



Program

Type:	Water Use Efficiency		
Title:	Leak Adjustment		
Description:	Establishes procedures for water bill adjustment due to the leaks		
Review Date:	12/08/22	Initial Date:	02/11/16
Review Cycle:	NA	End Date:	12/31/22

Leaks occasionally occur that are outside of the customer's control resulting in an unusually high water bill. Water bill adjustments due to leaks (leak adjustment credits) are granted on a case by case basis.

To request a leak adjustment credit, the customer must submit a leak adjustment form to the District at 2 Civic Center Drive, Scotts Valley, CA 95066 or by email to contact@svwd.org.

Leak adjustment credit:

- May be requested only for the most recent billing period(s)
- May be granted for up to two billing periods depending on the time and circumstances of the leak
- Is granted not more than once in any five year period for each account that has i-Meter and access to WaterSmart
- Is granted not more than once in a year for each account that does not have i-Meter and access to WaterSmart
- Is applied as a credit on the customer's water bill.

During a pending leak adjustment request, the customer must continue to make timely water bill payments to avoid late fees and penalties. The minimum payment during such period is based on the average water bill for the account.

Customers who submit proof of repair are eligible for a credit in the amount of seventy five percent (75%) of the cost of excess water used (excluding the basic service charge). The following documents are accepted as a proof of repairs: 1) repair bill, or 2) receipt for repair parts and photo depicting the repair.

Customers who do not submit proof of repair are eligible for a credit in the amount of fifty percent (50%) credit of the cost of excess water used (excluding the basic service charge).