



# LEAK ADJUSTMENT REQUEST FORM

For Office Use Only:
Approved _____ Denied _____
Date: _____
Initials: _____

## Leak Adjustment Policy

Leak Adjustment Policy 106.14 Water & Sewer Leak Adjustment Requests.  
 Effective April 11, 2023, the Groveland Community Services District Board of Directors adopted Resolution No. 18-2023 titled, "A Resolution of the Board of Directors of the Groveland Community Services District Amending the Water Leak Adjustment Policy," which states 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.

## Leak Adjustment Guidelines

- The account shows no record of being delinquent for more than 60 days during the past 24 months.
- One (1) adjustment will be granted within a 24 month period.
- The customer certifies in writing and provides evidence that the problem causing the abnormally high water usage was beyond the customer's direct and immediate control, and has been repaired and/or resolved within fourteen (14) calendar days of being notified or when the leak was discovered.
- Leak adjustments must be applied for in writing within 30 days of receipt of billing.
- No leak adjustments will be granted for loss of water due to irrigation system failures.
- No leak adjustments will be granted for properties operated or used as vacation rentals, except those leaks beyond the customer's direct and immediate control occurring on underground or unexposed water lines outside the home.
- No leak adjustments will be granted during District declared water shortage of State-3 or greater as detailed in the District's Water Shortage Contingency Plan.
- Upon approval, the District will take water that is in excess of the prior year's same billing period for normal consumption and bill each gallon at the District's Base Usage Rate.
- Upon approval, the District will estimate the amount of the leaked water by comparing the customer's water consumption during the leaked period to the customer's normal water consumption during the same billing period of the prior year(s). The District will adjust the customer's bill for the estimated water leaked and bill each gallon of the leaked water at the District's Baseline Usage rate.
- For customers with less than 12-months water usage, GCSD will estimate a similar monthly consumption.
- All customers requesting a billing adjustment in accordance with these guidelines are required to pay their bill in full or make payment arrangements while this form is being processed.

## Customer Information

Name: \_\_\_\_\_ Account #: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
 Service Address: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

## Leak Information

Date Leak Detected: \_\_\_\_\_ Date Leak Repaired: \_\_\_\_\_ Please Provide Brief Explanation of Repairs Below:

## Please Sign and Date Below

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Email: \_\_\_\_\_

Please send or email the completed application to Groveland Community Services District, PO Box 350,  
 Groveland, CA 95321 or [info@gcsd.org](mailto:info@gcsd.org). If you have any questions, please contact the District Office.  
 Telephone: 209-962-7161 Website: [www.gcsd.org](http://www.gcsd.org)