

Arch Cape Domestic Water Supply District
Water Leak Policy
Policy #23-09 WD

WHEREAS, the Arch cape Domestic Water Supply District [ACDWSD] is a water conservation district, and

WHEREAS, the ACDWSD has adopted a rate structure intended to encourage water conservation, and

WHEREAS, the ACDWSD recognizes that plumbing failures beyond the control of the homeowner can result in water leaks, and

WHEREAS, it is not the intention of the ACDWSD to create a financial hardship on homeowners by assessing excess usage fees for water consumed due to a leak beyond the control of the homeowner,

NOW THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF COMMISSIONERS OF THE ARCH CAPE DOMESTIC WATER SUPPLY DISTRICT,

THAT the term "dwelling plumbing system" as used herein is defined as the plumbing system from the ACDWSD water meter to the premises dwelling and its attendant pipes, fittings and fixtures and does not include irrigation systems

THAT the term "irrigation systems" as used herein is defined as an under-ground or above-ground system of pipes, fittings and sprinkler/distribution heads which when in operation dispense water onto lawns and landscape and is external to the dwelling plumbing system and is not directly or indirectly connected to the ACSD wastewater collection and treatment system

THAT the term "leak" as used herein is defined as a dwelling plumbing system failure or irrigation system failure beyond the control of the homeowner, resulting in unintended water consumption,

THAT the term leak as used herein does not include situations where unintended water consumption was a result of failure of the homeowner to monitor water usage i.e., "accident", such as but not limited to situations such as leaving running a hose, faucet, etc.

THAT the "cost of producing potable water" includes Operating Costs (total M&S) less fixed labor costs, excluding bonded debt service, for the then current budget of the ACDWSD,

THAT homeowners shall reasonably monitor water usage and timely repair dwelling plumbing systems and irrigation systems, upon discovery by the homeowner, or notice from the ACDWSD, of any leaks,

THAT District Staff will make the determination as to whether the leak is severe enough to turn off water to the property until the leak is repaired,

THAT in the event of a leak resulting in excess water use charges, said excess charges may be appealed to the ACDWSD as provided in the ACDWSD Billing Appeal Policy, along with evidence of such as a plumbing bill or parts invoice,

THAT irrigation systems shall be physically shut off from November 1 through April 30 of the next year and that no relief for irrigation leaks shall be granted for leaks occurring during that period,

THAT, in the event of a leak resulting in excess water use charges, it shall be the policy of the ACDWSD to bill the subject water consumption as follows based upon the timeliness of homeowner repair of the leak after notification:

- If the repairs were completed ***within 30 days of notification*** of the homeowner of the leak, where notification was either via receipt of the water bill or other direct communication from ACDWSD, all monthly water consumption resulting from the leak will be billed at the monthly average of the homeowner's usage costs over the 3-month period before the leak was determined to have started by ACDWSD.
- If the repairs were completed ***within 60 days of notification*** of the homeowner of the leak, where notification was either via receipt of the water bill or other direct communication from ACDWSD, all monthly excess water consumption resulting from the leak will be billed at the cost of producing potable water.
- If the repairs were completed ***more than 60 days of notification*** of the homeowner of the leak, where notification was either via receipt of the water bill or other direct communication from ACDWSD, all monthly excess water consumption resulting from the leak will be billed at excess water usage rates.

THAT in the event of water consumption related to an accident by the homeowner resulting in excess water use charges, charges may be appealed to the ACSD as provided in the ACSD Billing Appeal Policy along with demonstrated evidence of an accident as opposed to a leak.

THAT, in the event of water consumption related to an accident by the homeowner resulting in excess water use charges where the submitted request for relief demonstrated evidence of the oversight is accepted by ACWSD, it shall be the policy of the ACDWSD to bill the subject excess water consumption as at the cost of producing potable water for the ACDWSD District, and not at excess water usage rates.

THAT ACDWSD retains the ability to review all excess billing matters resulting from leaks and accidents and apply relief in manners they see appropriate due to unforeseen circumstances outside the policy as stated herein,

THAT this ACDWSD Water Leak Policy shall supersedes the ACDWSD Policies #14-00, #17-01 and #17-02 WD adopted February 17, 2017.

x W.E. Campbell III

William E. Campbell III, Chair

Date	Policy	Action	Signatory
December 13, 2013	Policy #13-03 WD	Initial Policy Adopted	Unknown
February 17, 2017	Policy #17-02 WD	Supersedes Policy #13-03 WD	Unknown
September 21, 2023	Policy #23-09 WD	Supersedes Policy #17-02 WD	W.E. Campbell, III
July 18, 2024	Policy #23-09 WD	Updated current policy and Supersedes Policies #14-00 WD (Rick Gardner) & #17-01 WD (Unknown)	W.E. Campbell, III