



# Hidden Valley Lake Community Services District

19400 Hartmann Road  
 Hidden Valley Lake, CA 95467  
 707.987.9201  
 707.987.3237 fax  
[www.hvlcsd.org](http://www.hvlcsd.org)

## RESIDENTIAL WATER LEAK BILLING ADJUSTMENT APPLICATION

If you have a property side leak and your water bill is high (as defined below), please review the *Residential Water Leak Adjustment Policy*, fill out this form, and promptly submit to HVLCSD.

This application provides the opportunity for qualified residential customers to receive a billing adjustment due to a leak resulting in high usage. In order to qualify, all criteria must be met, and the form filled out in full.

Customer Name:	Date:
Property Address:	Mailing address (if different):
Phone:	Email:
Date leak detected:	Date leak was repaired:
Repair invoice included: <input type="checkbox"/>	Leak repair confirmed by HVLCSD: <input type="checkbox"/>

### Water Leak Adjustment Program:

Rules governing the Residential Water Leak Billing Adjustment Application are outlined in the *Residential Water Leak Adjustment Policy*. If you need additional information, please call us at (707)987-9201. To complete the application for a water leak adjustment, please submit this form and any accompanying documentation to: Hidden Valley Lake Community Services District (District) at the address shown above.

Upon receipt of a complete and correct Residential Water Leak Billing Adjustment Application, the District will review the account for compliance with the program conditions. (Please see the back of this form for the program conditions.) If the program conditions are met, and approved, the General Manager (or designee) will provide an adjustment.

I certify that I understand the requirements in this form and that to the best of my knowledge the above information is true.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

FOR DISTRICT USE ONLY	
Account#:	Notes:
Date:	
Approved: _____ Denied: _____	
Accounting Supervisor:	
General Manager:	
Date Customer Notified: _____ Staff Initial: _____	



## Residential Water Leak Billing Adjustment Criteria

The General Manager, or designee may adjust water billings when all of the following requirements are met:

1. Customer shall notify the District and complete the Residential Water Leak Billing Adjustment Application within 30 days of the discovery of a leak or resulting water loss.
2. 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.
3. The policy permits only one property side leak adjustment in each 24-month period.
4. Leaks that are eligible for homeowner's insurance will not be considered.
5. The customer's account must be in good standing at the time of the Residential Water Leak 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 side billing adjustment shall be limited to one billing period. For example, if a leak persisted over more than one billing cycle, the customer shall only receive relief for excess water usage that occurred during one billing cycle, subject to Paragraph 9 below. The billing cycle is 30 days.
7. The district determines excess usage as 2 times greater than the normal consumption in one billing period. Normal Consumption shall be determined by using historical averages when available.
8. Adjustments are limited to the water usage portion of the bill only. Fixed service and meter charges are not subject to adjustment.
9. Adjustments are not to exceed 50% of the cost for water delivered in excess of the customer's normal usage and which does not include fixed service or meter charges. No adjustment shall be made for any charge, penalty, or fee not based on the quantity of water delivered.
10. Upon approval of the application by the General Manager or designee, the adjustment will be applied to the forthcoming water bill as a credit to the account; no refund check will be issued. The District will absorb 1/2 (50%) not to exceed \$500.00 of the overages for water delivered in excess of average usage (as determined by a review of the customer's account).

**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.**