

## MAMMOTH COMMUNITY WATER DISTRICT

**WATER LEAK RELIEF/BILL ADJUSTMENT POLICY**Adopted: May 22, 2025

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**I. PURPOSE**

The purpose of this policy is to establish guidelines for the Mammoth Community Water District (MCWD) when responding to customer requests for financial relief from high water consumption charges due to a leak or other failure on a customer's private water plumbing system resulting in a significant water loss.

**II. POLICY**

The General Manager or their designee is authorized to adjust water usage charges caused by exceptionally high water consumption due to a leak or other failure on the customer's side of a connection to the District water system. All leaks must be repaired in a timely manner prior to, and as a condition of, any bill adjustment. Granting adjustments will be determined using the following criteria and process:

- a. In order to be considered for an adjustment a customer must submit a request within 30 days of the leak repair. The leak adjustment application is available on the MCWD website.
- b. The leak must be positively identified, completely stopped, and any repairs made using new parts and materials in accordance with generally accepted plumbing standards.
- c. Unless a shorter period is required by District Code, policy or regulation, a leak must be repaired within five days of customer discovery or District notification. If a timely repair is not commenced, the District shall terminate water service to the customer's property. If the water is shut off, the property owner must repair the cause of the leak within 90 days.
- d. If a customer requests a meter shut-off for a repair, the meter shut-off fee stated in the Master Fee Schedule will apply. The customer is responsible for clearing snow from the meter location if necessary.
- e. Upon approval of a leak adjustment application, the District will utilize its AMI metering system to estimate the excess consumption for the duration of the leak and discount that amount of water usage by 50%.

- f. The net amount of excessive consumption must result in a minimum of an additional \$20 of water consumption charges on the utility bill in order to be considered for an adjustment, and the maximum adjustment shall be \$300.
- g. A customer may be granted no more than one adjustment in a two-year period.
- h. A customer requesting a leak adjustment must be in good financial standing with MCWD and shall set up consumption alerts on the MCWD Customer Portal, if such alerts are not already activated.

### **III. DENIAL OF LEAK RELIEF**

It is the customer's responsibility to maintain their private water system and monitor for leaks and/or excessive water use. Lack of notification by the District of a potential leak does not relieve the customer of their responsibility. The General Manager or their designee may deny a leak adjustment application if:

- a. The District determines that excessive water use was caused by customer negligence or non-responsiveness to warning signals, such as several consecutive high water bills compared to historical use, leak notifications, visible running or standing water or evidence of water penetration, or other factors that should have made the customer reasonably aware of the existence of a potential leak.
- b. No adjustments will be granted if a third party is responsible for the water loss at a customer's property, such as excessive use or abuse of property by guests of short-term rentals.
- c. No adjustments will be granted for loss of water due to irrigation system control issues, system failures, or irrigation leaks.
- d. No adjustments will be granted during a District-declared Water Conservation Level 3 or greater.