



Program

Type of Program:	Water Use Efficiency		
Program Title:	Leak Adjustment		
Program Description:	Establishes procedures for water bill adjustment due to the leaks		
Approved Date:	9/13/2016	Last Review Date:	2/12/2016
Next Review Date:	n/a		

Leaks occasionally occur that are outside of the customer's control resulting in an unusually high water bill. Leak adjustments are granted on a case by case basis.

To obtain a leak adjustment, the customer must repair the leak and submit a written leak adjustment request. To apply for a leak adjustment, submit a leak adjustment form to Customer Service Department at 2 Civic Center Drive, Scotts Valley, CA 95066 or by email to contact@svwd.org.

Leak adjustment credit:

- May be requested only for the most recent prior billing period
- Is granted not more than once in any five year period per each account
- May be granted for up to two billing periods depending on the time and circumstances of the leak
- Is applied as a credit on the customer's water bill. During a pending leak adjustment request, the customer must continue to make timely water bill payments to avoid late fees and penalties. The minimum payment during such period is based on the average water bill for the account.

Customers who submit proof of repair are eligible for a credit in the amount of seventy five percent (75%) of the cost of excess water used (excluding the basic service charge). The following documents are accepted as a proof of repairs: 1) repair bill, or 2) receipt for repair parts and photo depicting the repair.

Customers who do not submit proof of repair are eligible for a credit in the amount of fifty percent (50%) credit of the cost of excess water used (excluding the basic service charge).

If you have any questions or need additional information please contact Customer Service at www.svwd.org or (831) 438-2363.