

2.01.20 Credits for Fixing Water Leak ~~(Adopted 1/6/11)~~(Adopted 12/4/14)

A. Application: The General Manager shall make available to any customer an application form that customers can use to apply for a credit against their outstanding balance where the customer has experienced a water leak burst pipe(s) in the internal household plumbing and can prove that such leak has been promptly corrected. The application shall include:

- The date of discovery of the leak;
- The date of repair;
- Evidence such as dated plumbing bills and receipts for materials and supplies related to the leak repair; and
- The signature of the water customer.

B. Process: The General Manager shall review all application forms received by customers. The General Manager shall approve a credit of up to 50% of the differential of the highest billing period invoice during the tenure of the leak and the average of all invoices for said customer over the last twelve-month period if the General Manager, in his/her discretion, finds:

1. The leak was ~~related to a physical break or as a result of actions by third parties beyond the control of customer as opposed to a behavioral failure on the part of the customer; and~~ related to burst pipe(s) in the internal household plumbing.

2. The leak was promptly repaired after the discovery; and

3. The customer has not received an LOCSD water leak credit during the preceding twelve (12) month period.

~~C. Additional Relief: When the General Manager determines that additional credit may be justified as a result of unusual circumstances or undue hardship, he/she shall bring the item to the Board of Directors for consideration. The District Board will consider the presentation of the affected water customer (customer must be present), the application, and findings of the General Manager referenced in paragraph B, above. The Board may grant additional relief beyond that provided for in paragraph B, provided that said relief will not result in additional cost to other water customers of the District. The decision of the Board of Directors shall be final.~~

DC. Disputes: Any customer that disputes a determination by the General Manager may seek Board of Directors review of said determination by paying the established fee and making written application to the Board of Directors, in care of the General Manager, within ten (10) business days of the General Manager's decision. The decision of the Board of Directors shall be final.