



USAGE REDUCTION CREDIT

(Must be submitted prior to the delinquent date of the bill)

Date: _____

Name: _____
(print)

Account #: _____

Address: _____

In detail, please describe the cause of the excessive water usage.

By signing below, you agree to the District's policy and terms for a reduction of the bill for excessive water usage, adopted by Resolution 18-13. See policy on next page.

Signature

OFFICE USE ONLY
(✓and initial)

Signed Agreement ☐ _____

Leak Audit ☐ _____

Proof of Repair ☐ _____

Billing Adjustment ☐ _____

GM Signature

REDUCTION OF BILL FOR EXCESSIVE WATER USAGE

All water service connections and water meters are the property of the District and the District reserves the right to repair, replace and maintain them, as it deems necessary. The District owns and maintain water pipes, fixtures up to, and including the customer valve and check valve. All pipes and fixtures beyond the check valve shall be owned and maintained by the property owner at the property owner's sole cost and expense. [Ord. 87 § 9(D), 2003; Ord. 78 § 9(D), 1999].

It is the customer's responsibility to properly maintain the private plumbing water system, including irrigation systems located on the customer's property. A leak in the customer's water system is the sole responsibility of the customer, including payment of any charges to the District for water that records and passes through the water meter related to leaks. This policy establishes a mechanism for a potential reduction of a water bill to a customer that has experienced a water leak resulting in a water bill with excessive water usage.

If a customer requests the District to review a water bill for excessive water consumption, the District may grant a reduction subject to the following general conditions:

- *A customer must submit a written request to the District outlining the cause of the excessive water usage. The written request must be made prior to the delinquent date of the bill. Upon receipt of a written request, the District will start the investigative protocol.*
- *After receipt of the customer's written request, a District representative will meet with the customer to verify the meter read and to perform a leak audit to determine if there are any active leaks on the property based on the water meter leak indicator. The District is not responsible for locating the actual leaks for the customer.*
- *If a water leak is detected, the customer must complete all necessary repairs to eliminate the leak within 10 business days of the date it is determined that a leak exists or water service be turned off in compliance with all legal procedures. If service is turned off, all applicable fees will be applied when application is made for water service to be turned back on. If repairs are made, a follow up meeting with the customer will be made to verify the elimination of the leak.*
- *Customer shall provide proof of repair, which may include copies of repair bills and/or photographs of repair.*
- *No late fees will be applied to the account and no lock off for non-payment will occur while the account is under investigation and review.*
- *To qualify for a reduction, water usage on the bill(s) being presented must be 400% or 4 times above the same period for prior year, if no prior year history is available the prior billing cycle will be used for comparison.*
- *Up to a maximum of two consecutive bills may be presented for consideration of a reduction.*
- *Customer shall not be delinquent or in any payment schedule agreement with the District.*
- *No reduction will be granted if water usage is unauthorized.*
- *Reduction of a water bill may only be given one time per account or per property.*
- *The amount of reduction shall not be greater than 50% of the water bill(s) that is/are the subject of the request for reduction.*
- *Total reduction of up to \$300 (three hundred) dollars requires a District supervisor's approval.*
- *Total reduction in an amount greater than \$300 (three hundred) dollars shall be subject to the General Manager's approval.*