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REGULATION NO. 620.02  
KIRKWOOD MEADOWS PUBLIC UTILITY DISTRICT  
ADJUSTMENT OF CUSTOMERS BILLINGS - LEAKAGE, ETC.

A. PURPOSE

This regulation establishes the policy and conditions under which customer billings for water service may be adjusted to account for leakage or other extraordinary waste and to determine responsibility for water leaks.

B. RESPONSIBILITY

It is the customer's responsibility to ensure that no water leaks occur within that portion of a water service line considered to be the customer's responsibility. For purposes of this regulation, the customer shall be responsible for all water lines located after the District's property line water shut-off valve (curb stop). The customer shall not be responsible for the normal maintenance and repair (excluding customer negligence or tampering) of the District's water meter, regardless of the meter's location.

It shall be the responsibility of the General Manager to approve or disapprove all adjustments to customer water service billings.

C. CONDITIONS

The customer shall make reasonable and good faith efforts, as determined by the General Manager, to prevent water leaks and to expedite the repair of any water leaks within the customer's responsible area. When the customer has made such efforts and when there is evidence of metered water having been wasted on a customer's premises through leakage at any point beyond the discharge flange of either the irrigation or residential water meter, it shall be the District's practice, when so requested by the customer to adjust the customer's wastewater connection charge using the following formula:

1. Calculate the average usage of the unit over the last three years for the month(s) of the leak. This average usage will be billed at the normal wastewater consumption rate.
2. The balance of the wastewater consumption charge for the month of the leak will be billed at the current irrigation rate.

No credit will be given for any additional water leaks within a five-year period from the date of the last credit issuance.

The General Manager shall also have the discretion to approve additional water leak credits or deny a water leak credit request, based on his discretion, in special circumstances and instances.

#### D. REFERENCE

All adjustments to water billings shall be recorded on a form designed for this purpose. A brief explanation of each situation shall be part of the permanent record. A monthly summary shall be forwarded to the Board of Directors for their review.