



# Scotts Valley Water District

P.O. BOX 660006 · SCOTTS VALLEY, CA 95067-0006

Phone: (831) 438-2363 · Fax: (831) 438-6235

Email: [contact@svwd.com](mailto:contact@svwd.com)

## One-Time Leak Adjustment Policy Guidelines

April 15, 2010

1. The customer must present a written request for a one-time leak adjustment credit to the District no later than 30 days after the end of the billing period during which the customer repairs the leak. The request must state the time period, extent, and circumstances of the leak and include receipts showing that the leak has been repaired.
2. A leak adjustment credit will be approved only for a leak that is outside the customer's direct control and will not be approved for private plumbing corrective measures that should be employed as a routine matter of sound water conservation practice. A burst underground pipeline would be an example of a situation that would typically be eligible for a leak adjustment credit. Examples of situations not eligible would include leaky toilets, dripping faucets, burst hoses, unattended nozzles, faulty irrigation valves, damaged irrigation sprinkler heads, or repetitive leaks within the customer's water system indicative of a need for comprehensive plumbing repair.
3. An adjustment credit will not be approved for a leak caused by the customer's contractor or by any other third party. The District will supply water usage and billing records for the customer's use in claiming damages from such third party.
4. When qualifying, the customer will receive a leak adjustment credit for up to two billing periods to be calculated as follows: the amount of water used during the leak period will be compared to the amount of water used at the same time the previous year, and the cost for 75% of the difference in water used will be credited to the customer's account. An alternate method for calculating the credit may be used if necessary to achieve a result that more accurately reflects the nature, extent, and responsible repair of the leak.
5. Personal, family or financial difficulties, loss of prospective profits, discretionary standards of property maintenance, and other subjective factors are not conditions that justify approval of a leak adjustment credit.
6. In any situation in which the justification for a leak adjustment credit is based upon the malfunction, breakage or failure of a component of the customer's water service system, no credit shall be approved unless the repairs or replacements have been performed in compliance with all District regulations and standards.
7. Each leak adjustment credit request will be considered on its individual merits, and no prior decision will be considered to have set a precedent for denial or approval of subsequent credit requests.
8. The General Manager has final authority to approve or disapprove the one-time leak adjustment credit by adhering strictly to the provisions set forth above. The General Manager will approve an exception to these provisions only in extraordinary circumstances and only upon a written finding that the exception would not result in a special privilege of the recipient not enjoyed by another District customer facing similar circumstances and would not otherwise materially impair the purpose or intent of District rules and regulations.