

**ROSE HILL
SPECIAL
UTILITY
DISTRICT**



Water Leak Adjustment Policy

Purpose:

Rose Hill Special Utility District (RHSUD) recognizes that an unforeseen catastrophic water leak can have a considerable financial impact on its customers. The purpose of this Policy is to provide the customer with some relief from abnormally high bills resulting from a qualified leak on the customer's side of the point of service.

Policy:

RHSUD may adjust abnormally high water bills resulting from in-ground service line leaks between the water meter and entry point of service into building. To qualify for an adjustment under this Policy, the water usage must be at least five (5) times above the average historical usage. Average historical usage is defined as the average normal consumption for the prior twelve months.

The burden of proof that the leak occurred, has been repaired and is eligible for adjustment under this Policy rests solely with the customer. Acceptable proof includes:

- 1) copies of plumbers/contractors invoice for repairing the leak;
- 2) copies of receipts for materials purchased to repair the leak and/or a written statement detailing the materials and method of repairs completed plus visual inspection by an employee of Rose Hill Special Utility District of the repairs made before covering up the repairs.

Water leak adjustments are limited to one per account per three year period. The leak adjustment applies to one billing cycle only. When a leak occurs during more than one consecutive billing cycle, RHSUD will adjust the higher usage billing cycle.

All requests for adjustments under this Policy must be received by RHSUD in writing. RHSUD shall be under no obligation to make adjustments to any bills not contested within thirty (30) days from the billing date.

RHSUD will calculate approved leak adjustments as follows:

- a) The Base Rate will be charged, plus
- b) Charges for usage in excess of the average historical usage at the Tier 1 rate in effect at the time of the leak

This Policy is adopted during a Regular Board Meeting.