



POLICY TITLE:	Residential Sewer Billing Adjustment for Leaks During the Months of December-March Policy	
POLICY #: 2002	ADOPTED DATE: July 18, 2017 President: Jim Lieberman	REVISION DATE: President:

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date. This version of the Policy supersedes all other previous versions.

2002.1 Purpose and Scope:

The purpose of this policy is to provide Hidden Valley Lake Community Services District (District) with a written policy regarding sewer billing adjustments for water leaks during the months of December-March on the customer (or property) side of the meter, or significant abnormalities in water consumption. For this policy, customer is defined as residential water user.

Sewer rates are calculated by averaging the indoor water usage during the months of December-March. A significant leak could set a sewer rate higher than what would be considered normal. Adjustments pursuant to this policy will deliver a fairer and more accurate sewer rate for the following fiscal year.

2002.2 Policy:

Customers are responsible for the service and fittings to the Water Utility System beginning at the coupling on the customer's side of the meter. Leaks in the line which are the responsibility of the customers must be repaired by the customer, solely at their expense. No adjustment or credit will be applied to the water bill for the customer.

The customer is responsible for monitoring higher than expected usage. Customers must investigate higher than expected usage to determine if the usage was caused by a property side leak. Upon request, District staff will provide a no charge, on site visit. Customers should promptly repair leaks.

2002.3 Residential Sewer Rate Adjustment Criteria:

The General Manager, or designee, may adjust the water use calculation to establish the sewer bill for the fiscal year following the December-March averaging months when all of the following requirements are met:

1. Applications must be received by Hidden Valley Lake CSD within 30 days of the discovery of a leak or resulting water loss.
2. The leak must occur during the winter averaging months of December through March.
3. A leak includes all leaks that may impact the sewer rate fee.

4. Verification of the leak must be confirmed by:
 - a. Providing a copy of the repair bill or other invoices/receipts related to the repair,
AND/OR
 - b. Confirmation by an on-site inspection by a representative from the District.
5. The customer's account must be in good standing at the time of the Residential Sewer Billing Adjustment Application submission. The General Manager has the discretion to consider special circumstances on a case-by-case basis consistent with the goals and objectives of this policy.
6. The property owner is responsible for any necessary repair.
7. The adjustment will not exceed 1 billing period or 30 (thirty) days.
8. Adjustments are limited to the next fiscal year's sewer rate only.

2002.4 Procedures:

Upon approval of the application by the General Manager or designee, the highest usage month will be eliminated from the winter averaging months of December through March and the average will be determined by averaging the remaining three months. The adjusted average will be applied to the account to determine the sewer rate for the following fiscal year.

Leak adjustments are not available during any declared local, regional, or statewide water shortage or drought emergency or during any drought or other period when water use restrictions are in effect.