

## **Purissima Hills Water District**

### **Bill Adjustment Policy**

**March 14, 2018**

Billing adjustments may be made for water lost as a result of a leak on the customer's side of the meter and/or a malfunctioning irrigation controller. Water lost from leaking irrigation systems, service lines, and toilets, or from a malfunctioning irrigation controller will qualify for a billing credit upon determination by District personnel that the customer had no control over the circumstances of the lost water.

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#### Qualifications:

1. Leak adjustments are granted for no more than a two month period.
2. Leak adjustments are granted not more than every 7 years per customer.
3. Customers with a Beacon AMI device installed must be registered for an Eye on Water account before receiving an adjustment.
4. Leak adjustments are granted for malfunctioning controllers after the customer provides proof of purchase of a new climate-sensitive controller to replace the malfunctioning one, and participation in the SCVWD controller rebate program.
5. No leak adjustment is granted when customer fails to take corrective action in a timely manner or contributes in any way to the leak problem. It is the customer's responsibility to maintain the line and equipment on the customer's property in a reasonable condition such that leaks do not occur.
6. No leak adjustment is granted to customers who have been cited in violation of Ordinance 2014-01 Prohibiting Wasteful Water.
7. No leak adjustments are granted for pressure related issues. It is the customer's responsibility to maintain a pressure regulator valve (PRV) on their side of meter, as needed. (Locations with over 70 psi measured at the meter should have a PRV installed).
8. No leak adjustments are granted for customers who refuse installation of the Beacon AMI.

## Procedures:

1. The request for billing adjustment must be submitted on the form provided by the District. The customer should be prepared to provide necessary information if the District personnel require additional information about the cause of the above normal water use.
2. To qualify for the water leak credit, the customer must provide sufficient information to enable the District to make the requisite determination that the customer had no control over the circumstances of the leak and responded in a timely reasonable manner upon notice of the problem. This will include evidence of having repaired the leak in a timely manner. Such evidence may consist of a plumber's repair bill or verification by district field personnel. Customers who are negligent or tardy in repairing a leak do not qualify for a leak credit.
3. To arrive at the corrected bill amount which reflects the leak credit, the District will read the customer's usage data using Beacon AMI on-line reporting, or take an Orion meter reading to determine the units leaked. Leaked units are then billed at the wholesale rate. The charge for leaked water plus the charge for normal usage is a revised billing amount. The leak credit is the difference between the revised billing amount and the original bill.