POLICY FOR ADJUSTMENT OF EXTRAORDINARY WATER CONSUMPTION CAUSED BY LEAKS

Courtesy Leak Adjustment Application Policy

Purpose

A courtesy leak adjustment is available to customers who go over their allocations caused by extraordinary water consumption due to leaks. When an adjustment is made, only the excess units of water for Tiers **5** and **6** are re-billed at the Tier **2** rate The customer shall be responsible for all other associated water costs, such as; service charges, elevation zone fees, drought surcharges, and water quality fees.

Criteria and Procedure

1) The customer will be provided with a Courtesy Leak Adjustment Application. The completed form must contain all pertinent facts and documentation relating to the extraordinary water consumption and the reason why the customer believes their bill(s) should be adjusted. The customer must also submit with the completed form the receipt for repairs (original receipts).

2) 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 monthly average corresponding seasonal water consumption, as evidenced by the historical water consumption available for the property.

3) The responsible billing party must submit the completed Courtesy Adjustment Application within 90 days of the bill date for the first bill in question.

4) The repair must be completed within 60 days of the increase in consumption (from bill date of the invoice in question).

5) Limit of one account adjustment every 12 revolving months.

6) Any adjustment will only be applied to the water commodity rate charge. Adjustments will not be applied to other variable charges such as; services charges, elevation fees, drought surcharges or water quality fees. All consumption billed at Tiers 5 and 6 rates shall be re-billed at the Tier 2 rate. The amount of consumption will not be reduced.

7) 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.

Processing Appeal

After the Courtesy Leak Adjustment Application has been completed by the customer and returned to the District's main office the following steps are completed:

1. District shall review the application and determine if the situation meets the minimum qualifications outlined in Paragraphs 1, 2, 3, 4, & 5. 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, 4 & 5, the District will provide a credit adjustment to customers' account.

3. If needed, an inspection of the property may be scheduled with the customer. 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 access the information obtained from site visit. Based on findings from site visit, if warranted, District will process an adjustment to the customers' account.

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.