



Leak Adjustment Policy

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:

- A. The account shows no record of being delinquent for more than 60 days during the past 24 months
- B. One (1) adjustment will be granted within a 24 month period
- C. The customer certifies in writing that the problem causing the usage has been repaired and/or resolved within fourteen (14) calendar days of being notified or when the leak was discovered
- D. Leak adjustments must be applied for in writing within 30 days of receipt of billing
- E. No leak adjustments will be granted for loss of water due to irrigation failures
- F. No leak adjustments will be granted for properties operated or used as vacation rentals
- G. No leak adjustments will be granted during District declared drought status
- H. 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