



1391 Engineer Street • Vista, California 92081-8840
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www.vidwater.org

LEAK ADJUSTMENT REQUEST FORM

Please read and complete this form; this request may be denied or delayed for lack of information/documentation. You will be contacted by telephone or in writing as to whether your request was approved or denied. *All leaks must be repaired prior to submitting this request form.*

The leak adjustment request review process does not eliminate the water bill or the need to pay the water bill in a timely manner or in accordance with an approved payment arrangement. An approved leak adjustment request provides a customer a reduced rate on a portion of water usage charges.

Customer Name: _____ Account Number: _____

Service Address: _____

Phone Number: _____ Email: _____

Date Leak Discovered: _____ Date Leak Repaired: _____

Date of Bill affected (Single Billing Period): _____

Please provide a detailed explanation regarding the leak, explaining what exactly the leak was and how it was repaired (attach all receipts, supporting documentation and photos (if possible)).

By signing below you are acknowledging that you meet the criteria and understand the District's Leak Adjustment Policy (see reverse side of this form) and that the information submitted is true and correct.

SIGNATURE: _____ **DATE:** _____

Completed forms and supporting documentation can be emailed to info@vidwater.org or mailed/delivered to 1391 Engineer St, Vista, CA 92083.

LEAK ADJUSTMENT POLICY

The General Manager and/or his/her designee is authorized in their discretion to make adjustments to water usage charges for a single billing period in which an apparent water loss occurred due to a broken pipe and/or plumbing fixture that caused exceptionally high water consumption compared to consumption history for the property during the same billing period. Adjustments will be determined using the following criteria:

- A. The customer has not had any leak adjustments in the past five years.
- B. The customer completes the District's Leak Adjustment Request Form and returns it with the required supporting documentation/verification and photos if available that the leak has been repaired within 30 days of the billing statement date.
- C. Water usage must be twice the normal average for the same billing period when compared to the last three years.
- D. The value of the adjustment for customers will be determined by applying the Tier 1 water rate to all usage above the three-year average for the same billing period that was charged at Tier 2 and Tier 3 water rates. Adjustments shall not exceed \$500.
- E. The customer has maintained the account for a minimum of two years and is in good financial standings with the District.
- F. No adjustments will be given if the District determines that excessive water use was caused by customer negligence or non-responsiveness to warning signals, such as higher water bills, leak notifications, visible water, or other factors that should have made the customer reasonably aware of the existence of a broken pipe and/or plumbing fixture.
- G. No adjustments will be given if a third party is responsible for the water loss at the customer's property.
- H. No adjustments will be given due to the resetting of irrigation timers at the customer's property, whether intentional or not.
- I. The District is not responsible for any leak due to lack of notification and no adjustment will be given for this reason. It is the customer's responsibility to determine leaks and/or excessive water use.