

## Big Lagoon Community Services District Bill Adjustment Policy

There shall be an adjustment in a customer's water bill, during one billing cycle per 12-month period only, for water which is metered but unused because of a water leak on the owner's side of the water meter.

Approval of an adjustment shall be made where:

- a) it is determined that the leak was caused by occurrences or events beyond the reasonable control of the property owner. Examples of events beyond the reasonable control of the property owner are: a "hidden leak," which is a leak that is hidden from view that produces no visible or audible signs that would alert a person to the presence of the leak, damage resulting from an earthquake, damage from a tree falling over and damaging a water line, the failure of a pressure regulator, or a broken internal pipe or appliance within the home where there is no reasonable way to determine that a break has occurred. This is not an exhaustive list of events that are beyond the reasonable control of the property owner.
- b) the water usage exceeds twice the billing cycle average for the past 12 months
- c) the leak is fixed as quickly as possible and repairs were made within fourteen (14) calendar days of the discovery of a leak
- d) the property owner provides proof of repair to the Board, which may include a contractor's invoice, plumber's invoice, receipts, or photos of the repair
- e) all outstanding water bills have been paid and the account is in good standing
- f) the property owner has requested an adjustment to her/his bill no later than thirty (30) days following the billing cycle during which the leak was discovered

The adjustment shall be a forgiveness of not more than one-half of the customer's water bill for the billing cycle during which the leak is discovered and the adjustment will impact only the water usage portion of the bill. The fixed costs for that billing cycle will not be adjusted. The adjustment will be based on the same billing period during the prior year to reflect seasonal fluctuations in water usage. There is a \$500 cap on the amount of adjustments permitted and all decisions by the Big Lagoon Community Services District Board are final.

Requests for adjustments due to circumstances that are within the reasonable control of the property owner will not be considered. Some examples of what is considered to be within the reasonable control of the property owner are: a garden hose that has inadvertently been left running, a broken landscape irrigation system or clock malfunction, ongoing long-term root intrusion into pipes that is documented and well-known to members of the community services district. This is not an exhaustive list of circumstances that are within the reasonable control of

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the property owner. There will be no adjustments if the overage is the result of a leak from a swimming pool or spa, fishpond, or other decorative water feature. There will be no adjustment in the instance of theft or vandalism. No adjustment will be granted when a claim for insurance reimbursement covers the cost of the bill due to water overage.

For its part, the Big Lagoon Community Services District, upon the discovery of a leak and at the request of the property owner, will turn off the water supply to the meter in a timely fashion, and will respond no later than four (4) hours following a property owner's request. If the leak is discovered and the property owner is unavailable, after twenty-four (24) hours the District may shut off the water supply to the meter and leave information for the property owner (telephone, text, email, written notification on the front door) with instructions about how to get the water turned back on.