

<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 is responsible for maintenance and repairs to domestic water lines up to and including the meter. ***Service lines that exit the meter 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 customer, such as blind leaks in buried service lines. Adjustments shall not be made for faucet leaks, toilet leaks or leaks in sprinkler systems utilizing domestic water.

Leaks are to be repaired by the customer in a timely manner following detection to prevent discontinuation of service. If a leak adjustment is granted pursuant to this policy, the District will adjust the two (2) highest bills during the period the leak occurred.

A determination of whether an adjustment is granted shall be made at the sole discretion of the District Finance Officer, or his or her designee, and shall be final. However, where a customer claims that a leak has resulted in a water bill increase of \$600 or more, the customer may appeal the District Finance Officer's decision to the District's General Manager, who may grant an adjustment if the customer can provide evidence that the payment of the bill would result in great financial hardship for the customer. Only the portion of the bill calculated to be due to the leak may be appealed.

### *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, with the burden of proof being on the customer:
    - i. The meter was operating accurately;
    - ii. That the water bill increase was due to a qualifying leak;
    - iii. There was no evidence that the excessive use was due to the intentional or negligent act of the customer;
    - iv. The customer immediately informed the District after discovering the leak;
    - v. Within forty-eight hours after discovering the leak or being notified of a possible leak by the District via billing, letter, door hanger, or by any other means, the customer took corrective action regarding the leak; and
    - vi. The customer provides the District with proof that the leak has been repaired within thirty 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 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.