

Leak Adjustment Policy

April 2020

This leak policy has been created to address the issue of offering financial relief to resident water users who have received an inordinately expensive quarterly water bill that was the result of an un-noticed or un-detected leak on the home-owner's side of the water meter and/or DCVA.

Member eligibility for seeking leak adjustment financial relief:

- * Relief will not be considered for leaks caused by a third party.
- * With rare exceptions the member requesting relief must promptly repair the leak as soon as it is noticed/detected.
- * If extenuating circumstances disallow immediate repair, the member must initiate the relief process in a written explanation describing the reason repairs were delayed within 30 days following receipt of the quarterly water bill that indicates the extraordinarily high water consumption.
- * The member must prepare and submit a letter requesting financial relief to the Treasurer within 30 days of receipt of the quarterly water bill in question that includes the following information:
 - The date the leakage was noticed/detected.
 - The nature of the water leakage.
 - The date the leakage was repaired. The date of repair can be established by the resident presenting either an invoice from a plumber or other contractor who performed the repair **or** a date/time stamped photo of the DIY repair made by the owner along with any dated invoices/receipts proving purchase of parts or other services that corrected the repair.
- * All prior HHWC balances must be paid in full.
- * The member must submit payment in a timely manner of at least the quarterly base rate for the quarter in question in order to be considered for a leak adjustment credit.

Process/protocol for Leak Adjustment Credit:

- * All of the requirements listed in the previous section must be satisfied.
- * The discrepancy between the rate of water consumption for the connection under consideration for leak adjustment financial relief is greater than the average usage for the same quarter in the previous two years by at least 50%.
- * The dollar amount of the increased usage exceeds the average cost for the same quarter in the previous two years by at least \$25 above the current base rate.

* The Treasurer will present the request for financial relief to the board at the next regular meeting following receipt of the request.

* The board will determine if the member has satisfied the above requirements and, in the absence of a finding by the board that the leakage was caused by the gross negligence of the member, relief will be granted as follows:

* The board may approve a credit on the next quarterly invoice up to a maximum of 50% of the overage. Payment of the amount billed for normal usage is due on the invoice due date. Payment of the balance of the overage is due (without penalty) within 60 days of the date of notification of relief.

* The board will not consider financial relief for more than two leaks in a three-year period.