



# Hidden Valley Lake Community Services District

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## RESIDENTIAL SEWER RATE ADJUSTMENT APPLICATION

If you had a leak during the winter months (December-March), please review *the Residential Sewer Rate Adjustment for Leaks During the Months of December-March Policy*, fill out this form, and promptly submit to HVLCS D.

This application provides the opportunity for qualified residential customers to receive a reduced monthly sewer rate. In order to qualify, all criteria must be met and the form filled out in full.

Name:	Date:
Property address:	Mailing address: (if different):
Daytime phone:	Alternate phone:
Date leak detected:	
I certify the leak was repaired on:	Signature:
I have included a copy of the repair invoice OR <input type="checkbox"/>	HVLCSD has confirmed the leak and the repair <input type="checkbox"/>

Rules governing the Sewer Rate Adjustment Program are outlined in *the Residential Sewer Rate Adjustment for Leaks During the Months of December-March Policy*. If you need additional information please call us at 707-987-9201. To complete the application for a sewer rate leak adjustment, please submit this form and any accompanying documentation to: Hidden Valley Lake Community Services District at the address shown above.

### Adjustment

Once submitted to HVLCSD, approval by the General Manager (or designee) will eliminate the highest usage month within the winter averaging period for the calculation of the sewer base rate for the following year.

**Hidden Valley Lake Community Services District**  
**Residential Sewer Rate Adjustment for Leaks**  
**During the Months of December-March**  
**Policy**

**Purpose:**

The purpose of this policy is to provide Hidden Valley Lake Community Services District (District) with a written policy regarding sewer rate 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 more fair and accurate sewer rate for the following fiscal year.

**Introduction:**

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 must repair leaks within 30 (thirty) days of the leak detection.

**Billing Adjustment Criteria:**

The General Manager, or other person delegated the responsibility by the General Manager, may adjust the water use calculation to establish the sewer rate 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 bill date for the period in which the loss occurred.
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  
OR
  - b. Confirmation by an on-site inspection by a representative from the Hidden Valley Lake CSD.
5. The property owner is responsible for any necessary repair.
6. The adjustment will not exceed 1 billing period or 30 (thirty) days.
7. Adjustments are limited to the next fiscal year's sewer rate only.

**Procedure:**

Upon approval of the application by the General Manager or other person delegated the responsibility by the General Manager, 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.