

## WATER BILL ADJUSTMENT POLICY

- **FOR UNDERGROUND LEAKS BETWEEN METER AND CUSTOMER'S DWELLING**

The intent of this policy is to adjust for underground water leaks between the meter and the house foundation. Therefore, it shall not apply to any leaks inside the foundation of the home including but not limited to leaking faucets, commodes, water heaters or pipes inside or under the house or building. This policy shall not apply to faucets, spigots or hoses on the building foundation itself. This policy applies only to domestic use accounts which utilize a 5/8-inch meter. There will be no adjustments for underground sprinkler systems, swimming pools, docks, cattle watering, farming, gardening, ancillary buildings or any other uses beyond the dwelling/building foundation.

The District will consider an adjustment if the customer's current bill is greater than 150% of the highest bill during the last five billing periods and the customer can verify to the satisfaction of the District there was a leak in his plumbing system between the meter and the house and that said leak has been repaired.

In order to verify the leak, the customer must furnish to the District an invoice and certification from a plumbing contractor stating the leak has been found and repaired with the nature and location of the leak; or the customer must provide a similar letter, to the District's satisfaction, that the customer has repaired the leak, the nature and location of the leak along with receipts for plumbing materials used. The District reserves the right to verify, to its satisfaction, that the leak has been repaired before it grants the adjustment. This may require the customer to be at the water service address to assure the District that no water is being used while the District verifies the meter is not showing a leak. No adjustments will be made on commercial accounts. The District will then adjust the customer's bill as follows:

1. The customer's normal water usage will be determined by taking an average of the water used for the prior five billing periods or the comparable seasonal bills for the prior two years, whichever is higher, and consider this quantity to be the customer's normal usage.
2. The quantity in (1) above will be subtracted from the quantity of water used in the billing period of above average usage. The result will be considered the excess of usage caused by the leak.
3. The adjustments will equal one-half of the excess usage.
4. Subtract one-half of the excess usage from the usage of the bill being adjusted. Do a calculation on the remaining usage (the normal usage as determined in step 1 plus one-half of the excess usage as determined in step 2) and this will be the amount the customer should pay. The difference of the calculation and the amount that was billed will be the amount of the adjustment. Adjustments are to reflect water, sales tax and penalty if in gross status.
5. Where a one-year history is not available, the District will use 10,000 gal./60-day bill period as the average along with the customer's available history.

Adjustments for underground leaks will be limited to one (1) per customer per two (2) years.

- All adjustments will be handled through ServLine and only for customers who participate in this service.