

POLICY FOR ADJUSTMENT OF EXTRAORDINARY WATER CONSUMPTION CAUSED BY LEAKS

Courtesy Leak Adjustment Application Policy

Purpose

Assist customers that experience unusually high water consumption by adjusting water consumption billed at Tiers 4 and 5 of the rate structure to the Tier 1 rate. The customer shall be responsible for all other associate water costs, such as; service charges, elevation zone fees and water quality fees.

Criteria and Procedure

- 1) An adjustment will be considered under this policy if the water consumption in question for the billing period(s) appealed by the customer is at least 50% more than the property's average, corresponding seasonal water consumption as evidenced by the historical water consumption available for the property.
- 2) The responsible billing party must submit the Courtesy Adjustment Application within 90 days of the bill date for the first bill in question.
- 3) An adjustment of the customer's account will be limited to two (2) consecutive billing periods. The Courtesy Adjustment Application will not be processed until it has been demonstrated that action has been taken to repair or resolve the issue that caused the extraordinary water consumption.
- 4) The customer will be provided with a Courtesy Adjustment Application. The completed form must contain all pertinent facts relating to the extraordinary water consumption and why the customer believes their bill(s) should be adjusted. The customer should provide all relevant documentation (i.e., pictures, repair bills) that will assist the District in processing the appeal.
- 5) Any adjustment will only be applied to the water commodity charge. Adjustments will not be applied to other variable charges such as; services charges, elevation fees or water quality fees. All consumption billed at the, Tiers 4 and 5 rates shall be recalculated using the Tier 1 rate. The amount of consumption will not be reduced.
- 6 The Customer Service Supervisor shall review, calculate and process the courtesy adjustment.
- 7) One adjustment will be approved every 12 calendar months for an account.

Processing Appeal

After the Courtesy Adjustment Application has been completed by the customer and returned to the District's main office, the Administrative Services Department will ensure the following steps are completed:

1. Review the application and determine if the situation meets the minimum qualifications outlined in Paragraphs 1, 2 & 3. If the application does not meet the minimum qualifications, the customer will be notified in writing.

2. If the application meets the minimum qualifications outlined in Paragraphs 1, 2 & 3, the Administrative Services Department will process the Courtesy Adjustment Application.

3. An inspection of the property may be scheduled with the customer if determined necessary by the Customer Service Supervisor. District staff will then provide written documentation as to observations made at the property supporting the Courtesy Adjustment Application, including but not limited to:

- a. Size of property and any improvements (landscaping, acreage, pool, etc.)
- b. Evidence of areas where leaks are to have occurred.
- c. Satisfactory repairs or resolution of the issue that initially caused the extraordinary consumption.
- d. Pictures of repairs.
- e. Relevant notes of meeting with customer.
- f. Other information as required.
- g. Staff will forward the information to the Customer Service Supervisor for a second review and verification of calculated adjustment.

Payment of Recalculated Billing

All pertinent District Rules and Regulations regarding billing and the payment of amounts due will apply to the adjusted bill. The approved adjustment will be credited on the customer's account.