

The Santa Lucia Community Services District (SLCSD) offers relief to customers who have experienced high bills due to an extraordinary water loss event, such as an underground water line leak.

Policy

It is the district's policy to grant a billing adjustment, or leak forgiveness, for extraordinary and non-recurrent plumbing problems. Forgiveness may only be granted one leak forgiveness in a twelve (12) month period, and only when the Water Department Management finds all the following conditions to exist:

- 1) That a request for forgiveness has been made by the account holder no later than 90 days from the date of the utility bill containing the leak or extraordinary use.
- 2) That the consumption of the leak is greater than the consumption during the same service period the previous year. If a customer has held the account for less than one year, the leak consumption will be compared to either the customer's average monthly consumption or to the historical monthly consumption of the service address
- 3) That the applicant has provided proof of the repair as required by the leak forgiveness application, and the meter shows no sign of movement after the repair.
- 4) That the account under review has not already been granted a leak forgiveness in the past 12 months
- 5) That the leak forgiveness applies to no more than two consecutive service periods

Procedure

- 1) Account holder contacts the Water Department with the information signifying they have read, understood, and agreed to the policy and procedure, and submits the claim to SLCSD along with relevant documentation
- 2) Upon supply of proof of repair and confirmation of no movement on the water meter, SLCSD removes all water consumption charges in excess of normal use as described above
- 3) SLCSD contacts the account holder with the adjusted balance and reminds the account holder that the account is ineligible for further leak forgiveness for the next twelve months.