

Procedure and Application for Leak Allowance Requests
Lookout Mountain Water District
(2 Pages)
Board approved – October 10, 2016

If a customer has had a high water bill due to high and unusual use due to a leak, the customer may request an allowance according to the following procedures:

1. The application for allowance must be made within 45 days of the billing date during the billing cycle in which the high use occurred (use form below). If the leak spans two (2) billing cycles, the request must be made within 60 days of the first billing cycle's billing date.
2. The written request will explain the circumstances of the leak, what permanent repairs were completed, and when the repairs were made (e.g. a timeline of events). The request should also include evidence and cost of repairs as supporting documentation. Temporary repairs, such as "I shut off my leaky sprinkler system" will not be considered permanent and will not be eligible.
3. An account is not eligible for an allowance if a leak notice is still active on the account or if there is evidence from the profile data that the leak is still continuing (i.e. the most recent billing cycle has a leak notice but the request is for the prior cycle).
4. If an allowance is granted, customer will not be eligible to request another allowance until in the 4th calendar year after the allowance year.
5. If an allowance is granted, it will also be reduced by \$150 per leak notice previously issued during the past 6 months. "Issued" means that the District recorded a leak notice being mailed, regardless of whether the notice was received or read by the customer.
6. A processing fee of \$150 will cover administration and meter profile extraction, and the maximum allowance will be reduced by the \$150.00 processing fee. If a meter profile is requested or needed, customer must make an appointment for the meter profile extraction and the service order must be filled prior to an allowance being considered.
7. If the calculated allowance is \$1,000 or less, the Billing/Administrative staff may follow this procedure. If the allowance is more than \$1,000, the Board of Directors will review and decide on the allowance at the next regular board meeting.
8. If steps 1 (date compliance), 2 (explanation and timeline), and 6 (meter profile completion), are acceptably completed, the District will inform the customer in writing of the calculated allowance and approval, usually within 15 days after the most recent monthly board meeting. The customer will then have 30 days to pay the remaining balance or the allowance will be rescinded per step 9.
9. If an allowance is calculated and approved, the allowance will not be applied to the account, i.e. credited, until the customer first makes payment for the remaining account balance if the account balance is more than \$200.00. If the balance on account remains unpaid for more than 30 days after an allowance is granted, the allowance will be permanently rescinded.

Application for Allowance:

Applicant name _____

Date _____

Billing ID _____

Address _____

Billing Date(s) _____

Explanation (attach supporting documentation if needed)

Signature of applicant

Staff use only:

Calculation of Allowance

- 1) Billing cycle #1 (original) _____
- 2) Billing cycle #2 if applicable _____

Allowance

- 3) Processing Fee, Add _____
- 4) Leak Notice(s), Add _____
- 5) Minimum charge cycle #1, Add _____
- 6) Minimum charge cycle #2, Add _____
- 7) 90% of cycle #1, Deduct _____
- 8) 70% of cycle #2, Deduct _____

Calculated allowance _____