

**Pleasant View Utility District
Leak Adjustment Policy**

1. All water which passes through the water meter shall be purchased by the customer. Customers are responsible for keeping their plumbing repaired and in good working order.

2. To qualify for a leak adjustment, the following conditions must be met.

(a) Water loss from a leak must result in a monthly water bill for which an adjustment is requested of at least five (5) times the average of the customer's six preceding monthly water bills. Provided the customer timely reported and repaired the leak, the month in which the leak occurred shall be excluded in calculating the customer's average water bill for the preceding six month period. When a residential customer does not have six months water usage history with the District, then the District shall use the American Water Works Association standard of water used per person per month to compute the customer's average use which standard is currently 3,030 gallons of water per person per month.

(b) The leak must have been concealed and not readily detectable by a reasonable person such as a leak in an underground water service line between the meter and the exterior of a building or within walls or under floors of a building.

(c) The customer must submit proof to the District that the leak has been located and repaired. The customer must present the District with an affidavit or written statement from a plumber that the leak has been located and repaired unless the District's General Manager determines that the customer was capable of repairing the leak and the customer presents proof that such repair was made.

(d) A leak must be repaired within 30 days of the due date of the bill which shows the customer has a water leak. When a customer is notified of a leak by the District, the leak must be repaired within 30 days of receiving such notice.

(e) The customer must submit an official leak adjustment request form to the District office which form can be obtained by calling the District's office.

(f) When the customer has a chronic leak, the District may require the replacement of the pipe before a leak adjustment is made.

3. No leak adjustment will be made for the following:

(a) Leaking faucets and toilets;

(b) Faucets, hoses and other water outlets left running;

(c) Leaks from frozen pipes;

(d) Water used for filling swimming pools, washing cars and irrigating lawns and gardens;

(e) Leaks from swimming pool systems and from irrigation systems; and

(f) Leaks in the customer's service line or plumbing past the water meter within one year after the customer occupies a newly constructed residence or business.

4. Only one bill, or two consecutive bills if the leak affects two billing cycles, will be adjusted in any consecutive twelve month period. The leak adjustment will only be made in the billing cycle in which the leak is repaired.

5. The leak adjustment will be calculated as follows:

STEP 1: An "average monthly bill" for the customer will be calculated from the customer's six preceding monthly bills excluding the month in which the leak occurred. When the customer does not have six months of prior water usage with the District, the customer's "average monthly bill" will be computed using the American Water Works Association standard of water used per person per month which standard is currently 3,030 gallons of water per person per month.

STEP 2: Subtract the average monthly bill from STEP 1 from the total of the billing being adjusted to establish the amount of the overage.

STEP 3: Divide the overage from STEP 2 by two for the adjustment.

STEP 4: The adjusted billing amount will include the average monthly bill plus the adjustment from STEP 3 plus sales tax and any other charges that may apply.

Example: The customer's water bill is \$139.00. The customer's average water bill is \$25.00. The leak adjustment is computed as follows:

$$\begin{array}{r} \$139.00 \\ - 25.00 \\ \hline \$114.00 \end{array})2 = \$57.00 + \$25.00 = \underline{\$ 82.00 \text{ Adjusted Bill}}$$

6. The District will consider adjusting a customer's sewer bill when a water leak does or does not qualify for an adjustment provided the water from the leak does not enter the District's sewer system such as a leak in a customer's underground water service line between the meter and the exterior of a building, outdoor faucet, irrigation system or swimming pool system. The sewer may be adjusted to the average usage.

7. An adjustment to a customer's sewer bill will be made when the amount of water used to fill a swimming pool exceeds 5,000 gallons by calculating the amount of water required to fill the pool and deducting this water usage amount from the calculation of the monthly sewer service charges. Only one adjustment for the filling of a swimming pool will be made a year. No adjustment will be made to the customer's water bill for the filling of a swimming pool.

8. The District's General Manager or Office Manager may approve bill adjustments for leaks which qualify for a leak adjustment under this rule. If the customer disagrees with the action taken by the General Manager or Office Manager on a leak adjustment, the customer will be advised of the customer's right to have the leak adjustment request heard and acted upon by the District's Board of Commissioners. If the customer requests a review of the leak adjustment, the customer's request for review will be scheduled for consideration at the Board's next regularly scheduled meeting, and the customer shall be informed of the time and place of the Board meeting.

9. All water & sewer adjustments in excess of \$500 must be brought to the District's Board of Commissioners for consideration. The request for review will be scheduled for consideration at the Board's next regularly scheduled meeting. (approved 04/06/2010)