

**RESOLUTION 2026-20**

**ADOPTING A POLICY ON CUSTOMER BILL ADJUSTMENT FOR PROMPTLY  
REPAIRED LEAKS**

\*\*\*

**MID-PENINSULA WATER DISTRICT**

**WHEREAS**, the Mid-Peninsula Water District (District) is committed to providing reliable water service and promoting the efficient use of water resources; and

**WHEREAS**, from time-to-time customers may experience unexpected water loss due to leaks occurring on the customer's side of the water meter; and

**WHEREAS**, as is typical for water agencies, the District has historically provided billing adjustments for qualifying leaks when circumstances warrant such relief and the customer promptly repairs the leak; and

**WHEREAS**, the District desires to establish a formal written policy to provide consistency, transparency, and fairness in the administration of customer leaks adjustment requests; and

**WHEREAS**, the proposed policy on Customer Bill Adjustment for Promptly Repaired Leaks establishes eligibility requirements, documentation standards, adjustment limitations, customer responsibilities, and appeal procedures for the leak adjustment requests; and

**WHEREAS**, the Board of Directors has reviewed the proposed policy and finds that adoption of the policy is in the best interests of the District and its customers.

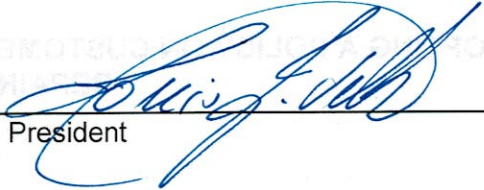
**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Mid-Peninsula Water District hereby authorizes the General Manager to implement the Customer Bill Adjustment for Promptly Repaired Leaks Policy.

**REGULARLY PASSED AND ADOPTED** this 25th day of June 2026 by the following vote.

AYES: 5  
NOES: 0

ABSTENTIONS: 0

ABSENCES: 0

  
Board President

ATTEST:

  
District Secretary

WHEREAS, the Mid-Peninsula Water District (District) is committed to providing reliable water service and promoting the efficient use of water resources and

WHEREAS, from time-to-time customers may experience unexpected water loss due to leaks occurring on the customer's side of the water meter, and

WHEREAS, as is typical for water agencies, the District has historically provided billing adjustments for customer leaks when circumstances warrant such relief and the customer promptly repairs the leak, and

WHEREAS, the District desires to establish a formal written policy to provide consistent transparency and fairness in the administration of customer leaks adjustment requests, and

WHEREAS, the proposed policy on Customer Bill Adjustment for Promptly Repaired Leaks establishes slightly more stringent documentation standards, adjustment limitations, customer responsibilities, and appeal procedures for the leak adjustment requests, and

WHEREAS, the Board of Directors has reviewed the proposed policy and finds that adoption of the policy is in the best interests of the District and its customers,

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors on the Mid-Peninsula Water District hereby authorizes the General Manager to implement the Customer Bill Adjustment for Promptly Repaired Leaks Policy.

REGULARLY PASSED AND ADOPTED this 25th day of June 2025 by the

following vote:

Ayes: 5  
Noes: 0



## **Policy on Customer Bill Adjustments for Promptly Repaired Leaks**

The Mid-Peninsula Water District (District) encourages its customers to use water wisely and responsibly. The goal of this policy is to help reduce the financial impact to customers from unexpected leaks while encouraging prompt leak detection and repair. As such, billing adjustments may be made for water lost as a result of a leak on the customer's side of the meter and/or malfunctioning irrigation equipment, under certain circumstances. Water lost from leaking irrigation systems, service lines, and toilets, or from a malfunctioning irrigation controller will qualify for a billing credit upon determination by District personnel that the customer had no control over the circumstances of the loss of water and meets the requirements below.

### **Requirements:**

1. Billing adjustments will be granted for no more than two months.
2. Billing adjustments will be granted:
  - a. For a maximum of 100 units<sup>1</sup> for any requested period.
  - b. No more than once every five years, per customer.
3. Customer must register and initiate the leak alert option using MPWD's Customer water use portal (Water Watch or any successor portal) before any leak adjustment will be processed. Customers may register at any time prior to the processing of the adjustment request.
4. Billing adjustments will be granted for malfunctioning equipment after the customer provides proof of repair or replacement of the malfunctioning equipment. A reimbursement for equipment and/or parts will not be granted.
5. No billing adjustment will be granted when the customer fails to take corrective action in a timely manner or contributes in any way to the leak problem. The leak must be repaired within ten (10) calendar days of the District's notification either by Water Watch (or success customer portal) or District staff, or such longer period

---

<sup>1</sup> For MPWD billing purposes, a "unit" of water is defined as one hundred cubic feet, or 748 gallons.

as the General Manager may approve for good cause. If the customer is away from the District's service area, the customer must contact the District within ten (10) calendar days of notification to arrange for the water to be turned off, and the leak must be repaired within thirty (30) calendar days of the customer's return. It is the customer's responsibility to maintain the line and equipment on the customer's property in a reasonable condition such that leaks do not occur.

6. No billing adjustments will be granted to customers who have been cited in violation of the District's Water Ordinance 103, Article 4.2, Water Waste within the preceding five years.
7. No billing adjustments will be granted for pressure-related issues. It is the customer's responsibility to maintain a pressure regulator valve on their side of the meter, as needed.
8. This policy may be superseded by requirements and policies in the District's Water Shortage Contingency Plan during water shortage conditions.
9. Residential and non-residential customers are eligible for an adjustment.
10. For purposes of this policy, each account is considered to be one "customer."

**Procedures:**

1. The request for billing adjustment must be submitted through a Leak Adjustment Request Form provided on the District's website or by District staff.
2. To qualify for the billing adjustment, the customer must provide sufficient information to enable the District to make the determination that they had no control over the circumstances of the leak and respond in a timely manner upon notice of the problem. This will include evidence of having repaired the leak in a timely manner. Such evidence may consist of a plumber's or contractor's repair bill. In some cases, District personnel will conduct an onsite visit to verify that the leak has stopped. Customers who are negligent or tardy in repairing a leak will not qualify for a billing adjustment.

3. The District will apply a standard billing adjustment for all customers. This provides customers with a reduced rate on unusual consumption due to a documented and repaired leak. The revised bill will be determined by the leaked units, charged at the wholesale water rate, and added to the normal bill. The credit amount will be the difference between the revised bill and the original bill. An example scenario is provided below.

Example Scenario:

- Original total bill with leak: 30 units
  - Volume of leaked water determined by District: 10 units
  - Normal usage, without leaked volume: 20 units
  - Revised bill: 10 units charged at the wholesale water rate + 20 units charged at the regular customer rates
  - Customer credit amount = Original bill with leak amount – Revised bill amount
4. Billing adjustment requests must be submitted within 90 days from the billed date of the bill that reflects the leakage or unknown water loss. If a leak spans multiple billing periods, the 90-day period will run from the billed date of the most recent bill reflecting the leakage.
  5. Wholesale and customer rates used to calculate the adjustment will be the rates in effect at the time of the water use.
  6. The fact that a bill may be in dispute does not justify non-payment.
  7. The District retains the right to deny a billing adjustment request that does not meet the requirements of this policy or where the District determines that circumstances do not warrant an adjustment.
  8. Customers may appeal decisions made by District staff by requesting that a billing adjustment be reviewed by the General Manager. If a customer wishes to appeal the General Manager's decision, the customer may request that an appeal be agendized at an upcoming regular meeting of the Board of Directors, for review and final decision by the Board.