



Hidden Valley Lake Community Services District

19400 Hartmann Road
 Hidden Valley Lake, CA 95467
 707.987.9201
 707.987.3237 fax
www.hvlcsd.org

RESIDENTIAL SEWER BILLING ADJUSTMENT APPLICATION

If you had a leak during the winter months (December-March), please review the *Residential Sewer Billing Adjustment for Leaks During the Months of December-March Policy*, fill out this form, and promptly submit to HVLCSO.

This application provides the opportunity for qualified residential customers to receive a sewer billing adjustment due to a water leak. In order to qualify, all criteria must be met, and the form filled out in full.

Name:	Date:
Property address:	Mailing address: (if different):
Phone:	Email:
Date leak detected:	Date leak was repaired:
Repair invoice included: <input type="checkbox"/>	Leak repair confirmed by HVLCSO: <input type="checkbox"/>

Residential Sewer Rate Adjustment Program:

Rules governing the Residential Sewer Rate Adjustment Program are outlined in the *Residential Sewer Billing Adjustment for Leaks During the Months of December-March Policy*. If you need additional information, please call us at (707)987-9201. To complete the application for a sewer leak adjustment, please submit this form and any accompanying documentation to: Hidden Valley Lake Community Services District (District) at the address shown above.

Upon receipt, of a correctly completed Residential Sewer Billing Adjustment Application, the District will review the account for compliance with the program conditions. (Please see the back of this form for the program conditions.) If the program conditions are met, and approved, the General Manager (or designee) will eliminate the highest usage month within the winter averaging period for the calculation of the sewer rate for the following year.

I certify that I understand the requirements in this form and that to the best of my knowledge the above information is true.

Customer Signature: _____ Date: _____

FOR DISTRICT USE ONLY	
Account#:	Notes:
Date:	
Approved by:	
Denied by:	
Date Customer Notified:	Staff Initial:



Residential Sewer Billing Adjustment Criteria

The General Manager, or other person delegated the responsibility by the General Manager, may make a residential sewer rate adjustment when all of the following requirements are met:

1. Customer shall notify the District and complete the Residential Sewer Rate Adjustment Application within 30 days from the bill due date for the period in which the loss occurred.
2. The leak must occur during the winter averaging months of December through March.
3. The customer's account must be in good standing at the time of the Residential Sewer Rate Adjustment Application submission. The General Manager has the discretion to consider special circumstances on a case-by-case basis.
4. A leak includes all leaks that may impact the sewer rate fee.
5. 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
6. The property owner is responsible for any necessary repair.
7. The adjustment will not exceed 1 billing period or 30 (thirty) days.
8. Adjustments are limited to the next fiscal year's sewer rate only.

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.