

POLICY TITLE: **Leakage Consideration**

POLICY NUMBER: **1118**

1118.1 Background: In the 1980's, the Board enacted a leakage consideration policy. If a customer had a leak on their side of the meter due to broken pipes or other failures in the properties plumbing system and got it fixed promptly, they could qualify for an adjustment to their water bill. This is called a Leakage Consideration.

The policy was based on compassion for the customer, timely repair of the leak, and payment by the customer for the chemicals and energy to treat the water that was lost.

The customer is responsible for monitoring higher than expected usage. The District will do it's best to provide high usage phone calls to customers with seemingly abnormally high usage during meter reading. Customers must investigate higher than expected usage to determine if the usage was caused by a leak. Customers should promptly repair leaks.

1118.2 Eligibility: Only the legal homeowner of the property can request a leakage consideration. Rental tenants paying bills must contact the owner to have them request an adjustment from the District.

No leak adjustments will be granted for loss of water due to irrigation or pool failures.

No adjustments will be granted for loss of water due to leaking faucets or running toilets.

The customer's account must be in good standing at the time of the Leakage Consideration.

Adjustments are limited to the water usage portion of the bill only.

Only residential treated water customers are eligible for the leakage consideration. The adjustment does not apply to agricultural irrigation water accounts.

1118.3 Procedure: A leakage consideration is calculated by staff using the following provisions.

1118.3.1 Qualification for a consideration requires that the customer repair the leak promptly. Prompt repair is considered to be within ten calendar days of notification or when the leak was discovered.

1118.3.2 The adjustment is calculated by staff and shall be determined by the District based on comparison of "normal consumption" during the same billing period of the prior year the leak occurred. Staff shall use the immediate past year but may, at staff's sole discretion, consider other years if necessary to determine an appropriate historical usage

1118.3.3 The customer shall be responsible for payment of forty percent (40%) of the calculated water loss. Water consumption not subject to the water loss calculation shall be billed at the appropriate rate.

1118.4 Number of Adjustments: One adjustment for one billing cycle is granted for every three years of an active account status. If a leak persists over more than one billing cycle, the customer shall only receive relief for excess water usage that occurred during one billing cycle. The leakage consideration may be extended to two billing cycles at the discretion of General Manager or designee, if it can be documented that the leak started within the last ten (10) calendar days of the billing cycle.

1118.4.1 If a property transfers ownership, considerations requested by the previous owner do not apply.

1118.5 Authorization. All adjustment decisions from the General Manager and/ or their designee are final. A customer may appeal the decision of the General Manager within (10) working days from the date of the General Manager's decision. The customer's written appeal must describe in detail the basis for the appeal and explain why the adjustment should be granted. The General Manager will agendize the appeal for a Board of Directors meeting within forty (40) days from the date the written appeal is received.

1118.6 Application. The customer must submit written request to the district office within 30 days from the billing date in which the loss occurred. For example, if the leak occurred in the billing cycle for service months July/August, the billing date would be September 1, and the deadline for adjustment submittal would be September 30. Applications submitted after the deadline will not be exempt from late penalties and may not be approved.

To receive an adjustment because of a leak, customer must fill out the designated form, or write a letter to GDPUD with the equivalent information.

In their description, customer must explain (1) how and when the leak occurred, (2) when it was repaired and (3) enclose or attach copies of proof of repair (such as a plumber's bill, parts receipt, photos of repair, etc.)

If the customer or others made the repair with parts on hand and have no receipts, customer must state that in their description.

Customer should include their account number, daytime phone number, and email so staff can contact them with questions.

1118.6 Submission. All adjustment requests must be submitted to the General Manager and/or designee for approval. Staff will contact the customer by phone call and/or writing either detailing the adjusted amount of their bill or denying the request.