

Leak Adjustment

Written Request Required:

Please complete, sign, and date the leak adjustment request form and return it along with copies of receipts showing the leak has been repaired.

To be considered, the request must meet the following conditions:

1. **Be Timely** – The written request must be within 30 days after the end of the billing period during which the customer repairs the leak.
2. **Show Excess Water Consumption** – The water consumed must be at least 50% over normal consumption for the same time of year, **OR**
3. **Show Excess Consumption Charges** – The water consumption charges must be at least \$100 over the prior year bills for the same time of year.

Leak Adjustment Credit for:

1. **Leaks Outside Customer's Direct Control** – Will be approved not more than once in any five-year period.

An unexpected burst underground pipeline would be an example of a leak that is outside the customer's direct control.
2. **Avoidable Leaks** – Will not be approved more than once in any customer's lifetime for avoidable leaks, so long as not caused by the customer's gross negligence or intentional act.

Examples of avoidable leaks include leaky toilets, dripping faucets, poorly maintained water softeners, burst hoses, unattended nozzles, faulty irrigation valves, damaged irrigation sprinkler heads, or repeated leaking in the same pipe or plumbing system, whether underground or not.

Any customer receiving a one-time credit will be required to sign a statement acknowledging forfeiture of eligibility for future one-time credits, and will transfer with the customer, should the customer change accounts.

3. **Leaks Caused by the Customer's Contractor or Other Third Party** – Will not be approved, however at the customer's request, the District will provide water usage and billing records for the customer's use in claiming damages from such third party.

Leak Adjustment Amount:

A leak adjustment credit may be given for up to two billing periods.

1. **Excess Water** – The District will calculate the average water use of the customer based on the customer's average previous usage, the amount of water over the average usage will be considered excess water resulting from the water leak.
2. **Credit Calculation** – The amount of excess water used during the leak period will be re-rated to a lower tier, and the difference in the billing will be credited to the customer's account. The District does not issue cash or check refunds.

Pending Leak Adjustment:

The customer must continue to make timely water bill payments to avoid District late fees and penalties. The minimum payment during such period will be based on the amount of water used at the same time the previous year or on an alternate method, if more accurate under the customer's specific circumstances.

Other Information:

Each leak adjustment credit request will be considered on its individual merits. Personal, family, or financial difficulties, loss of prospective profits, discretionary standards of property maintenance, and other subjective factors are not conditions that justify approval of a leak adjustment credit.

Leak adjustment credits are approved or disapproved by the Finance Manager or General Manager.

Leak Adjustment Form:

[Leak Adjustment Request Fill-In Form-May 19, 2015.pdf](#)

[Acknowledge One-Time Credit Fill-In Form.pdf](#)