

SECTION IX – CONSERVATION AND LEAK REPAIR INCENTIVE^{47, 78,81}

The Water Board finds that it is advantageous from a water conservation, staff time, and goodwill standpoint to operate a functioning water bill adjustment program for leaks on the customer side of the meter. The process for adjustment request is as follows:

- A. Leak Repair – To qualify for a leak adjustment, customers must repair private side water leaks within 30 days of the first notification of the water leak. Examples of notification are receipt of a higher than normal water bill, a door hanger left by a Water Board representative, or phone conversation with a Water Board representative. Leaks not repaired within the 30 day time frame shall be denied an adjustment.
- B. Adjustment Request – The customer shall submit a request in writing to the Water Board for a water bill adjustment no later than 30 days after the customer leak has been repaired. Requests that are received after 30 days shall be denied.
- C. Adjustment Receipt Documentation – The adjustment request must be accompanied by current repair receipts. Examples of receipts include receipts from a plumbing contractor or parts supply house indicating that a leak has been repaired at the service address.
- D. Adjustment Insurance Documentation – Any adjustment request exceeding \$500 in value must be accompanied by a statement on letterhead from the customer's property insurance company stating that coverage for increased utility bills due to damaged or leaky pipes is not covered by the insurance company.
- E. Adjustment Totals – The Water Board will calculate the customer's water bill to the average monthly bill. Excess water bill charges over the average water consumption will be split 50/50 between the Water Board and the customer. A maximum adjustment of \$1000 will be made for each qualifying adjustment subject to any further adjustment by the Board of Directors upon customer appeal.
- F. Adjustment Time Criteria - The Water Board shall allow only one adjustment of this type every 36 months per service location. Customer leaks that affect two monthly bills will only be considered one adjustment request. Adjustment request affecting three or more consecutive months of service shall be denied.
- G. Excessive water bills due to negligence by the customer will be denied. (Re: hose spigot left running).
- H. Customer Payment Arrangement – After qualified adjustments have been approved, customers who are in necessity of a credit arrangement due to higher than normal water charges can request payment arrangements per Section III of the Water Board Rules and Regulations.
- I. Sewer Charge Adjustments - The customer shall be responsible for contacting the appropriate City to inquire about possible sewer adjustments.

- J. Adjustment Approval Tiers –
- i. \$0 - \$200 – Customer Service Supervisor
 - ii. \$200 - \$500 – Finance Director
 - iii. \$500 – \$1000 – General Manager
 - iv. Above \$1000 – Upon appeal to the Board of Directors (at the Board's discretion)
- K. Appeals – A customer who appeals any part or process of this program shall follow the appeal process guideline in Section IX of the Water Board Rules and Regulations.

This leak adjustment program and policy precedes all prior conservation and leak repair incentive programs with an effective date of March 3, 2016.