

PALATINE HILL WATER DISTRICT WATER LOSS
ADJUSTMENT POLICY

WHEREAS, the Rules and Regulations of the Palatine Hill Water District (District) specifically authorize the Board of Commissioners to develop a water loss adjustment policy;

NOW, THEREFORE BE IT RESOLVED THAT the following requirements and adjustments shall apply to water loss resulting from a leak or leaks in any portion of a private service line in the Palatine Hill Water District:

Section 1. AUTHORIZATION FOR WATER LOSS ADJUSTMENTS

- A. Palatine Hill Water District is not responsible for a user's leak beyond the meter. All leakage occurring beyond the meter is the responsibility of the user. The user must promptly repair leaks or other sources of water loss.
- B. Whenever a user has cause to believe a leak may exist in their private service line, it is the user's responsibility to discover and repair the leak. Once the leak is repaired, the District may make an adjustment crediting the user's account for the excess consumption due to the leak under this policy.
- C. A user may obtain a maximum of two leak adjustments over a five-year period in the user's water bill attributable to a water loss resulting from a leak in a portion of a private service line.
- D. Prior to filing a request for billing adjustment for water losses resulting from leaks in the user's private service line, the user shall promptly repair any leak.
- E. As a courtesy, under conditions outlined in this policy, Palatine Hill Water District allows users to apply for a leak adjustment credit on a water bill from an undetectable leak in the user's main service line. A leak adjustment credit will not be granted for water loss from, for example but not limited to, irrigation systems, pools, hot tubs, water features, hoses, leaking toilets, running faucets, frozen or broken pipes beyond the home's main line shut-off valve.
- F. A billing adjustment for water loss may be allowed at the sole discretion of the District based upon the District finding that the cause of the water loss was completely repaired as soon as practicable after detection.

Section 2. PROCEDURE FOR REQUESTING WATER LOSS ADJUSTMENTS

- A. User shall file a written request for billing adjustment on Leak Adjustment Request Form provided by the District's office, in which the cause of the water loss is described and the repair or repairs made to the user's private service line are described. Proof shall be submitted to demonstrate full leak repair within thirty (30) days of knowledge of the leak.

- B. In order to qualify for an adjustment, the leak must be repaired within thirty (30) days of knowledge of the leak, and the Leak Adjustment Request Form must be returned to the District's office within sixty (60) days of knowledge of the leak, along with copies of the repair bills or receipts for parts required to fix the leak. If the form and supplemental information are not received within the sixty (60) day limit, the user will be responsible for the entire amount of leak consumption.

- C. If the District's office authorizes a water loss credit, then an adjustment shall be calculated.

- D. The District's office shall determine the amount of water consumed by the user during the period of the water loss in excess of the average amount of water used for the same period in the three calendar years preceding the water loss. For purposes of calculating the water loss adjustment, it shall be deemed that the average amount of water consumed in the same period over the preceding three calendar years shall be the ordinary and normal water usage by the user. If less than three years of record are available for a user, the average amount consumed in the same period over the available years of record shall be the ordinary and normal usage by the user.

- E. The cost of water for the user's ordinary and normal usage shall not be subject to a water loss adjustment and will be billed at the District's regular rate. The cost of water for the excess usage attributed to leaks in the user's private service line shall be eligible for an adjustment allowance and will be billed at the wholesale unit cost of that water times a factor of 1.25.

- F. The sum of the cost for ordinary and normal water usage plus the cost for excess usage will be the new amount for the bill and will be subtracted from the original bill to provide the amount of the credit. The credit will be applied to the user's account and show on the next bill. Notification of the approved leak adjustment will be mailed to the user within two weeks of the next billing date.

- G. Payment arrangements may be made available upon user request. When arranged payments are not made in a timely manner the account will receive late notices, late fees and/or be subject to shut-off for non-payment.

- H. No adjustment allowance will be made for any excess usage occurring outside of the schedule noted in Sections 2.A and 2.B.

Section 3. APPEAL PROCESS

- A. A user may appeal the District's decision to the Board of Commissioners when the District office determines that the user does not qualify for a leak adjustment or if the user disagrees with the amount of the leak adjustment.
- B. A user who chooses to appeal the decision must notify the District of their desire to appeal either by phone or by submitting a written request. The user must indicate the reason for their appeal and include information supporting the appeal. The District will notify the user of the date the Board of Commissioners will consider the appeal.
- C. The following information is required for an appeal:
 - 1. User's name, address, and phone number.
 - 2. A copy of the water bill(s) in
 - 3. A copy of the completed leak adjustment form (including receipts).
 - 4. A copy of the District's decision.
- D. The Board of Commissioners will review the user's appeal at the next regular monthly meeting. The District will convey the Board's decision in writing to the user within thirty (30) days of the review. All decisions of the Board of Commissioners are final.