

# POLICY

**POLICY TITLE: WATER & SEWER LEAK ADJUSTMENT REQUEST**

**POLICY NUMBER: 908**

**ADOPTED: OCTOBER 11, 2010**

**AMENDED: JANUARY 8, 2019, RESOLUTION 01-2019**

**AMENDED: April 11, 2023, RESOLUTION 18-2023**

## **908 Water & Sewer Account Leak Adjustment Requests**

The General Manager and/or their designee, is authorized to adjust a customer's water or sewer service account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or other failures in the property's indoor plumbing system, subject to the following conditions:

1. The account shows no record of being delinquent for more than 60 days during the past 24 Months
3. One (1) adjustment will be granted within a 24-month period
4. The customer certifies in writing that the problem causing the usage could not have been foreseen, is not related to negligence in property maintenance and has been repaired and/or resolved within fourteen (14) calendar days of being notified or when the leak was discovered
5. Leak adjustments must be applied for in writing within 30 days of receipt of billing
6. No leak adjustments will be granted for loss of water due to irrigation failures
7. No leak adjustments will be granted for properties operated or used as vacation rentals
8. No leak adjustments will be granted during District declared drought status
9. Upon approval of the adjustment, the District will bill each gallon of water used in excess of the normal water consumption on the property, calculated based on the same billing period from the prior year, at the District's Base Usage Rate.