



CITY OF PORTERVILLE
COURTESY LEAK ADJUSTMENT PROGRAM GUIDELINES

APPROVED ON
AUGUST 18, 2026

1. PURPOSE

The Courtesy Leak Adjustment Program is intended to provide limited financial relief to eligible residential and commercial utility customers who experience unusually high water usage resulting from an unintended and verified leak.

The program is designed to encourage prompt repair of leaks while maintaining appropriate safeguards for the City's utility funds. Approval of an adjustment is discretionary and subject to compliance with these guidelines.

2. GENERAL ELIGIBILITY REQUIREMENTS

To qualify for consideration under the Courtesy Leak Adjustment Program, all of the following requirements must be met:

1. The applicant must be the account holder of record for the utility account.
2. An account is eligible for no more than one courtesy leak adjustment during any two-year period, measured from the date of the most recent approved courtesy leak adjustment.
3. The leak must be repaired before a request for adjustment is submitted.
4. A completed Request for Review form and all required supporting documentation must be submitted within 90 calendar days following the end of the billing period in which the unusually high water usage associated with the leak first appeared.
5. The customer must provide reasonable documentation demonstrating that the leak occurred and was repaired.
6. Upon becoming aware of a potential leak, including through a City-issued or automated leak notification, the customer must take reasonable and timely action to investigate and repair the leak. Failure to take reasonable and timely action after becoming aware of a potential leak may result in denial or reduction of a courtesy adjustment.
7. The availability or receipt of an automated leak notification is not a condition of eligibility under the program. Customers whose service locations are not equipped with technology capable of providing automated leak notifications shall remain eligible for consideration under the same program requirements.
8. An automated or City-issued leak notification is intended to alert the customer to a potential leak and does not, by itself, establish that a qualifying leak has occurred. The customer remains responsible for providing the documentation required under these guidelines.
9. The Utility Billing Supervisor may request additional documentation or information when necessary to determine eligibility.
10. The utility account must otherwise be in compliance with applicable City utility requirements.

3. ACCEPTABLE DOCUMENTATION

Supporting documentation may include, but is not limited to:

- Receipts or invoices from a licensed plumber or other repair professional;
- Receipts for parts or materials purchased for a customer-performed repair;
- Photographs documenting the leak or completed repair;
- Written documentation describing the location and nature of the leak; or
- Other information determined appropriate by the Utility Billing Supervisor.

Submission of documentation does not guarantee approval of an adjustment.

4. ELIGIBLE LEAKS

The program is intended to address unintended water loss resulting from verified plumbing or water-system failures.

Examples may include:

- Broken or leaking water lines;
- Failed plumbing fixtures;
- Leaking irrigation-system components;
- Underground service-line leaks; or
- Other unintended water losses determined eligible by the Utility Billing Supervisor.

The program does not apply to intentional, discretionary, or avoidable water use, including but not limited to:

- Filling or refilling swimming pools or spas;
- Excessive irrigation or overwatering;
- Water intentionally left running;
- Water loss resulting from tampering with, bypassing, damaging, altering, removing, otherwise interfering with a City water meter, meter seal, meter box, service connection, or other City-owned water-system component;
- Normal seasonal increases in water use; or
- Other consumption that does not result from a verified leak or system failure.

5. RESIDENTIAL COURTESY LEAK ADJUSTMENT

For an eligible residential utility account, the courtesy adjustment will be calculated using the customer's normal historical usage.

For qualifying residential accounts, the courtesy adjustment will apply to eligible water consumption charges attributable to the verified leak.

Whenever available, normal usage will be based on the customer's usage for the same billing month of the prior year.

The courtesy adjustment will apply to the month or months of unusually high usage associated with the verified leak.

The maximum total courtesy adjustment for a residential account is \$500 per approved leak occurrence.

If the customer did not have an account at the service location during the comparable month of the prior year, the Utility Billing Supervisor may establish normal usage using available historical consumption data or another reasonable and representative methodology.

6. COMMERCIAL COURTESY LEAK ADJUSTMENT

For an eligible commercial utility account, the courtesy adjustment will be calculated using the customer's normal historical water usage.

For qualifying commercial accounts, the courtesy adjustment will apply to eligible water consumption charges attributable to the verified leak and sewer charges calculated based on the elevated water consumption resulting from the verified leak.

Whenever available, normal water usage will be based on the customer's usage for the same billing month of the prior year.

The courtesy adjustment will apply to the month or months of unusually high usage associated with the verified leak.

Eligible sewer charges shall be recalculated using the corrected water consumption established through the Courtesy Leak Adjustment Program.

The maximum total courtesy adjustment for a commercial account is \$2,000 per approved leak occurrence, inclusive of all eligible water and sewer adjustments.

If comparable prior-year usage is unavailable, the Utility Billing Supervisor may establish normal usage using available historical consumption data or another reasonable and representative methodology.

7. ADJUSTMENT CALCULATION

The courtesy adjustment is intended to reduce eligible charges attributable to abnormal usage caused by a verified leak.

The adjustment will generally be calculated by:

1. Determining the customer's actual water usage during the affected billing period;
2. Establishing normal water usage using the same billing period from the prior year or another approved methodology;
3. Determining the portion of eligible water charges attributable to water usage above the established normal water usage;
4. For commercial accounts, recalculating eligible sewer charges using the corrected water consumption established under this program; and
5. Applying a courtesy credit to the account, subject to the applicable maximum adjustment.

The adjustment shall not exceed the amount of eligible charges billed to the account.

8. PROGRAM ADMINISTRATION

The Utility Billing Supervisor is responsible for administering the Courtesy Leak Adjustment Program and determining whether an application satisfies the program requirements.

The Utility Billing Supervisor may:

- Request additional documentation;
- Verify utility usage and billing history;
- Determine whether the reported condition qualifies as an eligible leak;
- Establish an alternative normal-usage methodology when prior-year data is unavailable;
- Determine the amount of an eligible adjustment; and
- Develop administrative procedures and forms necessary to implement the program.

The Utility Billing Supervisor will issue a written determination approving, denying, or modifying a request within 30 calendar days after receipt of a complete application and all required supporting documentation.

If additional documentation or information is requested, the application shall not be considered complete until the requested information has been received. The 30-calendar-day review period shall begin upon receipt of the information necessary to complete the application.

If requested documentation or information is not provided within 30 calendar days of the City's request, the Utility Billing Supervisor may consider the application withdrawn and close the request. The Utility Billing Supervisor may extend this timeframe upon a showing of reasonable circumstances.

During the review of a request for a Courtesy Leak Adjustment, the customer remains responsible for timely payment of all current and undisputed utility charges. Submission of a request for

adjustment does not suspend the customer's obligation to pay utility charges that are not subject to the request.

The City will not discontinue utility service for nonpayment of the amount subject to a pending Courtesy Leak Adjustment request while the request is under review. This protection shall continue during the period in which a timely appeal may be filed under Section 9 and, if a timely appeal is filed, until a final determination is issued by the City Manager or designee.

9. APPEALS

An applicant who disagrees with the Utility Billing Supervisor's written determination regarding a request for a Courtesy Leak Adjustment may appeal the determination to the City Manager or designee.

An appeal must be submitted in writing within 15 calendar days from the date of the written determination and must identify the basis for the appeal and include any additional supporting information.

An appeal submitted after the 15-calendar-day appeal period shall not be considered unless the City Manager or designee determines that reasonable circumstances justify acceptance of a late appeal.

An appeal timely submitted, or a late appeal accepted by the City Manager or designee, shall stay collection activity and discontinuation of utility service for the amount subject to the appeal. The customer remains responsible for timely payment of all other current and undisputed utility charges during the appeal.

The City Manager or designee will issue a final written determination within 30 calendar days after receipt of a complete appeal. The determination of the City Manager or designee shall be final.

Following the final determination, any remaining balance shall be due and payable in accordance with the City's applicable utility billing and collection requirements.

10. LIMITATIONS

The Courtesy Leak Adjustment Program is intended as a limited customer-assistance program and does not create an entitlement to an adjustment.

The City reserves the right to deny or reduce an adjustment when:

- Program eligibility requirements are not satisfied;

- Required documentation is incomplete or insufficient;
- The reported water loss is not attributable to an eligible leak;
- The customer has already received an adjustment within the applicable two-year period;
- The request is submitted outside the required timeframe;
- The water loss is attributable, in whole or in part, to meter tampering or unauthorized interference with City-owned water-system components;
- The customer failed to take reasonable and timely action to investigate or repair a potential leak after becoming aware of the condition, including after receiving an automated or City-issued leak notification; or
- Other circumstances exist that are inconsistent with the intent of the program.

Any approved adjustment is a one-time courtesy credit for the qualifying occurrence and does not alter the customer's responsibility to maintain private plumbing and water systems in good repair.

11. EFFECTIVE DATE

These guidelines shall become effective on the date established by the City Council and shall remain in effect until amended or rescinded by the City.

The Courtesy Leak Adjustment Program is prospective only and shall not be applied retroactively. The program shall apply only to eligible leaks occurring during billing periods ending on or after the effective date established by the City Council.

**CITY OF PORTERVILLE
COURTESY LEAK ADJUSTMENT PROGRAM
REQUEST FOR REVIEW**

Please complete all sections of this form and submit all required supporting documentation. Incomplete requests may delay review or may be closed if requested information is not provided within the timeframe established by the Courtesy Leak Adjustment Program Guidelines.

1. CUSTOMER AND ACCOUNT INFORMATION

Account Holder Name: _____

Utility Account Number: _____

Service Address: _____

Mailing Address, if different: _____

City/State/ZIP: _____

Phone Number: _____

Email Address: _____

Account Type:

☐ Residential

☐ Commercial

2. LEAK INFORMATION

Approximate Date Leak Began: _____

Date Leak Was Discovered: _____

Date Leak Was Repaired: _____

Location of Leak: _____

Type of Leak or Failure:

☐ Broken or leaking water line

☐ Failed plumbing fixture

☐ Irrigation-system leak

☐ Underground service-line leak

☐ Other: _____

Please describe the leak, how it was discovered, and the cause if known:

3. LEAK NOTIFICATION

Did you receive an automated or City-issued notification regarding a potential leak?

☐ Yes

☐ No

☐ Service location does not have notification-capable meter technology

If yes, approximate date notification was received: _____

After becoming aware of the potential leak, what action did you take to investigate or repair the condition?

An automated or City-issued leak notification indicates a potential leak but does not, by itself, establish eligibility for a Courtesy Leak Adjustment.

4. REPAIR INFORMATION

Who performed the repair?

☐ Licensed plumber or repair professional

☐ Property owner/account holder

☐ Property manager/maintenance staff

☐ Other: _____

Name of Plumber/Repair Company, if applicable: _____

Date Repair Was Completed: _____

Briefly describe the repair performed:

5. SUPPORTING DOCUMENTATION

Please attach reasonable documentation demonstrating that the leak occurred and was repaired.

Documentation attached:

- ☐ Plumber or repair professional invoice/receipt
- ☐ Receipts for repair parts or materials
- ☐ Photographs of the leak
- ☐ Photographs of the completed repair
- ☐ Written description or repair documentation
- ☐ Other: _____

The Utility Billing Supervisor may request additional documentation or information when necessary to determine eligibility.

6. CUSTOMER ACKNOWLEDGMENTS

By signing below, I acknowledge and understand that:

1. I am the account holder of record for the utility account identified on this request.
2. The leak has been repaired prior to submission of this Request for Review.
3. This request and all required supporting documentation must be submitted within 90 calendar days following the end of the billing period in which the unusually high water usage associated with the leak first appeared.
4. A utility account is eligible for no more than one Courtesy Leak Adjustment during any two-year period, measured from the date of the most recent approved Courtesy Leak Adjustment.
5. Submission of this request does not guarantee approval of an adjustment. Approval is discretionary and subject to the Courtesy Leak Adjustment Program Guidelines.
6. During review of this request, I remain responsible for timely payment of all current and undisputed utility charges. Submission of this request does not suspend my obligation to pay utility charges that are not subject to this request.

7. The City will not discontinue utility service for nonpayment of the amount subject to this pending Courtesy Leak Adjustment request while the request is under review, subject to the requirements of the Courtesy Leak Adjustment Program Guidelines.
8. Water loss resulting from meter tampering, bypassing, damaging, altering, removing, or otherwise interfering with a City water meter, meter seal, meter box, service connection, or other City-owned water-system component is not eligible for an adjustment.
9. If the City requests additional documentation or information and I do not provide it within 30 calendar days of the City's request, my application may be considered withdrawn and closed, unless the Utility Billing Supervisor extends the timeframe based on reasonable circumstances.
10. I certify that the information provided in this request and the supporting documentation submitted with it are true and correct to the best of my knowledge.

I understand that submission of this Request for Review does not guarantee approval of a Courtesy Leak Adjustment.

Account Holder Signature: _____

Printed Name: _____

Date: _____