

<b>Policy\Procedure No.</b>	<b>PO-3000</b>
<b>Board Approved:</b>	<b>4/15/09</b>
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## LEAK ADJUSTMENT POLICY

The Lewiston Orchards Irrigation District assumes full responsibility for maintenance and repairs to domestic water lines up to and including the meter. ***Service lines that exit the meter can and provide water to the property are the responsibility of the property owner.*** The purpose of the Lewiston Orchards Irrigation District's Leak Adjustment Policy is to provide the customer with some relief from abnormally high domestic water bills for loss of water that has run through the meter due to circumstances beyond the reasonable control of the consumer such as blind leaks, mechanical malfunction, or unusual or emergency conditions. Adjustments shall not be made for faucet leaks or leaks in sprinkler systems utilizing domestic water.

Leaks are to be repaired within thirty (30) days from the billing date for the period in which the leak occurred. The customer must provide evidence that a leak actually occurred, with the burden of proof resting with the customer, and submit a Water Leak Adjustment Request Form with supporting documentation, to be eligible for an adjustment. The District will adjust the two (2) highest bills during the period the leak occurred.

A determination of whether a customer is eligible for an adjustment, and, if so, the amount of the adjustment shall be made at the sole discretion of the Financial Officer or his or her designee and shall be final. However, customer bills, due to water loss, which result in the customer's share of the water loss being \$600 or greater may be appealed to the General Manager if the customer can provide evidence that the payment of the bill would result in a financial hardship for the customer. Only the portion of the bill calculated to be due to the water loss may be appealed. In making the determination, the District may take into account the cause of water loss, the customer's opportunity, if any, to detect it, any negligence or fault of the customer in connection therewith, and the promptness with which the water loss was discovered, stopped and repairs made.

### ***Adjustment Calculation***

The adjusted customer's bill shall be calculated as follows:

- (1) The District shall credit the customer's account by one-half of the quantity charge for the excess use subject to the following conditions:
  - a. The District after investigation shall find all of the following:
    - i. The meter was operating accurately;
    - ii. There was no evidence that the excessive use was due to the intentional or negligent act of the customer;
    - iii. After being notified by the District via billing, letter, door hanger, or by any other means, the customer took prompt and reasonable action to ascertain the cause of the leak and to correct it;

- iv. The customer took corrective action upon discovering or being notified of a leak, and provides the District with a Water Leak Adjustment Request Form and proof of repair within thirty (30) days from the billing date for the period in which the water loss occurred.
  - b. The amount of water loss shall be determined by the District. The average measured quantity delivered during the same billing period or periods in the preceding two years will be used when available and will be representative of the customer's normal use.
  - c. No adjustment shall be made for a charge or a surcharge which is not based on the quantity of water delivered.
  - d. Water loss adjustments will be limited to two billing periods and will also be limited to one adjustment every twenty-four months. The twenty-four month period begins the first month of the billing period following the last billing period for which the water loss adjustment was prepared. An additional water loss, even if larger than the water loss for which an adjustment was received, will not be eligible for adjustment.
- (2) The customer shall be responsible for payment of one-half of the calculated water loss at the appropriate rate. Water consumption not subject to the water loss calculation shall be billed at the appropriate rate.