



## **RESIDENTIAL CUSTOMER WATER LEAK ADJUSTMENT POLICY**

The water service connection, including the meter and the meter box and all distribution lines, will be repaired and maintained by the City at its own expense. The City, however, shall not be responsible for the installation and maintenance of water lines beyond the end of its service connection. (Cloverdale Municipal Code §12.04.330 Maintenance)

On rare occasions, a leak may occur as a result of a crack, breach, or flaw in the property owner's system and in certain conditions, the City will grant a limited leak credit.

Important information to consider:

- The water leak must not have occurred as a result of a willful or negligent act on the part of the customer.
- Customers must make a written request for a leak adjustment using the attached form and explain the cause of the leak, where the leak occurred, and all other relevant factors.
- Proof that the leak was fixed is required. Normally, this will be copies of receipts from the repair person or company, or supply receipts. The customer must be able to demonstrate that the repair was made within a reasonable time.
- The water usage must be two hundred percent (200%) or more of the normal usage based on the last twelve (12) months.
- Water leak credits are limited to \$200.00 and only one (1) credit will be granted during the life of the account. Up to two (2) billing cycles demonstrating unusual usage will be eligible for an adjustment. Leak credits will be computed at the tier one water rate.
- To determine normal usage, consumption will be averaged using the previous twelve (12) months of water consumption. If the account is new and does not have a full year of history, the Finance Department staff will estimate average consumption based on available history on the property, or usage of similar residences in the neighborhood, and any other relevant factors.
- The decision to grant a leak adjustment shall rest solely with the Finance Manager and the decision is final.

The process:

- Once your leak is repaired and you believe you qualify for a leak adjustment, complete the attached form and submit immediately to the Utility Department at City Hall.
- Staff will immediately review your request and if it is eligible for continued consideration, staff will go to your property and read your meter. The results will be used to determine usage resulting from the leak.
- Staff will calculate the adjustment, and if still eligible, will submit all required documentation to the Finance Manager for review.
- Once approved or denied, a copy of the Residential Leak Adjustment Request form will be mailed to you.
- Please submit the balance due immediately to prevent the assessment of penalties.

If your situation may qualify for a leak adjustment, complete the attached Residential Leak Adjustment Request form and return to City Hall at 124 N. Cloverdale, CA 95425.



# RESIDENTIAL LEAK ADJUSTMENT REQUEST

124 N. Cloverdale Blvd., Cloverdale, CA 95425  
 Phone: 707-894-1700 Fax: 707-894-3451  
 www.ci.cloverdale.ca.us

## REMEMBER:

- Complete the entire form
- Attach Copies of Receipts
- Mail or deliver to City Hall

### CUSTOMER INFORMATION: Enter all information below.

Name on Account \_\_\_\_\_ Account Number \_\_\_\_\_  
 Service Address \_\_\_\_\_  
(Cannot be P.O. Box)  
 Contact Phone \_\_\_\_\_ Alternate Phone \_\_\_\_\_  
 Mailing Address (if different than above) \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

### LEAK REPAIR INFORMATION: Enter all details below.

Date Leak Discovered \_\_\_\_\_ Date Leak Repaired \_\_\_\_\_  
 Description of the Leak and Repair:

### RECEIPTS:

Copies of receipts for any materials or services related to the repair must be attached and are required for this request to be considered.  
 Briefly describe the receipts attached.

### SIGNATURE

***I understand that by completing this form it does not guarantee an adjustment will be made to my water bill. All adjustments are issued based on average usage for previous account history and are credited at a reduced rate for water loss only. Once the form is submitted, I will receive a determination by mail in approximately 7 - 10 days. It is my responsibility to make payment to the utility department of my balance due bringing my account current or penalties may be assessed if payment is not delivered timely.***

***I have read, understand and agree with the leak adjustment guidelines.***

Signature of Account Holder \_\_\_\_\_

Printed Name \_\_\_\_\_ Date \_\_\_\_\_

### OFFICE USE ONLY

RECEIVED DATE  
STAMP

### CITY OF CLOVERDALE UTILITY DEPARTMENT USE ONLY

Approved By \_\_\_\_\_ Date \_\_\_\_\_ Adjustment Amount \_\_\_\_\_ Adjustment Made By \_\_\_\_\_ Date \_\_\_\_\_  
 Denied By \_\_\_\_\_ Date \_\_\_\_\_ Reason for Denial \_\_\_\_\_  
 \_\_\_\_\_ Customer Notified Date \_\_\_\_\_ Balance Due \_\_\_\_\_