



WATER AND COMMERCIAL SEWER LEAK ADJUSTMENT POLICY

Purpose: The City may provide a limited billing adjustment when an eligible leak occurs in a customer-owned water system. For commercial sewer accounts billed on metered water consumption, the City may also adjust the volumetric sewer charge when the customer demonstrates that leaked water did not enter the sanitary sewer system.

Responsibility for repairs. The City maintains the water service connection, including the meter, meter box, and City-owned distribution lines. The property owner is responsible for installation, repair, and maintenance of water lines and plumbing beyond the end of the City service connection. (Cloverdale Municipal Code §13.04.330)

1. General Eligibility Requirements

- The water leak must have resulted from a crack, breach, failure, or other defect in the customer-owned water system and must not be the result of a willful or negligent act on the part of the customer.
- Customers must submit a written request on the City's Leak Adjustment Request and describe the cause, location, dates, and circumstances of the leak.
- The customer must provide proof that the leak was repaired within a reasonable time after discovery. Acceptable documentation may include contractor or plumber invoices, receipts for repair materials, photographs, and other supporting records.
- Water consumption during the affected billing period must be at least two hundred percent (200%) of the account's normal usage. Up to two (2) consecutive billing cycles showing unusual usage may be considered.
- Only one (1) leak adjustment will be granted during the life of the utility account.
- The account holder remains responsible for timely payment of all amounts not subject to adjustment. Submission of a request does not suspend due dates, penalties, or collection activity.

2. Determination of Normal Usage

Normal usage will generally be the average consumption for the same account during the previous twelve (12) months. When a full year of account history is unavailable or is not representative, Finance Department staff may estimate normal usage using available account history, comparable businesses or uses, seasonal patterns, occupancy production levels, and any other relevant factors.

3. Water Charge Adjustment

- An eligible water adjustment applies only to water lost because of the documented leak.
- The customer will remain responsible for charges associated with normal usage. Excess leak consumption will be credited using the City's approved leak-adjustment methodology and reduced water-loss rate.
- The water portion of the adjustment is limited to a maximum credit of \$460.

4. Commercial Sewer Charge Adjustment

A sewer adjustment may be granted only to commercial sewer accounts whose volumetric sewer charges are calculated from metered water consumption and only when the customer establishes that the excess water did not enter the sanitary sewer system.

- The leak must have occurred at a location and in a manner that discharged water to the ground or other location outside the sanitary sewer system.
- The customer must provide documentation sufficient for the City to determine where the water discharged. The City may require a statement from a licensed plumber or contractor, photographs, site inspection, or other evidence.
- Leaks from toilets, faucets, interior plumbing fixtures, process equipment, cooling systems, or any other source that discharge to a sanitary sewer drain are not eligible for sewer adjustment.
- Normal irrigation, filling, washing, construction use, or other intentional water use is not considered a leak and is not eligible under this policy.
- The sewer adjustment will apply only to the volumetric portion of the sewer bill attributable to excess water consumption. Fixed, base, minimum, readiness-to-serve, and other non-volumetric charges will not be adjusted.
- The volumetric sewer charge for the eligible period will be recalculated using the normal usage determined under Section 2. The sewer adjustment is not subject to the \$460 water-credit limit but remains limited to the eligible billing cycles and frequency stated in this policy.

5. Review and Approval Process

1. After the leak is repaired, the customer submits a completed request form and all supporting documentation to the Utility Department.
2. Staff reviews the request and may obtain a current meter reading, inspect the property, request additional documentation, or verify repair completion and the discharge location.
3. Finance Department staff calculates any eligible water and/or commercial sewer adjustment and submits the request for review.
4. The Finance Director has sole authority to approve or deny an adjustment under this policy, and the Finance Director's decision is final.
5. The City will notify the customer in writing of the decision and any remaining balance due.



LEAK ADJUSTMENT REQUEST

124 N. Cloverdale Blvd., Cloverdale, CA 95425
Phone: 707-894-1700 Fax: 707-894-3451
www.ci.cloverdale.ca.us

REMEMBER:

- ☐ Complete the entire form
- ☐ Attach Copies of Receipts
- ☐ Mail or deliver to City Hall

CUSTOMER : Enter all information below.

Adjustment requested: ☐ Water only ☐ Commercial sewer only ☐ Water and commercial sewer

Name on Account _____ Account Number _____

Service Address _____
(Cannot be P.O. Box)

Contact Phone _____ Alternate Phone _____

Mailing Address (if different than above) _____

City _____ State _____ Zip Code _____

LEAK REPAIR INFORMATION: Enter all details below.

Date Leak Discovered _____ Date Leak Repaired _____

Description of the Leak and Repair _____

RECEIPTS:

Copies of receipts for any materials or services related to the repair must be attached and are required for this request to be considered.

Briefly describe the receipts attached. _____

SIGNATURE

I understand that by completing this form it does not guarantee an adjustment will be made to my water bill. All adjustments are issued based on average usage for previous account history and are credited at a reduced rate for water loss only. It is my responsibility to make payment to the utility department of my balance due bringing my account current or penalties may be assessed if payment is not delivered timely.

I have read, understand and agree with the leak adjustment guidelines.

Signature of Account Holder _____

Printed Name _____ Date _____

OFFICE USE ONLY

RECEIVED DATE
STAMP

CITY OF CLOVERDALE UTILITY DEPARTMENT USE ONLY

☐ Approved By _____ Date _____ Adjustment Amount _____ Adjustment Made By _____ Date _____

☐ Denied By _____ Date _____ Reason for Denial _____

_____ Customer Notified Date _____ Balance Due _____