

CITY OF WEST SACRAMENTO

ADMINISTRATIVE POLICY

NUMBER: IV-G-9

DATE: June 19, 2019

SUBJECT: WATER LEAK ADJUSTMENT POLICY

AUTHORITY: City Council

PURPOSE:

The City of West Sacramento is committed to preventing water waste. The City also understands that, infrequently, water leaks occur. When this happens, residential customers may request a credit adjustment to their water bill for a portion of the excess water.

POLICY:

To qualify for a leak adjustment, all of the following criteria must be met:

1. Excess water use must be 100% higher than normal usage, based on an average of the same billing period for the previous three years (or the available history for the account).
2. Only residential customers are eligible for the bill credit.
3. All leak(s) must be located in the water distribution system of the home and be beyond the control of the owner, agents, tenants, contractors, or anyone else occupying the property or using the property that could have reasonably foreseen such a possible leak. Leaking faucets, fixtures and appliances, and any water distributing devices attached thereto, do not qualify for the leak adjustment.
4. The leak(s) cannot be the result of negligent or willful behavior.
5. One leak adjustment may be granted no more than once every 60 months, per account.
6. Bill credits are for water only, not wastewater.
7. The credit is for one billing cycle only and shall be no more than \$500 in value.
8. All decisions from the Administrative Services Director (or designee) are final. There are no appeals.
9. The leak adjustment is in the form of a bill credit. Upon approval, adjustments will be made to the consumption portion of the bill.
10. Proof that repairs were completed must be included with all requests for a leak adjustment and submitted within 3 months after the repair.
11. If any insurance payment or equivalent is received, the customer must immediately notify the City. The customer may be required to pay back the adjustment.
12. Leak adjustments will be funded from the Water Enterprise Fund.

PROCEDURE:

1. Customer formally requests a leak adjustment by completing the Water Leak Adjustment Request Form. This form is available at the City Hall first floor customer service counter and on City's website as attached.
2. Customer submits proof of repair. Proof of repair includes (a) photos of repair and receipts or (b) plumber's invoice.
3. Utility Billing staff verifies submitted request is complete and meets the terms outlined in the policy.
4. Adjustments will only be made if all required paperwork is submitted.
5. Administrative Services Director (or designee) makes determination to grant or deny leak adjustment request within 15 days of receipt of a completed form.
6. If leak adjustment is granted, staff enters adjustment as a bill credit within 15 days of the decision.

7. The adjustment may take up to 8 weeks, including time for utility staff to validate post-leak meter reads. During that time, the customer must continue to make payments towards the water bill while the adjustment is in process to prevent disruption of utility service. Failure to pay utility bill on time and in full will result in forfeit of leak credit.

ATTACHMENTS

Water Leak Adjustment Request Form