

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