

# Arch Cape Water District Water Leak Policy

POLICY 13-03 WD

Arch Cape is a water conservation district; in an effort to provide relief from an unexpected water leak this policy has been adopted; December 13, 2013

Arch Cape Water District (ACWD) has a rate structure designed to encourage water conservation. It is understood that at times piping or equipment failure may cause a water leak. It is not the intent of the ACWD to create a financial hardship on users by assessing excess usage fees for water consumed due to a leak.

It is expected that users will take prudent steps to monitor water usage and have any leaks corrected as soon as possible. Users are strongly encouraged to shut off water during periods of absence from a residence.

When a water leak is discovered it can be brought to the attention of the district by submitting a copy of the attached bill adjustment request form to the Arch Cape Water District. A plumbing bill or parts invoice is considered evidence that a leak has been repaired.

The District manager will examine past water bills to estimate the normal water consumption expected. Excess water consumption judged to be due to the leak will be billed at the district cost for water production. There will be no charge for excess sanitary service as caused by the leak.

Example: You have 20,000 gallons of excess water usage which normally would incur a charge of \$1,047.50 from the water district for Tiers 1 - 4. An additional \$1,028.75 would be charged by the sanitary district relating to these same tiers. The same 20,000 excess usage due to a leak would be charged at \$0.45 per hundred gallons or \$90.00 covering cost of production.

Should a homeowner dispute the billing adjustment made the matter should be brought to the attention of the Board of Directors. Board has final responsibility in judging what, if any, billing relief will be made for a water leak. Factors such as previous water use, severity of the leak, and timeliness of the response will be considered in determining the billing adjustment to be made.

To request credit for water used due to a leak please provide the following information. Leaks must be repaired promptly after discovery and a credit request made within sixty (60) days of the repair.

Name: \_\_\_\_\_ Date Leak Discovered \_\_\_\_\_

Service Address: \_\_\_\_\_ Date Leak Repaired \_\_\_\_\_

Description of leak: \_\_\_\_\_  
\_\_\_\_\_

Description of repair: \_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please include a copy of the plumbers invoice or other repair receipts.

Rick Gardner, President

Attest \_\_\_\_\_ Date \_\_\_\_\_

Adopted: December 13, 2013