

LAKE WHATCOM WATER AND SEWER DISTRICT

7.02 Water Leak Bill Adjustment

Policy:

The District will adjust high water bills resulting from in-ground service line breaks between the water meter and entry point of service into building. The leak adjustment request must be made in writing and include evidence that the leak is now repaired either by enclosing a paid invoice or a receipt for repair parts. If there are no invoices or receipts available, a written assertion that the leak is now repaired is acceptable.

Water consumption figures from the same billing period in the previous year are used to calculate the leak adjustment. If the customer has occupied the house for less than one year, the highest water consumption figure since the current occupant became a customer will be used. If the leak occurs on the occupant's first bill, 600 cubic feet will be used as a non-leak quantity basis. The District will credit qualifying leak adjustment dollar amounts to the current or next customer bill. There is no cap to limit the customer's costs.

Water leak adjustments are limited to one per account per year. The leak adjustment applies to one billing cycle only. When a leak occurs the overage may show up on more than one consecutive billing cycle, and therefore, the District will adjust the higher usage billing cycle to assure the customer receives the highest adjustment. This adjustment will be made at the request of the customer. Late charges on the leak amount will be waived if the customer adheres to a prearranged payment schedule.

Procedure:

1. Leak must be in-ground to qualify for an adjustment.
2. Customer must request a leak adjustment in writing and provide evidence to the District that the leak is now repaired.
3. If the leak shows up on more than one billing cycle, the leak adjustment applies to the higher usage billing cycle.
4. The District limits water leak adjustments to once per year per account.
5. Billing staff will calculate the leak adjustment using the "Water Leak Compensated Water/Sewer Bill Recalculation Sheet" (copy attached) and the above policy.
6. The customer's credit will show on their current or next bill.
7. There is no cap to limit the customer's costs.

Water Leak* Adjustment Credit Worksheet 2010

*Leak must be in-ground between water meter and
entry point of water service into building

This leak credit should adjust for approximately 1/2 the water overage for one billing period of leak occurrence.

Account Information:

Account Number: _____	Service Address: _____
Owner's Name: _____	Owner since (year): <u>2003</u>
Billing Period of Leak: <u>7/1/2010</u>	Recalculation Date: <u>8/9/2010</u>

Credit Calculation:

	Water consumption, in cubic feet, during billing period of leak occurrence:	4,598	ft ³
2	Non-leak water volume*:	-2,421	ft ³
	<small>* - If owner has occupied for at least 10 months, insert water consumption volume for same billing period of previous year - If owner has occupied for less than 10 months, insert volume of highest water consumption within owner's occupancy - If this is the owner's very first bill, insert 600 ft³</small>		
3	Leak Volume (line 1 - line 2):	= 2,177	ft ³
4	Adjusted Leak Volume (line 3 x .50):	1,089	ft ³
5	Credit (line 4 x .0440)	\$ 47.89	

Water Bill Calculation:

Customer's original TOTAL bill during billing period of leak occurrence:	\$ 330.98
Minus Credit:	\$ (47.89)
Minus any late charge which accrued corresponding to the billing period of leak occurrence:	\$ -
<input type="checkbox"/> applied and reversed from next billing cycle	
New adjusted bill:	\$ 283.09

Form completed by: _____	Date: <u>08/09/10</u>
Clerk's Signature	

Approved: _____	Date: _____
Manager's Signature	