported, are posted with information about the effect on Patrons, and anticipated restoration of normal services. Content of the BWSD is being updated regularly, and Patrons are encouraged to contact any Board Member with requests for adding information to the Site that Patrons would find helpful.

Other District Communications:

BWSD uses different forms of communication to Patrons as appropriate. These include, but are not limited to:

1. Inserts with regular Billing Statements and information printed on Billing Statements.
2. Response to individuals who have provided contact information (phone number, email, etc.) who have contacted the District on a specific issue by phone, email, or letter.

How to Report a Problem:

If you experience a problem with your water service, please call the main office at 208-683-3948 or email the District’s secretary at bwsd637@gmail.com

Note: If an emergency, and no one answers the phone in the main office, or it is after hours or on the weekend, please text or call the Water System Manager’s mobile phone directly: BOB KUCHENSKI @ 208-659-4197, CELL. Please note that the Water System Manager may be on location in the District

where mobile phone reception is not reliable, and will not receive your call or message until moving out of that location to one that has reception. If you reach voice message, please leave your contact information: name, phone number, email address, date and time you called. The Water System Manager will make every effort to contact you within 24 hours for non-urgent issues, and within an hour, if an emergency.

Please monitor the BWSD Home Page at: <http://www.bayviewwaterandsewer.com/> for updates regarding water system problems that affect more than one Patron.

How to lodge a Complaint:

You may lodge a formal written complaint with the District addressed to the Water System Manager, District Office or any Board of Director. Please include your contact information as to where you would like responses to be addressed. Email addresses of the Water System Manager, District Office and the members of the Board of Directors can be found on the General District Information Page on the BWSD Site at: <http://www.bayviewwaterandsewer.com/> The individual that you send the complaint to will notify all Board members and make every effort to respond to you as to next steps within 12-24 hours of receipt. This could include researching possible remedies with experts, etc. You will be notified as to how the complaint will be addressed, whether privately to maintain required confidentiality statutes, or in a public forum such as a Board Meeting. In all cases, the Board will comply with all Idaho State statutes regarding Open Meeting Laws.

How to Request copies of Public Records:

As a Public Entity, BWSD is committed to transparency to its Patrons. The District is committed to adhering to Idaho statutes regarding Open Meeting Laws and Public Records availability. Any person may request copies of the Districts' Public records. In the case of requests for large numbers of documents, the District may make the documents available via a meeting for the requesting party to review the documents. The District reserves all of its rights pursuant to law in regards to options for lawful responses for such requests. The District Secretary will respond to such requests via the BWSD Public Records Request Response Form. Requests are to be made in writing via the BWSD Public Records Request Form (link to form on the District General Information page at: <http://bayviewwaterandsewer.com/forms/>). Requests can be submitted either by email or in person to the Secretary of the BWSD Board of Directors.