



Policy No.: P400-23-1	Type of Policy: Finance
Policy Title: Utility Billing Leak Adjustments	
Policy Description: Authorize the General Manager to Approve Utility Billing Leak Adjustments	
Approval Date: 2/7/2023	Last Review Date: 2023
Approval Resolution No.: 4-23	Next Review Date: 2027
Rescinded Resolution No.: 43-17	Rescinded Resolution Date: 8/15/2017

The purpose of this policy of the Board of Directors of Dublin San Ramon Services District is to authorize the General Manager to make utility billing leak adjustments related to excess consumption arising from leaks on the customer side of the meter.

Adjustments are subject to the following:

Adjustments shall be made only when all of the following are true:

- The account is a residential customer who is individually metered.
- The account is in good standing.
- There is no evidence that the excessive use was due to the intentional or negligent act by the customer.
- In the event of a leak, the customer took prompt and reasonable action to ascertain the cause and correct it.
- In the event of a leak, verifiable confirmation is received that the leak has been repaired.
- No adjustment shall be made when the loss is covered by the customer’s insurance or when a claim can be filed under a warranty of any sort (new home, remodel, etc.).

The amount of any adjustment shall be subject to and limited by the following:

- The amount of excessive use shall be determined by the District.
- Adjustments are limited to only the water portion of the bill (except as noted below).
- No adjustment shall be made when the excessive consumption is the result of a malfunctioning, or not properly maintained, water softener system.

Limitations and Exceptions:

- The maximum credit adjustment allowed per customer, per year, is \$1,000.
- One credit adjustment may be granted per account in a three-year period.
- The General Manager shall have discretion in adjusting a non-residential customer’s flow-based sewer bill if it can be reasonably determined that the water caused by the leak did not flow into the collection system.

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Reporting:

A report will be presented to the Board if total credits provided in any fiscal year exceed \$25,000.

Administration:

The General Manager shall develop rules and procedures in furtherance of this policy.