

Deep Bay Waterworks District Policy for Adjustment of a Water Leak

Policy Number: **08-01-04**

Purpose: To establish the Deep Bay Waterworks District policy and conditions relating to the adjustment of the water account to a property for an in-ground leak brought to the attention of the Board of Trustees and/or staff.

Policy: The Deep Bay Waterworks District (DBWD) recognizes that from time to time our users may experience an in-ground leak. In the event that this occurs, the DBWD may adjust the water account to a property for an in-ground leak once in a five-year period if;

1. The leak is associated with the main service line from the meter connection to the residence or commercial building. Leaks in attachments in the water system such as, for example, irrigation, hot tubs and swimming pools are the responsibility of the property owner and do not qualify for adjustments. Charges relating to the leaks from appliance within the building (i.e. toilets, sinks etc) do not qualify for adjustment.
2. The leak is not associated with a natural disaster/"Act of God.
3. The property owner advised DBWD in writing that an in-ground leak has been identified and repaired within 14 days of the water billing or from the date the leak was discovered.
4. The property owner has provided the DBWD with detailed receipts proof of repairs.
5. DBWD personnel are satisfied that repair has been undertaken and completed.

For those accounts that qualify, DBWD, in estimating the account shall use the average billing at the property over the past 2 years. 90% of the difference between this average amount and the bill in question will be credited to the user's water account.

This policy updates and replaces policy 07-01-01

I hereby certify that the foregoing is a true copy of Policy DBWD 08-01-04 as adopted by the Deep Bay Waterworks District and sealed with the District seal on the 26th day of August, 2008.

Chair of the Trustees

Board Administrator