

RIVER ROAD UTILITY DISTRICT WATER LEAK ADJUSTMENT POLICY

(1) RESIDENTIAL LEAK ADJUSTMENTS

After the effective date of this rule, adjustments to residential water bills for excessive water usage caused by a leak will be made only for customers who participate in the ServLine Program offered by River Road Utility District. The River Road Utility District will start the leak adjustment period for all eligible customers on Sept. 1, 2015 regardless if they have had an adjustment in the prior twelve months. To qualify for a leak adjustment under the ServLine Program, the leak must meet the following requirements.

(i) The leak must be underground or where a leak was within the building and in the opinion of the General Manager or his designee was at a location where the leak would not have reasonably been discovered if the building were occupied. Water leaks from dripping faucets, leaking commodes and other leaks as shown below in the customer's plumbing not located underground do not qualify.

(ii) To receive an adjustment, the customer's water usage must be four times greater than the customer's normal monthly water usage. Normal monthly water usage means the average of the 12 previous month's bills.

(iii) A residential customer may only receive one leak adjustment during any twelve month period.

(iv) The leak must meet all of the terms and conditions for a leak adjustment as set forth in the District's agreement with the insurance company providing leak adjustment coverage under the ServLine Program.

(v) If a customer was notified by the utility of a leak and does not make the needed repairs within five days, no adjustment will be made.

(2) **CALCULATION OF BILLING ADJUSTMENT:**

BEGINNING SEPT. 1, 2015 ALL RESIDENTIAL CUSTOMERS WILL BE AUTOMATICALLY ENROLLED FOR BASIC PROTECTION. BASIC PROTECTION INSURANCE COVERS WATER LEAK BILLS UP TO \$2500.00. THE LEAK PORTION ADJUSTMENT OVER \$2500.00 WILL BE ADJUSTED ON A CASE BY CASE INVESTIGATION BY THE UTILITY AND THEN APPROVED BY THE BOARD. THE CUSTOMER WILL HAVE THE OPTION TO REFUSE OR CANCEL THE BASIC PROTECTION. IF THE CUSTOMER REFUSES OR CANCELS THE BASIC PROTECTION THE CUSTOMER IS TAKING RESPONSIBILITY FOR ALL WATER CHARGES FROM WATER LEAKS.

If an adjustment of the customer's bill is warranted, the amount of the bill will be determined as follows:

The Utility may adjust water bills for customers which has basic protection insurance, (1) where a leak was within an underground water service line between the meter and exterior of a building, or (2) where a leak was within the building and, in the opinion of the General Manager, his or her designee, was at a location where the leak would not have reasonably been discovered if the building were occupied, (4) the leak portion of the bill must be over \$2500.00. However, only one (1) bill will be adjusted in any consecutive twelve (12) month period.

The customer's past 12 months water bill shall be totaled and divided by 12 to get an average, then that figure plus the \$2500.00 insurance will be subtracted from the bill. Customers remaining balance will be calculated at wholesale plus 20% This figure will be the adjustment.

(3) **ADJUSTMENTS NOT MADE ON WATER BILLS:**

Adjustments on **Water** bills will **not** be made on the following:

1. Customers with multiple living units on single meter such as a campground, trailer park or motel are not eligible for a leak adjustment. Also commercial establishments are excluded from adjustments.
2. Routine dripping faucets, leaking commodes, or any type of faulty customer plumbing;
3. Premises left or abandoned without reasonable care for the plumbing system;
4. More than one occurrence per 12 month period;
5. Filling of swimming pools;
6. Watering of lawns or gardens;
7. If a customer has been notified of a potential problem with their plumbing which could cause a break and that problem is not resolved within (5) days;
8. If a customer has been notified of a suspected leak and does not repair the break within five (5) days of notification.

(4) **EXTENDING TIME FOR PAYMENT**

If a customer has a leak (confirmed by the District) where the leak portion of the bill is over \$2500.00, then the District may make arrangements for the bill to be paid in installments. The minimum amount to be paid monthly shall be three (3) times the average bill based on the previous twelve (12) months, but in

no case shall the full payment not be paid within twelve (12) months from the time an adjustment is approved by the District. The customer shall sign an agreement to this payment plan. Also customers that are not on the leak program can set up a leak account.

(5) IMPROPER METER READING:

The Utility will first determine that the meter was properly read. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of utility equipment, a new bill will be issued using the correct reading. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.

(6) PROPER METER READING

If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable.

(7) TESTING OF CUSTOMER METER AND AMOUNT TO BE CHARGED:

If the customer questions the accuracy of the meter, he may pay the utility bill in question plus a meter testing deposit of \$50.00 (residential meters) or \$350.00 (commercial or industrial meters). The UTILITY will remove the meter and ship it to the manufacturer or have a recognized meter testing company test the meter. The UTILITY will pay all costs associated with the testing of the meter. If the meter proves to be accurate within guidelines established for used meters by the American Water Works Association (AWWA), it is deemed to be accurate. If the meter does not meet AWWA accuracy standards, the UTILITY shall refund the meter testing deposit to the customer and repair or replace the meter.

(8) REQUEST FOR AN APPROVAL ADJUSTMENT:

A plumber's affidavit certifying (1) the date the leak was discovered; (2) the nature and location of the leak; (3) the date the leak was repaired; (4) the name of the person repairing the leak; (5) a description of the repair work performed or if the repair was performed by an unlicensed plumber the repair must be inspected by a representative from the Utility; (6) a written request for an adjustment must be submitted for review to the District within (90) ninety days of the due date of the bill before an adjustment may be considered or approved. All requests for adjustments must be approved by the District's General Manager, his or her designee before an adjustment is given.

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Minutes of Meeting of the Board of Commissioners

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