REGULATIONS OF THE SOUTHWEST REGIONAL WATER DISTRICT

REGULATION NO. 2014-001

ADJUSTMENT OF WATER CHARGES FOR CUSTOMER'S WATER LOSS DUE TO DOCUMENTED LEAK

Pursuant to the authority of the Board of Trustees to establish rates and charges for the use of a water resource project of the District, and to adopt reasonable regulations for the governance of the District, the General Manager shall have the authority to make adjustments to a customer's charges for water to reflect water loss due to documented leaks in the customer’s service line or interior plumbing system.

1. Upon a residential customer providing satisfactory evidence that the Customer suffered a water loss from a leak in the Customer’s service line or interior plumbing system which resulted in a monthly charge for water service which was at least double the Customer's average monthly water charge, and that the Customer has caused such leak to be repaired within seven days after the existence of the leak became known, or should have become known, to the Customer, the General Manager may reduce the Customer's monthly charge by $1.75 per thousand gallons of water usage billed which is in excess of two hundred percent (200%) of the Customer’s average monthly water charge.

2. If after the effective date of this regulation but prior to the date of the Customer’s discovery of a qualifying water loss, a Customer has paid a leak protection fee in the amount of $125.00, the reduction for a qualifying water loss from a documented leak in a customer's water service line (between the District's meter and the Customer's house) shall be one hundred percent (100%) of water usage billed which is in excess of two hundred percent (200%) of the Customer's average monthly water charge; provided, however, that:
   a. Leak protection shall be limited to ½" residential service connections for owner-occupied residences.
   b. A customer desiring leak protection shall file a Leak Protection Application, in the form attached hereto, with the District, and shall pay a Leak Protection fee in the amount of $125.00.
   c. Leak protection shall be in effect for a period of three (3) years commencing 30 days after the District's approval of the Customer's Leak Protection Application; District will provide the customer of written notice of such approval.
   d. The maximum cumulative reduction during any three (3) year leak protection term shall be $2,000.00.
   e. If all charges for water service have been paid in full, leak protection shall be transferred to a new owner of the subject property for the remainder of the leak protection term; leak protection shall NOT be transferable to another property.
   f. Once a customer's Leak Protection Application is approved, the leak protection fee shall not be refundable. If a Leak Protection Application is denied, the District will refund the fee to the customer unless the customer corrects the
condition(s), which led to the denial, and requests the District to reconsider the application.

A customer seeking a leak protection adjustment must provide the District with satisfactory evidence that the leak was promptly repaired as required by this Regulation; such evidence may include, but is not necessarily limited to, copies of a plumber's bill for repairing the leak, or of receipt(s) for materials used to repair the leak. The District reserves the right to inspect the customer's property to ensure that the leak has been properly repaired.