



# GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

## Policy and Procedures Manual

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**Policy Title:** LEAKAGE CONSIDERATION POLICY

**Policy Number:** 2170

**Date Approved:** April 11, 2023

**References:** This policy replaces Policy 1118 adopted on (date) and amended on 11/12/2019 by Resolution 2019-62.

### 2170.1 — Policy:

Customers of the Georgetown Divide Public Utility District could experience a significant increase in their monthly water bill from a water leak on their side of the meter from a broken pipe/fitting or other water devices. This policy provides for a process for applying for a leak consideration adjustment to their water bills when eligibility criteria outlined in this policy are met, including enrollment in the WaterSmart customer online portal.

In compliance with water conservation legislation and through its Urban Water Management Plan, the District's residential water conservation efforts are regularly monitored and evaluated by comparing usage from month to month. Customers are responsible for monitoring their own water usage. The District provides customers with the option of enrolling in the WaterSmart customer online portal to receive leak alerts and unusual use notifications by email, text, or voice mail.

Customers can enroll in this service by clicking on the following link:

<https://gdpud.watersmart.com/index.php/home>.

### 2170.2 – Definitions

**Applicant** – shall refer to a customer who is the legal owner of the property applying for leak consideration adjustment to their water bill.

**Board** – shall refer to the Board of Directors of the Georgetown Divide Public Utility District.

**District** – shall refer to the Georgetown Divide Public Utility District.

**Usual Consumption** – shall be based on a review of the customer's usage history.

**WaterSmart Customer Online Portal** – shall refer to the modern digital portal to access detailed information about household water use. The free online service is part of the District's commitment to providing customers with the best tools to manage water use, avoid costly water leaks and potential water damage, and receive critical notifications from the District.

### 2170.3 — Eligibility Criteria

To apply for a bill adjustment due to leakage considerations under this policy, all of the following criteria must be met:

- 1) The applicant must be the legal homeowner of the property (renters paying water bills must contact the owner to apply for the adjustment).
- 2) The applicant must be a residential treated water customer.
- 3) The loss of water cannot be due to irrigation, pool failures, indoor leaking faucets or running toilets.
- 4) The customer's account must be in good standing during the time of application.

- 5) The customer must have repaired the leak within ten (10) calendar days of notification or when the leak was discovered.

### **2170.4 – Calculation of Adjustment**

The adjustment for leak consideration is calculated by staff using the following provisions:

- 1) The District shall determine the amount of water loss during the identified leakage occurrence by comparing the average measured quantity delivered during the same billing period in the preceding year. Staff shall use the immediate past year but may, at the staff's discretion, consider other years if necessary to determine usual usage.
- 2) The customer shall receive a sixty percent (60%) credit for the calculated water loss and will be responsible to pay for forty percent (40%) of the water usage. Water consumption not subject to the water loss calculation shall be billed at the appropriate rate.
- 3) Adjustments are limited to the water usage portion of the bill only.

### **2170.5 – Number of Adjustments**

The following are the provisions for the number of times a customer may apply for a bill adjustment due to a leak consideration:

- 1) One adjustment in 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.
- 2) The leakage consideration may be extended to two billing cycles at the discretion of the General Manager, or a designee if it can be documented that the leak started within the last ten (10) calendar days of the billing cycle.
- 3) If a property transfers ownership, considerations requested by the previous owner do not apply.

### **2170.6 – Adjustment Decisions and Appeal Process**

The following provisions shall apply to the adjustment decision-making process:

- 1) The General Manager and/or designee shall render the bill adjustment decision to the customer in writing detailing the adjusted amount of the bill or denying the request.
- 2) The General Manager's decision may be appealed to the Board of Directors within ten (10) business days from the date of the decision.
- 3) The customer's written appeal must describe in detail the basis for the appeal and explain why the adjustment should be granted.
- 4) The General Manager shall post the appeal on the agenda of a regular meeting of the Board of Directors within forty (40) calendar days from the date the written appeal is received.

### **2170.7 – Adjustment Application Procedures**

To apply for a leak consideration adjustment, the customer must submit a written request letter or complete a leak consideration form within thirty (30) days from the billing date on which the loss

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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 submittal of adjustment request would be September 30.)

- 1) **Required Information.** The request must include the following information:
  - (a) The customer's name, account number, daytime phone number, and email for follow-up by District staff;
  - (b) How and when the leak occurred;
  - (c) When and how the leak was brought to the customer's attention;
  - (d) Whether the customer was enrolled in the WaterSmart online portal;
  - (e) Proof of how the repair was completed to include before and after photos and/or plumber's bill, and parts receipt; and a letter of explanation;
  - (f) If the customer or others made the repairs with parts on hand and have no receipts, this must be explained in the written request letter or form.
- 2) **Written Request.** The written request for an adjustment must be addressed to the General Manager at the District Office and delivered by email to [gm@gd-pud.org](mailto:gm@gd-pud.org), or sent by U.S. Mail or hand-delivered to:

General Manager  
Georgetown Divide Public Utility District  
6425 Main Street  
Georgetown, CA 95634

Note: If the request is delivered by mail, the postmark shall serve as the official date the request is received by the District.

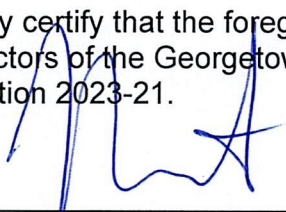
- 3) **Leak Consideration Form.** This form is attached to this policy as Exhibit A and is available at the District Office located at 6425 Main Street, Georgetown, CA 95634 or online at the following link: [Leakage Consideration Application - Georgetown Divide Public Utility District \(gd-pud.org\)](https://gd-pud.org/Leakage-Consideration-Application)

### ATTACHMENT:

Exhibit A – Leakage Consideration Form

### CERTIFICATION

I hereby certify that the foregoing is a full, true, and correct copy of Policy 2170 adopted by the Board of Directors of the Georgetown Divide Public Utility District on the eleventh day of April 2023 by Resolution 2023-21.



Nicholas Schneider, Clerk and Ex-Officio  
Secretary, Board of Directors  
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT