

BORREGO WATER DISTRICT

806 PALM CANYON DRIVE
BORREGO SPRINGS, CA. 92004
PHONE: 760-767-5806
FAX: 760-767-5994

Leak Adjustment Request Form

Customer Name: _____ Account #: _____

Service Address: _____

Phone Number: _____ Alt Phone Number: _____

Date Leak Occurred: _____

Location and Details of the Leak:

Repair Date: _____

Details of Repairs (*Attach Repair Receipts / Photos*):

I understand that this request does not automatically approve the adjustment, the request will be reviewed and a decision will be made by the District; during the review period my account must be kept current.

Customer's Signature: _____

Date: _____

FOR OFFICE USE ONLY:

Adjustment Qty (units): _____

Verified By: _____

Date: _____

Approved/Denied By: _____

Date: _____

Entered By: _____

Date: _____

Credit Amount: \$ _____

Once every five (5) years, the General Manager and/or his/her designee is authorized at their discretion to make adjustments to variable/commodity water charges for a billing period in which an apparent water loss occurred resulting from a leak, equipment malfunction or unintentional use in their private plumbing and irrigation systems in accordance with the following criteria:

- a. The customer must not have received an adjustment at the same property under this policy in the past 60 months. Residents of master metered, multi-unit properties are eligible for a once in a lifetime adjustment at the same address.
- b. The customer must notify the District of the situation on their property within 20 days from the bill date that reflects the leakage.
- c. A District Leak Adjustment Request form must be properly completed by the customer and submitted to BWD with required documentation within 25 days of the statement date of the bill in question.
 - a. Required documentation consists of photographs and any invoices associated with the repair
- d. Only one billing period will be considered for an adjustment. However, in certain circumstances, the General Manager may at his/her discretion, grant a two month adjustment or exception.
- e. Adjustments are calculated as follows: It is incumbent upon the District to recover the power portion of direct expenses (Power Rate @ \$current rate), incurred based upon actual meter flows and shall be charged on the volume of water that is in excess of the past 12-month average as shown below:

Scenario:

Customer consumption = 100 units

Average Consumption Past 12 months = 50 units

Original Bill: 7 Units @ Tier One + 15 Units @ Tier Two + 78 @ Tier Three = \$523.37

New Bill: 7 Units @ Tier One + 15 Units @ Tier Two + 28 @ Tier Three 50 Units @ Power Rate = \$298.37

Reduction = 57% from Original Bill

- f. No adjustments shall exceed \$2,500.
- g. No adjustments will be given if BWD determines excessive water flow was caused by the customer's negligence or non-responsiveness to warning signals such as higher water bills, leak notifications, visible water, or other factors that should have made the customer reasonably aware of existence of broken pipe and/or plumbing fixture.
- h. No adjustments will be given if a third party is responsible for water loss at the customer's property. ie: landscaper / groundskeeper / pool service provider.
- i. Eligible items to be considered for an adjustment include: Water heater leak, main line break, faulty irrigation timer or valves, act of nature.
- j. Non-eligible adjustment requests include but are not limited to:
 - a. Unattended or forgotten faucets, nozzles and hoses.
 - b. Dripping faucets and other home maintenance items
 - c. Leaking toilets
- k. An adjustment will be made only after repairs are made and it is reasonable to predict that the loss will not occur again.
- l. BWD is not responsible for any leak due to lack of notification and no adjustment will be given for this reason. It is the customer's responsibility to determine leaks and/or excessive water use.
- m. Payment plans will be considered upon request for customers who do not qualify for a leak adjustment.
- n. The General Manager is not obligated in his/her sole discretion to grant any adjustment