

# APPENDIX C

<b>Humboldt Bay Municipal Water District</b>		<b>Revision Number</b>	0	<b>Revision Date</b>	
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## RETAIL WATER SERVICE BILLING ADJUSTMENT POLICY

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### 1. POLICY EXPLANATION

This policy details Humboldt Bay Municipal Water District’s (HBMWD’s, The District) administrative actions regarding extending billing adjustments for property-side of the meter leaks to retail water service customers of HBMWD.

### 2. DEFINITIONS

- a) Account Owner (Customer): The individual(s) who is financially responsible for the retail water service utility payment at a location.
- b) Property-side Leak (Leak): means any loss of water due to deterioration of pipes, fittings, or equipment, the existence of which if known or unknown to the property owner or tenant (account owner or customer), and said loss emanated from any point past the coupling on the customer’s side of the water meter, servicing the customer’s property.
- c) Service Discontinuance (Lock-Off): The discontinuance of service at an address by turning off and locking a meter, or the removal of a meter due to non-payment.
- d) Small Balance Account: Any balance on an account of \$25.00 or less may be carried over and added to the next billing period without being assessed a late fee or incurring further collection action.

### 3. PROPERTY-SIDE LEAKS

- a) Humboldt Bay Municipal Water District is responsible for all retail water service equipment up to and including the water meter. Account owners (customers) are responsible for the service and fittings attached to the retail water service beginning at the coupling on the customer's side of the water meter.
- b) Any leaks in the line which are the responsibility of the customer, must be maintained and repaired by the customer solely at their expense.
- c) The customer's service line, including the fittings on the customer's side of the meter, is to be maintained in a state of repair sufficient to allow the removal and replacement of the meter for maintenance. No adjustment or credits will be given for leaks which develop as a result of changing or maintaining the water meter, unless it can be shown that the District was negligent in performing the meter change or maintenance.
- d) The customer is responsible for monitoring their water consumption as reported on their monthly retail water service bill. It is the customer's responsibility to investigate higher than expected usage to determine if the usage was caused by a property-side leak.
- e) A customer who has observed or has actual knowledge of a property-side leak is required to promptly repair the leak.

#### **4. BILLING ADJUSTMENT CRITERIA**

The District may adjust the retail water charges (excluding service charges) on a customer's bill when all of the following requirements have been met:

- 1. Customer shall notify the District of water loss and repair of a leak within 60 days from the bill issuance date for the period in which the loss occurred.
- 2. The customer has not received a property-side leak billing adjustment at any one service address in the past twelve (12) months. The 12-month period begins the first month of the billing period following the billing period for which a property-side leak billing adjustment was received.
- 3. Customer shall pay at least the uncontested portion of the bill in order to prevent past-due charges and possible service discontinuation.
- 4. There must be evidence that excessive use of water was not due to the account owner's (customer's), or their tenant's, willful or neglectful acts. The District will not extend any adjustment for excess water use due to left-on hoses, excessive irrigation (in time or in frequency), or the neglect of wear-and-tear items such as toilet flappers, leaking faucets, water softening systems or any other related water distributing devices.
- 5. The District must be satisfied that the problem that resulted in a request for a billing adjustment has been properly repaired or resolved.

#### **5. BILLING ADJUSTMENTS**

The District shall not extend the due date of a water bill as a result of the customer submitting a request for an adjustment to a bill for a property-side leak. The following billing adjustments will be made once a customer satisfies the billing adjustment criteria:

1. The property-side billing adjustment shall be limited to one adjustment per twelve (12) month period.
2. The property-side billing adjustment shall be limited to two (2) consecutive billing periods.
3. The property-side leak billing adjustment will be calculated on the following criteria:
  - a. Water usage will be adjusted to match the usage of the same month during the immediately previous year.
  - b. If the past years' history is unavailable, the water usage will be adjusted to match the most recent three month average prior to the leak occurrence.

## **6. VARIANCE PROCEDURES**

Variances will be granted, on a case-by-case basis, at the discretion of the District, and upon approval of the Business Manager. The following conditions are among those that may be given consideration in the variance process:

1. Granting a leak adjustment more often than once every twelve (12) months.
2. Granting a leak adjustment for more than two (2) billing periods.