

REGULATIONS OF
THE SOUTHWEST REGIONAL WATER DISTRICT

REGULATION NO. 070-2023

**ADJUSTMENT OF WATER CHARGES FOR CUSTOMER'S WATER LOSS DUE TO
DOCUMENTED LEAK**

Pursuant to the authority of the Board of Trustees to establish rates and charges for the use of a water resource project of the District, and to adopt reasonable Regulations for the governance of the District, the General Manager shall have the authority to make adjustments to a Customer's charges for water to reflect water loss due to documented leaks in the Customer's service line or interior plumbing system.

The following conditions must be met for a District Customer to be eligible for a leak adjustment:

- a. The Customer is served by a 5/8" Service Connection.
- b. The Customer has provided satisfactory evidence that a leak has occurred in the Customer's service line or interior plumbing system.
- c. The Customer has repaired the leak within twenty-one (21) days after the existence of the leak became known, or should have become known, to the Customer.

Customers who elect to not participate in the District's leak protection coverage are eligible to receive a leak adjustment on their account based upon the following:

- a. The leak has resulted in monthly usage of at least double the Customer's average monthly usage.
- b. The Customer's volumetric charge shall be adjusted by \$2.25 per thousand gallons of water usage billed which is in excess of double the Customer's average monthly water usage.
- c. The adjustment shall be applicable to the Customer's two highest months of usage during the time period the leak was active.

Customers who elect to participate in the District's leak protection coverage are eligible to receive a leak adjustment on their account based upon the following:

- a. The Customer has requested leak protection and an AMI endpoint has been installed on their water meter prior to a leak occurring.
- b. The Customer has registered for an electronic leak alert prior to a leak occurring.
- c. The Customer's average daily usage from the 21 days prior to the leak occurring shall be the baseline. In the event a Customer experiences a leak, the adjustment shall be one hundred percent (100%) of volumetric charge in excess of the Customer's daily baseline usage during the preceding 21 days.
- d. The adjustment shall be limited to usage within twenty-one (21) days of the

leak originating until the leak has been repaired, whichever is shorter.

- e. Customers with leak protection shall have their adjustment limited to \$1,000.00 per leak.

Customers with leak protection coverage under prior Regulation 2022-007 shall continue to be covered for the duration of their three-year term. Regulation 2022-007 stated the following:

- a. The Customer has filed a leak protection application and paid a leak protection fee in the amount shown on the current Miscellaneous Fee Schedule.
- b. The adjustment for a qualifying water loss from a leak in a Customer's water service line (between the District's meter and the Customer's house) shall be one hundred percent (100%) of water usage billed which is in excess of double the Customer's average monthly water usage.
- c. The maximum cumulative leak adjustment during any three (3) year leak protection term shall be \$2,000.00.

Customers may elect to void the remainder of their three-year term under Regulation 2022-007 if they desire coverage under the new leak protection coverage in Regulation 070-2023.

Amended 09/19/2023
Supersedes 2022-007