

WCID 99 Residential Leak Policy

The District (WCID 99) may grant a water and sewer billing adjustment as a courtesy one time per calendar year to any residential customer who requests an adjustment based on a supposed leak.

The following are requirements under this policy to qualify for a leak adjustment:

- The customer must request a leak adjustment in writing. If the customer contacts Eagle Water Management to request an adjustment, then Eagle will direct the customer to this policy and advise them to submit the request in writing.
- The customer must believe in good faith that the excessive usage was the result of a leak.
- The customer must provide evidence that the leak has been identified and repaired. No leak adjustments can be made before the leak has been identified and repaired.
- The leak must be repaired within 5 days or in a reasonable time from discovery or notification.
- The customer's usage must have returned to normal levels within two billing cycles. During this pending period, the District may postpone the amount due for the excessive usage and waive late fees for the excessive usage.

Any such request for a leak allowance or adjustment will be reviewed by a director subcommittee for disposition. This subcommittee will be a standing committee of two directors appointed subject to this policy. A customer who is dissatisfied with the director subcommittee decision may appeal to the full Board of Directors by providing notice to Eagle Water of the appeal within 30 days of the subcommittee decision. However, all Directors shall be obliged to follow the District's written policy.

Common reasons for excessive usage that may qualify for an adjustment:

- Toilets leaking, faucets, hose left on, irrigation system, private line break.

Invalid reasons (that do not qualify for adjustment):

- Excessive irrigation during hot weather, pool filling, hot tub usage.
- Leaks that are known but not repaired within the required time (see above).

Excessive usage may be discovered and repaired during a billing cycle or may only be in evidence once there is a routine meter reading for the billing cycle that indicates an abnormally high usage.

If it is determined the high usage qualifies for an adjustment the adjusted bill will be calculated as follows:

1. Average past three months' usage of customer's history, or if the customer has less than three months of history, each month of the customer's history.

2. Subtract average water usage from actual billed usage for the month of leakage. The difference in usage is the adjustment usage.

3. The adjustment usage will be multiplied by the adjustment rate, which will near but not below the price of the district to produce and deliver the water, and it will include the NHCRWA fee with the 10% surcharge. Currently this would be \$1.00 per 1,000 gallons, plus the NHCRWA fee with the 10% surcharge, but this rate may be adjusted at any time by the Directors. In this way, the District is guaranteed not to be subsidizing customers with leaks at the expense of other users.

Currently the District charges a flat rate per month for sewer, so under this policy sewer charges will be unchanged.