

Durham Irrigation District

Leak Adjustment Policy

Purpose

The purpose of this policy is to establish clear, consistent, and equitable guidelines for evaluating and granting leak adjustments for Durham Irrigation District customers, while encouraging timely leak detection and repair.

1. Customer Responsibility

Customers are responsible for all water that passes through their meter. Any leaks, frozen or broken pipes, damage, or water loss occurring on the customer's side of the meter are the sole responsibility of the customer.

The District may, upon written request, provide a payment plan of up to one year for accounts in otherwise good standing—with no penalties—to assist customers in paying charges resulting from a verified leak.

2. Service Charge Classification Protection

An identified leak will not cause the customer to move into a higher service charge classification if the leak is repaired promptly. Upon request, the District will evaluate whether a leak affects service classification based on the leak's cause, magnitude, and duration.

3. Eligibility for Leak Adjustments

Customers may request a leak adjustment when water loss occurs due to circumstances beyond their reasonable control, including:

- Mechanical malfunctions
- Blind (unobservable) leaks
- Theft or vandalism
- Unexplained water loss
- Other unusual or emergency conditions

Leak adjustments will *not* be granted for faucet or toilet leaks.

Requests must be supported with repair bills or other appropriate documentation.

4. Calculation of Leak Adjustments

The District will determine the volume of water attributable to the leak using historical usage patterns.

The District Manager, or their designee, may approve an adjustment based on:

- The cause of water loss

- Customer negligence or fault
- The difficulty of repair
- Available documentation

Adjustments are granted at the District's sole discretion.

5. Frequency of Leak Adjustments

A customer may receive **one leak adjustment every three (3) years**.

6. Customer Request Requirements

To qualify for an adjustment:

- The customer must submit a **written request**.
- Documentation of leak repair must be included.
- The request must be submitted **within 30 days** after the billing cycle in which the leak occurred.

7. District Determination and Appeals

All District determinations will be provided in writing and mailed to the owner at the billing address on file.

Customers dissatisfied with a determination may:

- Submit a **written appeal** to the Board of Directors
- No later than **60 days** from the date of the staff determination

Appeals will be considered at a noticed public meeting.

Policy Adoption

This policy shall take effect immediately upon approval by the Board of Directors and shall be applied uniformly to all customers.