



POLICY TITLE:	Residential Water Leak Billing Adjustment Policy	
POLICY #: 2001	ADOPTED DATE: October 15, 2024 May 20, 2021 October 18, 2011 RESCINDED: BY, Resolution 2015-18 August 19, 2015	REVISION DATE: 10/15/2024 04/20/2021

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date. This version of the Policy supersedes all other previous versions.

2001.1 Purpose and Scope:

The purpose of this policy is to provide Hidden Valley Lake Community Services District (District) with a written policy providing billing adjustments for water leaks on the customer (or property) side of the meter. This policy does not apply to commercial water customers.

2001.2 Policy:

Customers are responsible for the service and fittings to the Water Utility System beginning at the coupling on the customer’s side of the meter. Any leaks in the line which are the responsibility of the customers must be repaired by the customer, solely at their expense.

No adjustment or credit will be applied to the water bill for the customer or property side leaks, damage, deterioration, or other factors except as defined within this policy.

The customer is responsible for monitoring higher than expected usage. Customers must investigate higher than expected usage to determine if the usage was caused by a property side leak. Upon request, District staff will provide a no charge, on-site visit. Customers should promptly repair all leaks.

2001.3 Residential Water Leak Billing Adjustment Criteria:

The General Manager, or designee, may adjust water billings when all the following requirements are met:

1. Customer shall notify the District and complete the Residential Water Leak Billing Adjustment Application within 30 days of the discovery of a leak or resulting water loss.
2. Verification of the leak must be confirmed by:
 - a. Providing a copy of the repair bill or other invoices/receipts related to the repair,
AND/OR
 - b. Confirmation by an on-site inspection by a representative from the District.
3. The policy permits only one property side leak adjustment in each 24-month period.
4. Leaks that are eligible for homeowner’s insurance will not be considered.

5. The customer's account must be in good standing at the time of the Residential Water Leak Billing Adjustment Application submission. The General Manager has the discretion to consider special circumstances on a case-by-case basis consistent with the goals and objectives of this policy.
6. The property side billing adjustment shall be limited to one billing period. For example, if a leak persisted over more than one billing cycle, the customer shall only receive relief for excess water usage that occurred during a single billing cycle, subject to Paragraph 9 below. The billing period for customers is 30 days.
7. The district determines excess usage as 2 times greater than the normal consumption in one billing period. Normal Consumption shall be determined by using historical averages when available.
8. Adjustments are limited to the water usage portion of the bill only. Fixed service and meter charges are not subject to adjustment.
9. Adjustments shall not exceed 50% of the cost for water delivered in excess of the customer's normal monthly usage exclusive of any fixed service or meter charges. No adjustment shall be made for any charge, penalty, or fee not based on the quantity of water delivered.
10. Upon approval of the application by the General Manager or designee, any adjustments will be applied to the forthcoming water bill as a credit to the account; no refund check will be issued. The District will absorb 1/2 (50%) **not to exceed \$500.00** of the overages for water delivered in excess of average usage (as determined by a review of the customer's account).

Leak adjustments are not available during any declared local, regional, or statewide water shortage or drought emergency or during any drought or other period when water use restrictions are in effect.