



Leak Adjustment Policy – Resolution 769-18

Water Usage Relief Process (leak adjustment). When a customer requests a billing adjustment for excess usage on the customer's side of the meter, adjustments shall meet all of the following criteria:

- 1) The customer must request an adjustment by submitting a completed and signed District Leak Adjustment Request Form within 60 days of the end of the billing cycle in which the leak was identified; and provide proof to the District's satisfaction that the leak has been repaired;
- 2) The total consumption being disputed must exceed 150 percent of the average usage during comparable periods in each of the two preceding years. If this information is unavailable for residential customers, the average will be based upon the average usage during those periods for all residential customers.
- 3) The customer's leak must be deemed undetectable by the District; no adjustments will be granted for internal plumbing leaks which are considered a household maintenance responsibility;
- 4) The customer must take action to repair the leak within thirty (30) days of when the District employees notify the customer regarding the possibility of a leak or when the customer discovers the leak or such a time period as approved by the General Manager; and
- 5) Only one Leak Adjustment will be considered every five (5) years per owner per account/property.
- 6) Approved Leak Adjustment amounts will be billed at the first commodity block rate for all consumption.