



Scotts Valley Water District

2 Civic Center Drive Scotts Valley, CA 95066
(831) 438-2363

District Use Only
Acct #
WS #
5 YRS

Leak Adjustment Request

Account Holder Name: _____

Phone: _____ Email: _____

Water Service Address: _____

Date Leak Noticed: _____ Leak Location: _____

How was the leak noticed: _____

Date repaired: _____ Leak Repaired By: _____

In the space below, provide a clear and specific explanation of what appliance, fixture or type of piping was leaking and what steps and materials were used to permanently repair the leak:

Customer must agree to all following terms (initial each):

_____ I understand that if granted, my account will not be eligible for another adjustment for 5 years and that adjustments are granted in the form of account credit.

_____ I understand that I must be in good financial standing with the District to receive an account credit.

_____ I understand that I must register for the WaterSmart customer portal and enroll in automated leak alerts. Information about WaterSmart can be found at www.svwd.org/i-meters.

_____ I understand that the District may reduce the amount of credit issued if a receipt for repair parts, labor, or a photo of repairs made is not included with this application.

_____ I understand that if I appeal a denied application, the general public will have access to the records of that appeal.

Signature: _____ Date: _____

_____ First Name

_____ Last Name

By checking this box and typing my name below, I am electronically signing my application.



Type:	Water Use Efficiency		
Title:	Leak Adjustment		
Description:	Establishes procedures for water bill adjustment due to the leaks		
Review Date:	07/09/21	Initial Date:	02/11/16
Review Cycle:	1 Year		

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).