



LEAK ADJUSTMENT POLICY

A leak adjustment is an adjustment to a water bill where qualified customers who satisfactorily demonstrates a water leak on the customer side of the meter was cause for an abnormally high usage also that the leak has been repaired. The leak adjustment must be requested by the Customer to be considered.

Qualifications

A leak adjustment is applicable to residential customers who :

- Have a Standard 5/8 x 3/4 Meter, 3/4 Meter, or a 1-inch Meter, and have no more than two (2) end users.
- Can demonstrate/show documentation of a water leak on the customer side of the meter.
- Can demonstrate/show documentation that the water leak has been repaired.

Acceptable forms of documentation

- Receipt for repairs.
- Receipt showing parts purchased.
- Documentation by JCSUD records that reflect constant water usage through the meter.

*All dates on documentation or JCSUD records must coincide with high water usage/leak dates.

Volume of Water to be Adjusted

The volume of water to be adjusted will depend on the length of time and the water volume attributable to the leak, according to the District's Advanced Metering Infrastructure (AMI).

Revised Bill

The revised bill will be calculated as follows:

- Meters reporting to AMI-Entire volume of the leak, up to 2-months.
- Meters not reporting to AMI- Average volume up to 3-months.
 - Less the leakage volume, the District will use the best available usage history to derive the estimated bill.
 - The volume rate will be billed at \$3.50 per thousand gallons or the current rate for the direct cost of water production.

Adjustment Availability

A leak adjustment is available once every 24 months. If a customer demonstrates a water leak within the 24-month period that is of catastrophic proportion (Example: 10+ times more than average usage), staff may consider other options and/or an exception to the once-in-a-24-month provision.