

## **POLICY FOR ADJUSTMENT OF EXTRAORDINARY WATER CONSUMPTION CAUSED BY LEAKS**

### **Purpose**

A courtesy leak adjustment is available to customers who exceed their budget allocations caused by extraordinary water consumption due to leaks. If an adjustment is made, only the excess units in Tier 5 are re-billed at the Tier 2 rate. The customer shall be responsible for all other associated charges.

### **Criteria and Procedure**

- 1) The customer will be provided with a Courtesy Leak Adjustment Application. The completed application 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 original repair receipts with completed application.
- 2) An adjustment will be considered if the water consumption 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 bill date on 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 Tier 5 rates shall be recalculated at the Tier 2 rate. The amount of consumption will not be reduced.
- 7) The adjustment will be limited to one (1) billing cycle.

## **Application Process**

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 meets the minimum qualifications, it will be approved otherwise it will be denied.
2. If required, an inspection of the property may be scheduled with the customer. The inspector will write a report of the 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. Additional observations.

## **Account Credit Adjustment**

The approved adjustment will be credited to the customer's account. A letter of approval or denial will be mailed to the account holder.