



Adjustments for Leaks: A residential or commercial customer may seek an adjustment to an unusually high water bill caused by physical damage to the customer's water service line. Physical damage means damage to a facility or equipment supplying water to the premises and the damage:

- Is not detectable in the customer's premises except upon excavation or some other disturbance of the property; and
- Is not the result of an act of the customer, or of any agent or contractor hired by the customer.

A customer may not receive an adjustment unless the customer has paid all outstanding water and sewer bills owed prior to the unusually high water bill. An unusually high water bill means a water and/or sewer bill for a billing cycle that reflects monthly water usage, that is at least two (2) times the customer's average monthly usage of the premises as measured during the previous 12 monthly billing periods. For customers with meters two inches in size or less, the amount of the adjustment for water will be 50% over the average consumption of the previous 12-month period and 100% over the average for sewer consumption charges if the leak did not enter the sewer system. If the leak enters the sewer system, sewer charges will be for 50% over the average consumption charges for the previous 12-month period. Should sufficient consumption history not be available for a customer, the average residential customer consumption, as stated in the Comprehensive Annual Financial Report, will be used for the calculation of the average monthly consumption value. Adjustments for irrigation leaks will be made to water and/or sewer charges depending on whether a separate meter is used for the calculation of water charges associated with irrigating. The amount credited may be 50% of water and 100% of sewer, if applicable, over the average consumption charges for the same billing period of the last two consecutive years.

No leak adjustment related to irrigation or other commercial water hazard related business, that is required to have a backflow prevention device, will be granted an adjustment until such time as the backflow prevention device used for such system has been installed, inspected, tested, and all required documentation related to the device is filed with Community Compliance as required in Chapter 2 - Cross Connection and Backflow Prevention.

The Executive Director has the latitude to consider the circumstances not considered by this policy and make adjustments based on rational factors.

The customer retains control over the usage of water on the customer's premises, and as such, the customer is responsible for all water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures on the premises. The customer is responsible for monitoring for unusually high water usage as reflected on the customer's bill. The customer must promptly investigate any unusually high water bills. A customer is required to repair any water leak promptly, and the customer is responsible for all repair costs.

To encourage prompt repairs and minimize losses to the customer and CFPWA, only the bill immediately before the repair and immediately after the repair will be considered for an

adjustment. Each bill must independently fall within all adjustment criteria to be considered. A customer is not eligible for a leak adjustment to an unusually high water bill due to circumstances not caused by an undetected leak, leaks that should reasonably have been discovered, and/or high usage caused by negligence or failure to properly maintain pools or water using/consuming devices (including but not limited to such items as water softeners, autofill devices, irrigation control systems, etc.) that may be malfunctioning. Leaks caused by a third party from whom the customer can recover their costs will not be considered for a leak adjustment. Examples include, but are not limited to, theft, vandalism, negligence and construction damage, unoccupied or vacant properties. Leaks caused due to the meter being accessed, tampered with, or turned on/off by anyone other than a CFPUA employee that results in loss of water will not be considered for a leak adjustment.

A residential or commercial customer is eligible for one leak adjustment in a 24-month period, provided the customer submits documentation of the leak repair within 60 days of the high consumption billing. Should a customer have a second leak greater than 125% of the previous adjustment, based on dollar value, within the two-year time frame for a leak adjustment, the customer may appeal to the Executive Director for an additional leak adjustment, net of the previous adjustment. The customer must complete a Leak Adjustment Request SignNow Form stating the type of leak, date of repair, address at which the leak repair was made and the customer for whom the repair was made. The documentation must be submitted by a licensed contractor or plumber. In the event the property owner completes the repair, a receipt showing the parts purchased for the repair must be included.

A commercial customer with a meter size three inches or greater is eligible for one leak adjustment for sewer charges only in a 24-month period, provided the customer submits documentation of the leak repair within 60 days of the high consumption billing. The customer must complete a Leak Adjustment Repair Form and submit documentation from a licensed plumber or contractor stating the type of leak, date of repair, address at which the leak repair was made and the customer for whom the repair was made.

(H) Pool Credits. **A sewer credit will be considered when filling a newly constructed pool or when refilling a pool that has been drained to facilitate a repair.** When a customer provides written documentation that a swimming pool has been filled from the internal plumbing system, a sewer credit may be issued based on the metered water volume used to fill the pool. The customer must provide the dimensions of the pool, the volume that was filled, and the dates the pool was filled. For pool fills, your utility account may be credited for wastewater usage based on your average usage for the prior 12 monthly billing periods. Customers may receive one pool credit per twelve-month period. **Credit is not available for the addition of makeup water due to normal routine maintenance (topping off), nor are credits provided for splasher pools (kiddie pools) or hot tubs/spas.** The customer must complete the Pool Fill Adjustment Request Form and submit with required documentation, as outlined on the form for a sewer credit consideration.