

## Section 26 of the District's Rules and Regulations

### Billing Adjustment Policy

The intent of the District's Billing Adjustment Policy is to provide a basis for the District to assist the Customer with some relief from excessive water bills caused by leaks while also taking into consideration the District's due diligence to consider the impact of each such adjustments as it relates to all Customers and the financial obligation that the District bears in purchasing such water from its water supplier regardless of the reason that the water was used or lost.

#### **26.1 Billing adjustments for a leak, water loss and associated repairs on the Customer's infrastructure**

26.1.01 Leak adjustments are reviewed and may be provided to Customers that:

- a) Experienced a "break" in their plumbing system at any point on the Customer side (plumbing "beyond" District infrastructure as defined/described as being connections or plumbing after the meter nut or customer side connection threads)
- b) Have had the leak repaired and can supply documentation that the break has been repaired, this includes a plumbers affidavit, leak adjustment request form and receipts.
- c) Make a request to the District in writing within 60 days of the break being repaired.

26.1.02 Each customer is allowed one (1) leak adjustment per calendar year for up to two month's billing cycles. If a customer's leak spans more than two billing cycles, then the District will adjust the month's billing cycles with the greatest amount of water usage during the time of the leak.

26.1.03 The District will credit the Customer's account with \$1.00 for every 1,000 gallons of water usage above the customer's calculated average monthly water usage.

26.1.04 The customer's average monthly water usage is calculated by one of the following ways, as determined by the District:

- a) "Three previous months" Three consecutive billing cycle months of normal water usage immediately preceding the date of the water leak.
- b) "Same time last year" Three consecutive billing cycle months of normal water usage from the prior calendar year, using similar billing cycle

months as the month's in the current year that include the elevated water usage from the time period of the leak.

- c) If no average exists for the Customer, then the District will estimate water usage by using the best available information it has to determine an average. Adjustment requests may be held for up to 3 months after the repair in order to determine average water usage.

26.1.05 The District will calculate and adjust applicable sales tax to include in the water leak adjustment.

26.1.06 The District does not allow leak adjustments on the following:

- a) Irrigation systems;
- b) Connections to irrigation systems;
- c) Outdoor hose pipe use;
- d) Soaker hoses;
- e) Jacuzzi's
- f) Spa's
- g) Fountains;
- h) Pools;
- i) Hot tubs;
- j) Premises left or abandoned or vacated without reasonable care for the plumbing system;
- k) Water hoses, faucets, or plumbing left running;
- l) Intentional acts;
- m) Pressure washing;
- n) More than one occurrence per calendar year.

26.1.07 It is the Customer's responsibility to keep their plumbing system in good working order. Customers are responsible for the service and fittings attached to the Water Utility system beginning at the coupling on the customer's side of the meter. The customer is responsible for maintaining a tight connection. Any leaks in the line-which are the responsibility of the customer-must be maintained and repaired by the customer solely and at his/her expense. The customer's service line, including the fittings on the customer's side of the meter, is to be maintained in a state of repair sufficient to allow the removal and replacement of the meter for maintenance.

The customer is responsible for monitoring higher than expected usage as reflected on the customer's bill. Customers must investigate higher than expected usage to determine if the usage was caused by a property-side leak.

26.1.08 It is the Customer responsibility to verify that the leak has been properly repaired.

26.1.09 It is the Customer responsibility to verify the meter is not indicating leaks after the repair has been made.

## **26.2 Billing adjustments for water loss on the Customer's "side" resulting from repairs on District infrastructure**

26.2.01 Leak adjustments are provided to Customer's for repairs or leaks determined to be caused or conducted by the District in which water is registered through the meter but not consumed by the customer or leaks on District infrastructure as defined/described as being connections or plumbing after the meter but prior to the meter nut or customer sided connection threads.

26.2.02 In the event the District determines an adjustment is appropriate, the amount of water used and billed will be determined by the District through a billing adjustment.

26.2.03 The District will charge the Customer's account in accordance with current applicable water rates for the customer's calculated average monthly water usage during the time of the leak

26.2.04 The Customer's average monthly water usage is calculated by one of the following ways, as determined by the District:

- a) "Three previous months" Three consecutive billing cycle months of normal water usage immediately preceding the date of the water leak.
- b) "Same time last year" Three consecutive billing cycle months of normal water usage from the prior calendar year, using similar billing cycle months as the month's in the current year that include the elevated water usage from the time period of the leak.
- c) If no average exists for the customer, then the District will estimate water usage by using the best available information it has to determine an average. Adjustment requests may be held for up to 3 months after the repair in order to determine average water usage.

## **26.3 Defective Meter Billing Adjustments**

26.3.01 In the event the District determines a Customer's meter is defective, the amount of water used and billed will be determined by the District through a billing adjustment.

26.3.02 The District will charge the Customer's account in accordance with current applicable water rates for the customer's calculated average monthly water usage during the time of the defective meter

26.3.03 Item 13 of the MVUD Water Supply Contract: *In the event the DISTRICT determines a CONSUMER'S meter is defective, the amount of water used and billed will be determined by the DISTRICT by using a correct meter reading or readings during a corresponding period of similar service. If no corresponding period of similar service exists, the DISTRICT will estimate water usage using the best information available to it.*

The Customer's average monthly water usage is calculated by one of the following ways, as determined by the District:

- a) "Three previous months" Three consecutive billing cycle months of normal water usage immediately preceding the date of the water leak.
- b) "Same time last year" Three consecutive billing cycle months of normal water usage from the prior calendar year, using similar billing cycle months as the month's in the current year that include the elevated water usage from the time period of the leak.
- c) If no average exists for the customer, then the District will estimate water usage by using the best available information it has to determine an average. Adjustment requests may be held for up to 3 months after the repair in order to determine average water usage.

## 26.4 Late Fee Adjustments

26.4.01 A Customer can request and receive a one-time courtesy adjustment to remove one month's late fees, as forgiveness under circumstances as approved by staff.

26.4.02 As a courtesy the Customer may be eligible to receive late fee adjustment that corresponds to a leak adjustment request period. This late fee adjustment does not remove the responsibility of the customer to pay the bill as required by the district rules and regulations. Nor does this imply or waive the right of the district to disconnect service for nonpayment. The consumer can request a payment plan to keep account active while the adjustment request is being reviewed.