

**Cypress Ranch Water Control and Improvement District No. 1**  
**Water Leak Adjustment Policy**

The District's General Manager and operating company are authorized to implement this policy in the event a customer experiences a substantial increase in water use due to a leak and requests a billing adjustment.

**General Guidelines**

- Applicant must have been a customer of the District for at least a full two -month period at the address being considered.
- The District's General Manager may authorize one water leak adjustment credit per twelve-month period; any additional water leak adjustment credits will require the approval of the Board of Directors of the District.
- The District water account must be paid in full and kept current until the leak adjustment request is reviewed and a decision has been made.
- Receipts of completed repairs of an eligible water leak and supporting photographs must be submitted.
- Non-eligible water leak adjustment requests include unattended nozzles, irrigation system leaks that are visible and not repaired in reasonable time period when the home is occupied, dripping faucets, leaking toilets and other home/landscape maintenance items.
- The District may charge an inspection fee to recover the cost for any onsite inspection required to confirm that repairs have been made.

**Calculating Leak Adjustments**

- When a request has been approved for an adjustment, the customer's "normal use" will be based on the customer's monthly average consumption for a corresponding three-month period during the previous year. The monthly average "normal use" shall be calculated as the sum of the customer's consumption during the same month of the previous year, plus the consumption during the month before and the month after the same month, divided by three. The General Manager shall determine the volume of the leak-caused water use above the "normal use." The applicable period for an adjustment shall not exceed three months. At a location where service has been provided for less than one-year, the District's General Manager shall have discretion to determine an appropriate period for determining normal use.
- Comparison charges for the leak-caused water use above the "normal use" will be calculated using the District's lowest tier of volume charges. The leak-caused water use shall be calculated based on the customer's consumption during the "leak period" less the consumption that would have resulted from the customer's monthly average "normal use" (as determined above) during a similar time period. The General Manager is authorized to allow a credit on the charges that were billed for the leak-caused water use as follows:

$$\text{Credit} = (\text{charges for leaked water calculated at applicable volume charges}) \\ \text{minus} \\ (15\% \text{ of charges for leaked water calculated at lowest tier volume charges}).$$

The credit shall not exceed \$1,500.00 except upon consideration and approval by the Board of Directors. If the service connection does not have an electronic meter, the amount of the credit will be reduced by the meter exchange fee and an electronic meter will be installed at the location. In addition to the installation of the electronic meter, it will be the homeowner's responsibility to monitor water use for possible future leaks by signing up for the "Eye on Water" application. No more than one water leak adjustment per calendar year per address will be approved after the installation of an electronic meter and activating the monitoring application.

- If the water leak occurs during winter averaging period, an additional adjustment may be given for wastewater charges for up to 100% of the leak-caused water use provided that adequate evidence is presented by the customer that the leaked water did not enter the sewer system.