

**Policy Number: 2.26.0**

**Title: WATER TIER RATE ADJUSTMENT DURING A WATER LEAK**

**Introduction:**

The Alpine Springs County Water District Board sets financial management policies, as recommended by staff and advisory committees. This Water Tier Rate Adjustment During A Water Leak Policy for Utilities ("Policy") is designed to establish guidelines to allow for a utility customer a water usage tier rate adjustment under qualifying circumstances.

**Purpose:**

The Water Tier Rate Adjustment During A Water Leak Policy for Utilities establishes a mechanism and authority for providing billing adjustments to the water usage tier charge rate from the highest tier (tier 3 greater than 200,000 gallons) to the lower tier 2 rate (100,000 to 200,000 gallons) which currently represents approximately a 41% reduction. Water tiers have been established to account for the cost and infrastructure requirements to supply high demand customers throughout the year. A water leak or one time water line breakage is not considered under the tier cost structure, nor was it meant to be punitive in nature due to unforeseen circumstances to the average customer's water usage.

**Tier Rate Adjustment:**

A water tier rate adjustment may be offered to customers that experienced an identifiable water leak or line breakage over the course of the current billing period. Any accounts considered for the tier adjustment must have been deemed by the District diligent in identifying and correcting any water leak or line breakage in a timely manner. District staff working with the customers may offer the tier adjustment without further approval. Any such approval will be documented in the customer's account notes with the following information:

- Date of conversation with customer and customers name requesting the adjustment
- Notes regarding customer's request or circumstances
- Date of adjustment and amount
- General Managers approval

**Responsibility:**

The General Manager will be responsible for the implementation of this policy.