

## **LEAK ADJUSTMENT POLICY**

### **Effective as of March 8, 2011 per Resolution 622**

Leak must be in-ground between water meter and entry point of water service into building.

An application for a leak adjustment may be granted by the District Manager and shall be limited to no more than \$500.

Only the Board of Commissioners can approve additional adjustments if the Board determines in its discretion to do so.

Approved leak adjustments shall meet all of the following criteria:

- A customer who experiences a leak in the customer's water systems serving a residential or commercial structure may request from the District an adjustment to billing for charges attributable to a leak by submitting a completed and signed District Leak Adjustment Application and provide proof to the District's satisfaction that the leak has been repaired by enclosing a paid invoice or receipt for repair parts.
- The customer's leak must be in-ground between water meter and entry point of water service into building; no adjustments will be granted for internal plumbing leaks which are considered a household maintenance responsibility or weather related occurrences.
- Leaks in piping leading to and within a water feature or outdoor amenity such as but not limited to, an irrigation system, a pond, fountain, or swimming pool, or any water loss resulting from malfunctioning of systems within a water feature or outdoor amenity are not eligible for a leak adjustment.
- The customer must take action to repair the leak when District employees notify the customer regarding the possibility of a leak or when the customer discovers the leak. The water will be turned on when the leak has been repaired or such a time period as approved by the District Manager.
- Only one Leak Adjustment application will be considered every five years per owner per account/property.
- Approved Leak Adjustment amounts will be based on customer charges for one billing period only. The amount will be computed as 50% times the water volume charges for that billing period but no more than \$500.