

WEST SLOPE WATER DISTRICT

RESOLUTION NO. 01-2020

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE WEST SLOPE WATER DISTRICT TO ADOPT REVISIONS TO THE DISTRICT'S CUSTOMER LEAK ADJUSTMENT POLICY

WHEREAS, the West Slope Water District (District) is not responsible for water leakage and the cost of water loss from the District water meter to the customer's tap; and

WHEREAS, the District understands that service line breaks and home water infrastructure failures can occur and not be detected by the customer until the District water meter is read; and

WHEREAS, an undetected service line break or other source of water loss may place a financial burden upon the customer; and

WHEREAS, the current policy was adopted by the Board of Commissioners as Resolution #05-2016 on June 15, 2016.

BE IT RESOLVED the District's current leak adjustment policy will be amended as stated below.

BE IT FURTHER RESOLVED the following leak adjustment policy shall take effect **February 1, 2020**:

- 1) The intent of this District policy is to provide some financial relief to customers who receive a high water bill resulting from a water leak at their property.
- 2) A water leak or water leakage is defined as any water lost on the customer's side of the District water meter resulting from a condition where repair and/or replacement of infrastructure (service line, interior plumbing, fixtures, etc.) is required to terminate the water leak.
- 3) Any District customer in good standing may apply and be considered by the District to receive an adjustment to their current water bill according to this policy.
- 4) To be eligible for a water leak adjustment, the customer is first required to promptly resolve the water leakage at the customer's own expense (The District is not fiscally responsible for repairs or replacements needed on the customer side of the District water meter).
- 5) Once the repairs are complete, the customer is responsible for requesting a water leak adjustment from the District in writing either at the District office or through the District's web site at www.wswd.org. within two billing cycles of the when repairs have been made to terminate the water leakage.

- 6) The customer's leak adjustment request must include a statement of where the leakage occurred and what steps were taken (what work was done) to terminate the water leakage.
- 7) Water usage resulting from conditions that did not involve repairs or replacements (such as leaving an outdoor watering hose or irrigation sprinkler system on too long) are not eligible for a water leak adjustment by the District.
- 8) No more than one water leak adjustment shall be granted to a customer during a rolling 24-month period.
- 9) Upon receiving a water leak adjustment request, the District will calculate a water leak adjustment credit of up to 50% of cost of the amount of water lost. The water leak adjustment credit excludes the fixed service charge(s) portion of the bill and normal historical water use during the billing period. The customer's cost for infrastructure repairs (materials and labor) or damage done to other property as a result of the customer's water leak is not eligible for reimbursement by the District.
- 10) The District will apply the water leak adjustment to the customer as a credit on the next regular monthly water bill. The value of the credit shall not exceed \$500 per water leak adjustment request.
- 11) If the customer's portion of the adjusted amount is significantly more than \$500, at the discretion of the General Manager, the District can propose an alternate leak adjustment calculation whereby the customer is 1) charged for the volume of water attributed as loss at the District's wholesale water purchase price, and is 2) charged for the volume of water attributed to typical use at the District's retail water consumptive charge. The customer will be credited an amount equal to the loss volume multiplied by the difference between the District's retail rate and the wholesale purchase rate.
- 12) The customer has the right to appeal the District's leak adjustment decision to the District Board of Commissioners at their next regular meeting.

INTRODUCED AND ADOPTED THIS 15th DAY OF JANUARY, 2020

WEST SLOPE WATER DISTRICT

By Carol Wild
Carol Wild, Chair

ATTEST:

By Charles Conrad
Charles Conrad, Treasurer