

## AVHCWD RESOLUTION XXX-2025

### ESTABLISHING A POLICY FOR BILLING ADJUSTMENT CREDITS DUE TO WATER LEAKS

**WHEREAS,** the Board of Directors of the Apple Valley Heights County Water District wishes to establish policies that encourage conservation of water and prompt repair of known water leaks on customers' property, and

**WHEREAS,** the Board of Directors of the Apple Valley Heights County Water District also wishes to establish an equitable policy to provide for billing adjustments credits granted following repair of water leaks occurring beyond a customer's control,

**BE IT RESOLVED,** the Board of Directors of the Apple Valley Heights County Water District hereby establishes the following conditions governing billing adjustments credits granted as a result of a water leak.

#### CONDITIONS:

1. The General Manager or Manager's designee is authorized to adjust a customer's water bill one month out of any 12-month period where the customer proves that excess usage occurred as a result of a water leak and that the water leak has been repaired in a timely manner.
2. Customers may apply for the Water Leak Adjustment Credit by completing a Water Leak Adjustment Request form at the AVHCWD office.
3. Customers will provide an explanation of the leak and repair and receipts for parts or a copy of the plumber's bill if available. If no documents verifying the repair are provided, the District may wait until the next scheduled meter read date to verify that the leak has been repaired.
4. Customers shall be eligible for a leak adjustment credit if the leak is repaired within ten days of the District's mailing notification of the leak to the customer and the repair is subsequently verified by the District.

The adjustment credit will be calculated as 75% of the difference between the actual water charge for the month of the leak and the average monthly charge based on the previous 12 month use or the longest period of the customer's use, if less than 12 months.

Completion of the repair extending beyond ten days shall reduce the adjustment by 10% per day; e.g. 11 days = 65%, 12 days = 55%, etc.

5. Customers dissatisfied with the Manager's ruling may appeal the ruling to the District Board of Directors. The Board's ruling shall be final.

## AVHCWD RESOLUTION XXX-2025

PASSED, APPROVED, and ADOPTED this twenty first day of May 2025 by the following roll call vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

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Patricia Duwel, President  
Apple Valley Heights County Water District

ATTEST:

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Matthew Patterson, Office Secretary  
Apple Valley Heights County Water District