

## 10. LEAK ADJUSTMENT

1. Customers are responsible for keeping their plumbing repaired and in good working order. If a leak does occur and the DISTRICT has knowledge of the leak, the DISTRICT may attempt to notify the customer of the leak (it is the responsibility of the customer to keep all contact information current); however, the failure to notify the customer of a leak in no way relieves the customer of the responsibility to pay for all water passing through the customer's meter. Failure to make timely repairs may disqualify a customer for a leak adjustment. No more than 2 consecutive months billing may be adjusted.
2. Each customer will be allowed only one adjustment during any 12-month period. Only the highest month's bill during the leak period will be considered for adjustment. The adjustment shall be calculated as follows:

- Step 1: Remove any usage for irrigation or fire protection (as estimated by the DISTRICT from available information) and recalculate bill using the mid-tier rate per 1,000 gallons, including sales taxes.
- Step 2: Find the average bill for that customer over the preceding four (4) month period.
- Step 3: Deduct the average of Step 2 from the total of the recalculated bill.
- Step 4: Divide the remainder from Step 3 by two (2).
- Step 5: The product from Step 4 shall be the amount to be deducted from the recalculated bill.

No Adjustment will be made for irrigation leaks or usage.

For the purpose of calculating the leak adjustment, the District will use the mid water rate per 1,000 gallons in effect at the time of the leak in calculating the leak portion of the bill. In hardship cases monthly payments may be arranged, but shall not exceed six (6) consecutive monthly installments unless board approval is granted.

3. Adjustments will only be made for *concealed* leaks on the customer's premises which have been repaired. The customer must submit an official leak adjustment form and proof of the repairs to the business office of the DISTRICT during regular business hours.
  - a. The leak must occur in the customer's underground water service line between the meter and the building or point of use, or in embedded pipes within the structure of the building (e.g. behind walls or under floors or over ceilings); and
  - b. The leak must have been concealed and not have been readily evident to a reasonable person.
4. No leak adjustment will be made for the following:
  - a. Any type of faulty customer plumbing, or fixtures (i.e. Water softener or filtration system);

- b. Faucets, hoses and other outlets left running;
- c. Water used for filling of swimming pools (either by hose or auto fill), washing cars, irrigation;
- d. Water used for irrigation, including leaks or improper operation of irrigation systems;
- e. Water used for fire protection, including leaks in a fire service line, sprinkler system, or private fire hydrant;
- f. Premises abandoned or unattended without reasonable care for the plumbing
- g. A leak that was not repaired in a timely manner (2 billing cycles) when not otherwise notified
- h. A leak that was not repaired within 10 business days after notification from the District.

#### NO LEAK ADJUSTMENTS FOR IRRIGATION

- 5. A written request for a leak adjustment must be submitted to the DISTRICT within sixty (60) days after the due date of the bill for which the customer is requesting an adjustment. Customer must reside at residence and have the account in their name at least one year at the time of the leak to qualify for an adjustment.
- 6. No leak adjustment will be given to a customer when a third party responsible for the customer's leak pays some or all of the customer's water bill for the months in which a leak occurs, or the leak bill is paid by either the customer's or responsible party's insurance company.
- 7. Leak **adjustments** of less than \$1,000 will be approved by the General Manager. Leak adjustment of \$1,000 or greater must be approved by the Board. A bill must exceed \$100.00 to be considered for a leak adjustment.

The Utility District's primary goal is to provide potable water to the customers within the Utility District. Irrigation is a secondary priority. Water contracts are negotiated, line size is upgraded, storage capacity is upgraded, and pumping facilities are upgraded all with irrigation needs in mind. Revenue from irrigation is only received a limited number of months per year. The Board of Commissioners have evaluated the cost incurred by the District to provide this service. After careful evaluation the decision was made not to make adjustments for this non-essential service since all adjustments are ultimately shared in the rates by all customers.

Devices are available, for the customer to purchase on their own, that will assist the customer in monitoring water usage.

**Revised February 14, 2023**