

TPUD Leak Adjustment Policy

2.4.6 Adjustments

Certain staff have the authority to grant adjustments when it is demonstrated that the cost of continuing to deny the customer's request substantially exceeds the amount in dispute and results in reduced customer satisfaction.

Authority Levels:

CFO/Operations Manager	Up to \$1,000 each occurrence
Accountant	Up to \$ 250 each occurrence
Customer Service Representative	Up to \$ 75 each occurrence

- a) In the case of incorrect application of rates, stuck meters, or clerical errors, retroactive billings will be made for the previous six billings on monthly-billed accounts, or three billings on bimonthly-billed accounts. In the case of billing to the wrong customer due to meter misidentification, adjustments will be made three years back. Adjustments made in these instances shall be made to the correct billing amount and are not subject to the Authority Levels stated above.

A final balance (debit or credit) of less than one dollar may be routinely written off by the District. When it has been determined that a customer has received unmetered service or when the customer has caused the service furnished to be improperly or inaccurately metered, the District may render bills for such service based upon its reasonable estimate of the service actually furnished for the full period during which the service was unmetered or improperly metered, or as provided in Section 2.3.9. However, in those cases where the premises have been remodeled resulting in a situation whereby more than one customer is served by one meter, no adjustments will be made and the account customer of the premises shall be required to assume responsibility for the billing effective the last regular reading date unless another person agrees in writing to assume full responsibility for the billing.

- b) A customer may be eligible for an adjustment to their water bill in the event of a loss of water through abnormal conditions when the cause is deemed by the District to have been undetectable and not resulting from a lack of normal maintenance by the customer. No adjustments shall be made in water charges for losses resulting from customer negligence, improper operation of plumbing by the customer, and/or failure of the customer's plumbing system. The section of service line qualifying for a potential leak adjustment is between the point of delivery at the meter box and the house or facility. Taps off the service line, and any leaks resulting from such taps (such as, but not limited to, irrigation, swimming pools,

outdoor hose bibs), would not be eligible. The date that qualifies as “official notification” of a leak varies depending upon the circumstances.

- (1) If a District employee identifies a potential leak, a phone call will be made to the customer or written notification will be mailed. A door hanger may also be left in a prominent place at the residence. The date of the telephone call or letter will serve as the “official notification” date.
- (2) If the customer contacts the District regarding the possibility of a leak, a visit to the site address will be initiated. Upon verification of a qualifying leak, a letter will be mailed to the customer. The date of the letter will serve as the “official notification” date.

Once a leak has been identified, the customer will be provided with a ten (10) day period to contact the District to advise that repairs have been scheduled during which the adjustment period will continue.

The time period during which a customer could expect to receive an adjustment is from the “official notification” date back to the previous billing period and forward to include the ten (10) day period allotted to contact the District to advise that repairs are scheduled.

The customer’s water account will be adjusted by 100 percent for the excess amount of water used during the eligible time frame, as long as the amount is not over \$1,000. Amounts exceeding \$1,000 may only be approved by the Board of Commissioners.

The methodology for determining excess amount of water over normal consumption will be determined by the previous years’ history for an existing customer; an average use of 1,000 cubic feet per month will be used as the “normal use” base for new customers or customers without sufficient consumption history.

A customer is eligible for one leak adjustment per service address, per twenty four (24) consecutive months, from the time of a previous leak adjustment.

The CFO or his/her designee will be responsible and accountable for authorizing adjustments.

No adjustment shall be made in the water billing by reason of freezing.