

# WEST SLOPE WATER DISTRICT

## RESOLUTION NO. 07-2023

### A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE WEST SLOPE WATER DISTRICT TO ADOPT REVISIONS TO THE DISTRICT'S CUSTOMER LEAK ADJUSTMENT POLICY

**WHEREAS**, the West Slope Water District (District) is not responsible for water leakage and the cost of water loss from the District water meter to the customer's tap; and

**WHEREAS**, the District understands that service line breaks and home water infrastructure failures can occur and not be detected by the customer until the District water meter is read; and

**WHEREAS**, an undetected service line break or other source of water loss may place a financial burden upon the customer; and

**WHEREAS**, the current policy was adopted by the Board of Commissioners as Resolution #01-2020 on January 15, 2020.

**BE IT RESOLVED** the District's current leak adjustment policy will be amended as stated below.

**BE IT FURTHER RESOLVED** the following leak adjustment policy shall take effect **August 17, 2023**:

- 1) The intent of this District policy is to provide some financial relief to customers who receive a high water bill resulting from a water leak at their property.
- 2) A water leak or water leakage is defined as any water lost on the customer's side of the District water meter resulting from a condition where repair and/or replacement of infrastructure (service line, interior plumbing, fixtures, etc.) is required to terminate the water leak.
- 3) Any District customer may apply and be considered by the District to receive an adjustment to their current water bill according to this policy.
- 4) To be eligible for a water leak adjustment, the customer is first required to promptly resolve the water leakage at the customer's own expense (The District is not fiscally responsible for repairs or replacements needed on the customer side of the District water meter).
- 5) Once the repairs are complete, the customer is responsible for requesting a water leak adjustment from the District in writing either at the District office or through the District's web site at [www.wswd.org](http://www.wswd.org) within two billing cycles of when the repairs have been made to terminate the water leakage.
- 6) The leak adjustment request must include a statement of where the leakage occurred and what steps were taken (what work was done) to terminate the water leakage.


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- 7) Water usage resulting from conditions that did not involve repairs or replacements (such as leaving an outdoor watering hose or irrigation sprinkler system on too long) are not eligible for a water leak adjustment by the District.
- 8) No more than one water leak adjustment shall be granted to a customer during a rolling 24-month period.
- 9) The water leak adjustment credit excludes the fixed service charge(s) portion of the bill and normal historical water use during the billing period.
- 10) The customer's cost for infrastructure repairs (materials and labor) or damage done to other property as a result of the customer's water leak is not eligible for reimbursement by the District.
- 11) Upon receiving a water leak adjustment request, the District will calculate a water leak adjustment credit using a wholesale rate credit. The credit is applied to 100% of consumption units over typical use, using the rate difference between retail and wholesale rates, thereby the customer will only pay the wholesale rate for units related to the leak. The District will apply the water leak adjustment credit to the customer's account to offset future water bills.
- 12) The leak adjustment credit shall not exceed \$5,000.
- 13) The customer has the right to appeal the District's leak adjustment decision to the District Board of Commissioners at their next regular meeting.

INTRODUCED AND ADOPTED THIS 16<sup>th</sup> DAY OF AUGUST, 2023

**WEST SLOPE WATER DISTRICT**

By   
Susan Meamber, Chair

ATTEST:

By   
~~Ramesh Krishnamurthy, Treasurer~~  
Andy Smith for Ramesh Krishnamurthy