

Policy for Billing Adjustments for Property Side Leaks

Customers of the Sonoma Mountain County Water District may petition the board for an adjustment of their water usage in the event of an unknown leak on their side of the meter if the following criteria are met:

- Customer shall notify SMCWD in writing or by email using the contact Information at the top of this document within 30 days from the bill issue date for the period in which the loss occurred.
- The request should document location of the leak, date it was discovered and by whom, date the leak was repaired and by whom with a description of the work performed.
- The customer has not received a billing adjustment in the past thirty-six (36) months. The thirty-six month period begins the first month of the billing period following the last billing period for which a billing adjustment was received.
- The District shall not extend the due date of a bill as a result of the customer submitting a request for an adjustment. Payment in full is due each billing period by the due date.
- There must be evidence that excessive use of water was not due to a customer, his/her agents, or tenant's willful or neglectful acts.
- The District shall require repair bills or other appropriate documentation substantiating the leak has been properly repaired / resolved prior to approving an adjustment.

If board approval is made before the due date for the adjustment period, a corrected bill will be delivered to the customer. If the due date has past, the difference between the original bill and the adjusted bill will be applied to the next bill.

The calculation for determining the adjusted billing amount shall be: using the gallons registered on the meter during the same billing period from the previous three (3) years obtain the average gallons for the billing period in which the customer is seeking an adjustment. The three year average will be billed at the current tiered water rates.