

LEAK ADJUSTMENT POLICY

The General Manager and/or his/her designee is authorized in their discretion to make adjustments to water usage charges for a billing period in which an apparent water loss occurred due to a broken pipe and/or plumbing fixture that caused exceptionally high water consumption compared to consumption history for the property during the same billing period. Adjustments will be determined using the following criteria:

- A. The customer has not had any leak adjustments in the past five years.
- B. The customer completes the District's Leak Adjustment Request Form and returns it with the required supporting documentation/verification that the leak has been repaired within 30 days of the billing statement date.
- C. Water usage must be twice the normal average for the same billing period when compared to the last three years.
- D. The value of the adjustment for customers will be determined by applying the Tier 1 water rate to usage above the three-year average for the same billing period that was charged at Tier 2 and Tier 3 water rates. The maximum amount of a leak adjustment shall not exceed \$500.
- E. The customer has maintained the account for a minimum of two years and is in good financial standings with the District.
- F. No adjustments will be given if the District determines that excessive water use was caused by customer negligence or non-responsiveness to warning signals, such as higher water bills, leak notifications, visible water, or other factors that should have made the customer reasonably aware of the existence of a broken pipe and/or plumbing fixture.
- G. No adjustments will be given if a third party is responsible for the water loss at the customer's property.
- H. No adjustments will be given due to the resetting of irrigation timers at the customer's property, whether intentional or not.
- I. The District is not responsible for any leak due to lack of notification and no adjustment will be given for this reason. It is the customer's responsibility to determine leaks and/or excessive water use.