

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 the standard, authorized excess usage fees for water consumed due to a leak beyond the control of the homeowner, if that leak is promptly corrected by the homeowner after notification by the District.

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 where the water meter continues to turn when all plumbing fixtures (e.g., toilets, sprinkler heads, etc.) are turned off 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", "oversight" "poor maintenance", such as but not limited to situations such as leaving running a hose, faucet, sprinkler setting, etc. In the event of extraordinary water consumption related to an accident, oversight or poor maintenance by the homeowner resulting in extraordinary water use charges, the Extraordinary Water Use Policy #2024-1017 WD will apply.

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, homeowners may request District Staff to turn off their water at the meter until the homeowner can have the leak prepared,

THAT there may be situations, in addition to request by homeowner, under which District Staff turns off the water to the property at the meter-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:

- If the repairs were completed ***within 40 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, the monthly water consumption will be billed at the homeowner's usage costs for the same time period of the leak in the previous year.
- If the repairs were completed ***more than 40 days AFTER 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 will be billed at excess water usage rates.

THAT ACDWSD retains the ability to review all excess billing matters resulting from leaks 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	W.E. Campbell, III

Date	Policy	Action	Signatory
		(Rick Gardner) & #17-01 WD (Unknown)	
October 17, 2024	Policy #23-09 WD	Updated current policy	W.E. Campbell, III