

SUMMARY OF IRREGULAR WATER USAGE POLICY

Purpose: To incentivize customers who experience a leak to have it timely repaired, to reduce disputes over high bills, and to provide a fair adjustment of sewerage charges on the bill.

Steps:

1. Customer receives high bill
2. Customer contacts DWSD about bill. "You [might] have a leak. We will provide you a Leak Adjustment Form and our Policy."
3. DWSD provides form/policy (available on Internet)
4. Customers submits form with proof of leak and subsequent proof it was fixed
5. Once customer says it is fixed, Meter Ops goes to property to verify
6. DWSD issues Determination Letter
 - a. If water leaked in the yard or other pervious area, DWSD may credit sewerage portion of bill for 100% of the difference between the high bill amount and a Seasonal Monthly Average bill.
 - b. If water leaked into the sewerage system, DWSD may credit sewerage portion of bill 50%
7. If Customer rejects determination, may file Appeal of Leak Adjustment Determination
8. 3 member Leak Appeal Panel (Legal, Customer Service and Finance) hears appeal and renders decision
9. If Customer doesn't like Determination and/or Decision, Customer has option to sue
10. If Customer doesn't pay, doesn't file application or doesn't appeal, then DWSD may sue/interrupt service.