

MANCHESTER WATER DISTRICT
Resolution No. 2024-06

**A RESOLUTION REPEALING AND REPLACING RESOLUTION
2003-12, REVISING THE DISTRICTS POLICY FOR LEAK
ADJUSTMENT CREDITS**

WHEREAS, the Manchester Water District (District) Board of Commissioners adopted prior Resolutions, policies, and practices for the granting of credits for leakage adjustments past the water meter assembly and within the customer-owned water system; and

WHEREAS, the District has determined that revision of its Resolutions, policies, and practices is necessary in considering when and to what extent leak adjustment credits will be applied; and

WHEREAS, the District reaffirms that it is not responsible for leakage or water use beyond the water meter assembly and that the customer is responsible for the proper maintenance and repair of the customer-owned water system; and

NOW THEREFORE BE IT RESOLVED that the Board of Commissioners of the Manchester Water District hereby adopts the following Leak Adjustment Policy which shall be applicable to all customer requests meeting the criteria and conditions set forth below for credits to their accounts due to water leakage or inadvertent use:

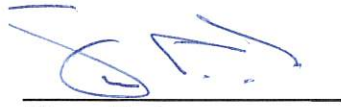
1. The customer experiences a bona fide leak or excess water use within the customer-owned water system that lies beyond the District owned water meter assembly.
2. The leak or excess water use is acknowledged by District staff and its repair verified by District field visit and/or documentation by the customer attesting to its repair including, but not limited to materials receipts, photos, and/or other methods of documentation.

3. The customer completes repair of the leak within 30 days of receiving the bill that reflects the leakage amount or 30 days from the time they were notified of a possible leak.
4. The Customer submits a completed Leak Adjustment Request form to the District no later than 60 days after said billing date. In no event shall credits be considered for consumption beyond two billing periods (4-months). All billing payments must be kept current to avoid late payment penalties.
5. A leak adjustment credit for excess water use may be issued only **once** every 3-years for the property regardless of: (a) multiple leaks occurring during that period from different portions of the customer's system; or (b) the property is owned or occupied by different persons during that time. Additional leak adjustment credit requests within 3-years of a previously approved leak adjustment credit will not be approved by the General Manager and the denial of such adjustment cannot be appealed to the Board.
6. The credit amount shall be based on the excess amount of water used beyond the customer's average use during similar billing periods. The excess usage will be computed using the lowest usage rate tier and is in addition to the average bill, plus any late fees or other charges that appear on the bill that are not part of the qualifying leak adjustment. The fixed Base-Rate charge does not qualify for adjustment under this policy.
7. Except as set forth in Section 5 above, a customer may appeal any portion of this policy directly to the Board. An appeal must be made in writing 10-days prior to the meeting for which the item is requested to be placed on the agenda. Appellants must be physically present, or attending via Zoom, at the scheduled Board meeting to explain and justify their appeal for Board consideration.

THIS RESOLUTION was duly considered and approved by the Manchester Water District Board of Commissioners in a regularly scheduled open public meeting on June 25, 2024.

1. **Ratification.** Any act consistent with the authority granted pursuant to this Resolution occurring prior to the effective date of this Resolution is hereby ratified and affirmed; and
2. **Severability.** The provisions of this Resolution are declared separate and severable. The invalidity of any clause, sentence, paragraph, subdivision, section or portion of this resolution or the invalidity of the application thereof to any person or circumstances, shall not affect the validity of the remainder of the resolution, or the validity of its application to other persons or circumstances; and
3. **Effective Date.** This resolution shall become effective immediately upon adoption and signature as provided by law.

ADOPTED by the Manchester Water District Board of Commissioners on
June 25, 2024.



Steve Pedersen
Board Chair



James E. Strode
Secretary



Robert Ballard
Commissioner