

GASQUET COMMUNITY SERVICES DISTRICT WATER LEAK BILL ADJUSTMENT POLICY

LEAK DEFINED

A leak is defined as an unintentional water loss caused by broken pipes or damaged plumbing equipment at a customer's residence or building associated with water delivery from the service district.

Concerns will be noted if this has been an on-going problem with the customers water system.

Upon notification the Water Superintendent will determine with the customer if the extra consumption is due to a water leak and that the leak meets the service district criteria for customer water leaks.

The district will not make an adjustment for leaks not fixed **(ASAP) AND NO FORGIVENESS IF LEAK NOT FIXED IN 30 DAYS** , or water usage resulting from leaking commodes, dripping faucets, malfunctioning appliances or similar situations.

LEAK ADJUSTMENT CALCULATIONS

Leak adjustments to water account billings are limited to the volume charges for water use and are based on the average monthly use. The credit to the customer's account will be 50% of the excess water use leaving 50% of the cost to be paid by the customer.

Leak adjustments will be presented to the Board of Directors for approval. The Water Superintendent will have the discretion to offer adjustments in extraordinary or unique situations outside of this policy. The Board of Directors will review all adjustments during the monthly Board meeting.