

---

---

## *Bill credits for system leaks*

Applies To:

Metro

Centennial

### Background/Contribution to Mission:

Water customers are billed based on the usage indicated on their water meters. A customer, through no fault of their own, may experience an unforeseen leak, that although correctable in the future may lead to significant excess usage. Due to tiered budget pricing this excess usage may have significant financial impacts on the customer. As a result we may provide the customer with a beneficial partial credit for the additional incremental rates that are assessed for water inadvertently consumed beyond the customers water budget.

### Policy:

It is the responsibility of the customer to locate and repair any leak in their system:

- Residential customers are responsible for any leaks on their side of the curb stop (property line).
- Commercial customers are required to repair any leak from the connection of the service line to the main line.

These leaks will run the gamut from minor leaks to major leaks

A one-time leak credit will be considered in the event of a “**major**” leak. A major leak is one where the excess usage:

- 1) Can reasonably be documented,
- 2) Causes total usage to **exceed 120% of the water budget** during the billing period,
- 3) Results in water lost due to the leak of the greater of 20% of the water budget for the period that the leak occurred or 10,000 gallons per ¾ “ equivalent.
- 4) Is for a first time leak of a specific type at the property (i.e. repeat leaks in the manifold for the irrigation system will not be considered for the leak credit)
- 5) Is not the result of a leak caused by Colorado weather conditions that could have reasonably been foreseen and prevented. (i.e. frozen back flow preventors in March or November)

Examples of major leaks include:

- A continually draining water heater or water conditioner while the customer was away that causes such excessive use to justify utilizing the one-time provision.

- Irrigation leaks in pressurized valves or lines such as in the manifold or valve box will be cause for major water loss and therefore possible leak credits.

Examples of minor leaks include but are not limited to those that normal preventative maintenance would have eliminated such as:

- running toilets
- dripping faucets, etc.
- Irrigation leaks in non-pressurized lines

## Procedures:

All appeals for irrigation leak credits must be in writing within the next billing cycle following the occurrence of the leak. No credits will be granted by phone.

In order to file for a credit, the customers must submit either Form 15-8 or a letter to the attention of the Revenue and Asset Manager that includes the following information:

- Customer name
- Address
- Phone number
- Account number
- Detailed explanation of water loss, including photos or other physical evidence.
- Corrective measures taken to prevent future loss, including receipts for repair costs
- Acknowledgement that this is a one time credit

The Customer Service Division will file a response within 10 business days of receipt of the request for credit. Customers will be notified of the outcome by mail unless they have provided an e-mail or fax number that they want the response sent to.

The Revenue and Asset Manager will review the application using the following criteria:

- That the credit is for a major leak,
- That the leak did not occur as the result of carelessness or lack of preventative maintenance,
- That the leak has been properly documented and that the excess usage occurred because of the leak, and
- That the corrective measures are adequate to prevent similar future leakage.

If the Revenue and Asset Manager determines that the application for leak credit meets the above criteria, the customers bill will be revised. The credit will be calculated as follows:

- The average usage during the prior 3 years' comparable billing period will be determined.

- The revised billing will calculate the new bill up to the average usage during the current period at the current rates and tiers for that billing cycle. Any excess usage will be billed at a flat rate equal to the 2<sup>nd</sup> lowest billing tier.

Any disputes to the decision rendered by the Revenue and Asset Manager must be in writing to the Director of Finance and Administration.

Cross Reference: Water and Wastewater Service Rules and Regulations

Department Responsible for Review: Finance and Administration /  
Customer Service

Date Last Reviewed: April 26, 2004