

## Hidden Valley Lake Community Services District

### Bill Adjustment for Leaks Policy

#### **Purpose:**

Hidden Valley Lake CSD will assist customers who have experienced qualifying leaks by allowing a partial bill adjustment.

#### **Policy:**

To qualify for an adjustment, the customer must meet the following requirements:

1. Applications must be received by Hidden Valley Lake CSD within 30 days of the billing date. Applications received more than 30 days from the bill date will not be considered.
2. Verification of the leak must be confirmed by:
  - a. Providing a copy of the plumbing bill or other invoice related to the repair OR
  - b. Confirmation by an on-site inspection by a representative from the Hidden Valley Lake CSD.
3. The leak must be undetectable by the homeowner. (No adjustment will be granted for plumbing leaks which should be considered a household maintenance responsibility; leaks that are eligible for insurance payment will not be considered.)
4. Commercial irrigation system accounts are not eligible for adjustment.
5. There will be one underground leak adjustment granted, per account or address within a 3 year period. If the leak is not repaired properly or if another leak appears within 3 years, no additional adjustment will be granted.
6. The property owner is responsible for any necessary repair.
7. The property owner is responsible to keep the water account current to avoid late charges or service termination.
8. The adjustment will not exceed 1 billing period or 60 days.

#### **Procedure:**

Upon approval of the application by the General Manager or designee, any adjustment will be applied to the forthcoming water bill. Credit will be applied to the account; no refund check will be issued. Hidden Valley Lake CSD will absorb ½ (50%) of the overage fees for water delivered in excess of average usage (as determined by a review of the customer's account.)

# Hidden Valley Lake Community Services District

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 www.hiddenvalleylakecsd.com



## APPLICATION FOR BILL ADJUSTMENT FOR LEAKS

NAME:	DATE:
PROPERTY ADDRESS:	
MAILING ADDRESS (IF DIFFERENT):	
DAYTIME PHONE:	ALTERNATE PHONE:
DATE LEAK DETECTED:	
I CERTIFY THE LEAK WAS REPAIRED ON:	SIGNATURE:

### POLICY INSTRUCTIONS:

1. Applications must be received by Hidden Valley Lake CSD within 30 days of the billing date. Applications received more than 30 days from the bill date will not be considered.
2. Verification of the leak must be confirmed by:
  - a. Providing a copy of the plumbing bill or other invoice related to the repair OR
  - b. Confirmation by an on-site inspection by a representative from the Hidden Valley Lake CSD.
3. The leak must be deemed undetectable by the homeowner. (No adjustment will be granted for plumbing leaks which should be considered a household maintenance responsibility; leaks that are eligible for insurance payment will not be considered.)
4. Commercial irrigation system accounts are not eligible for adjustment.
5. There will be one underground leak adjustment granted, per account or address within a 3 year period. If the leak is not repaired properly or if another leak appears within 3 years, no additional adjustment will be granted.
6. The property owner is responsible for any necessary repair.
7. The property owner is responsible to keep the water account current to avoid late charges or service termination.
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<b><u>FOR DISTRICT USE ONLY</u></b>	
Account #:	Notes from Service Order:
Date:	
Current Meter Read:	
Read By:	