



Billing Adjustment Policy

October 11, 2023

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. 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.

Qualifications:

1. Billing adjustments are granted for no more than a one-month period unless the leak period falls between two billing periods.
2. Billing adjustments are granted:
 - a. A maximum of 100 units in a 5 year period
 - b. No more than 1 adjustment per year
3. Customers must already be registered for an EyeOnWater account at the time of requesting an adjustment.
4. Billing adjustments are granted for malfunctioning equipment after the customer provides proof of purchase and installation of new equipment.
5. No billing adjustment is 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 10 days of the District's notification either by EyeOnWater or District Staff. If the customer is not in the District, the water must be turned off within 10 days and repaired upon 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 are granted to customers who have been cited in violation of Ordinance 2014-01 Prohibiting Wasteful Water.
7. No billing adjustments are granted for pressure-related issues. It is the customer's responsibility to maintain a pressure regulator valve (PRV) on their side of the meter, as needed. (Locations with over 70 PSI measured at the meter should have a PRV installed).
8. No billing adjustments are granted when the Board of Directors declares a water shortage emergency.

Procedures:

1. The request for billing adjustment must be submitted on the form provided by the District.
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 reasonable 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 do an onsite visit to verify that the leak has stopped. Customers who are negligent or tardy in repairing a leak do not qualify for a billing adjustment.
3. The District applies a standard billing adjustment calculation for all customers. This provides customers with a reduced rate on unusual consumption due to a documented and repaired leak. The revised bill is determined by the leaked units, charged at the lowest tier rate, and added to the normal bill without the leaked units. The credit amount is the difference between the revised bill and the original bill. For example, please see the breakdown below.
 - Total bill with leak – 50 units
 - Leaked units determined by District – 30 units
 - Bill without leaked units – 20 units
 - Revised bill is 30 units (charged at the lowest tier rate) + 20 units at the regular tier rate
 - Credit amount = Original bill (with leak) – Revised bill
4. Billing adjustment requests must be submitted within 90 days from the billed date of the bill that reflects the leakage.
5. The fact that a bill may be in dispute does not justify non-payment.
6. The District retains the right to deny a billing adjustment request.
7. If the customer is unhappy with the decision made by District Staff, the customer may request a billing adjustment review by the General Manager. If an agreement cannot be met, the customer may attend a District Board Meeting and bring the matter to the Board of Directors.