

**Procedure and Application for Leak Allowance Requests**  
**Lookout Mountain Water District**  
**Board approved – October 10, 2016, Revised March 11, 2019**

If a customer has had a high water bill due to high and unusual use of water 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 must 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 4<sup>th</sup> 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.
7. The maximum allowance granted will not exceed \$1,000 (\$1,000 cap).
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 The customer will then have 30 days to pay the remaining balance or the allowance will be rescinded per step 9.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.

*Sign:*

*Date:*

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**Procedure Accepted and Signed by Applicant - continue to page 2**

Applicant Name(s): \_\_\_\_\_

If a tenant, must also be signed by the tap owner: \_\_\_\_\_

Billing ID \_\_\_\_\_

Service Address \_\_\_\_\_

Billing Date (no more than two consecutive bills):

\_\_\_\_\_

Explanation (attach supporting documentation):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***Sign, date, complete and return both pages and supporting documentation by mail or email (see website for contact information).***

***Staff use only:***

**Calculation of Allowance**

1) Billing cycle #1 water charge \_\_\_\_\_

2) Billing cycle #2 water charges \_\_\_\_\_

3) 90% of cycle #1, Deduct \_\_\_\_\_

4) 70% of cycle #2, Deduct \_\_\_\_\_

5) Processing Fee, Add \_\_\_\_\_

6) Leak Notice(s), Add \_\_\_\_\_

7) Minimum charge cycle #1, Add \_\_\_\_\_

8) Minimum charge cycle #2, Add \_\_\_\_\_

Calculated allowance amount \_\_\_\_\_

Allowance Approved (\$1,000 cap) \_\_\_\_\_

Date/Initials \_\_\_\_\_