



WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

WATER LEAK ADJUSTMENT POLICY

Section 1: Purpose and Intent

The purpose and intent of this Policy is to protect WTCPUA retail water customers from an undue burdensome billing caused by a leak in the customer's service line. Service line is defined as the line from the meter to the residence as shown in the sketch on the water leak adjustment application form.

This Policy does not cover leaks or excessive use in irrigation systems including programming errors, controller malfunctions, or zone valve/ or sprinkler head malfunctions/breakage. Also, this policy does not cover any other non-service line leaks including but not limited to in-house leaks such as toilets, faucets, malfunctioning water softeners, or other indoor plumbing appurtenances; outdoor piping, fixtures or faucets including those located above grade; leaks or malfunctions related to backflow devices, customer pressure reducing valves (PRVs), swimming pools, landscape water features, or animal watering facilities; or any leaks associated with the construction of single family residences or non-residential buildings that occur during construction or within one year of the warranty period. Finally, this policy does not cover service lines longer than 500' in length.

Section 2: Eligibility for Water Leak Adjustment

1. The WTCPUA allows one leak adjustment per customer per 24-month billing period, unless otherwise waived by action of the WTCPUA Board. It is the customer's responsibility to keep their plumbing system in good working order and be knowledgeable of their water use. A customer's account will be credited for a qualifying leak in accordance with the terms and provisions set forth below.
2. The WTCPUA must receive application and documentation of repair from the Customer within 60 days of the service line water leak repair. The Customer must document that the repair has been completed on the service line including date of repair, sketch showing location of repair, and receipt from plumber or receipt/list of materials used for repair if repair was completed by Customer. If application is received after 60 days of repair or required documentation of repair is not provided the leak adjustment request will be denied.
3. To qualify for a leak adjustment, the water usage must be 125 percent (i.e., 1.25 times) or more above the average of the two (2) highest consecutive months use in the past 24 months (the "Customers Average Billed Usage" ("CABU")). In the event customer does not have a preceding 24-month water use history to establish a CABU, WTCPUA's General Manager, or designee, may use his/her best judgement to establish a CABU by using one or more of the following procedures:
 - a.) For customers with water use history, use a period less than 24-months.

- b.) For Customers with no water use history, a monthly average usage of 10,000 gallons.
4. Using the procedures set forth in Paragraph 3, the WTCPUA will determine the customer's leak adjustment billing credit using the following method:
- a.) Customer will be billed for his/her CABU at prevailing Tariff rates; plus
 - b.) Customer will be billed, at the WTCPUA's applicable lowest tiered rate, for water use associated with a qualifying leak calculated as the difference between volume (in gallons) billed during the leak period minus the CABU (in gallons);
 - c.) Customer adjusted billing credit will be calculated as the difference between the actual volumetric charge customer was billed for during the qualified leak adjustment period less the dollar amounts calculated in 4. a) and 4. b) above.
5. Upon leak detection or notification, immediate steps must be taken to prevent further loss of water. Leakage measured beyond 30 days of first detection or notification will not be considered in leak adjustment calculations.

Water Leak Adjustment Application

Account Name: _____ Account Number: _____

Service Address: _____ Phone #: _____

Date(s) of Bill(s) Showing Water Volume in Question: _____

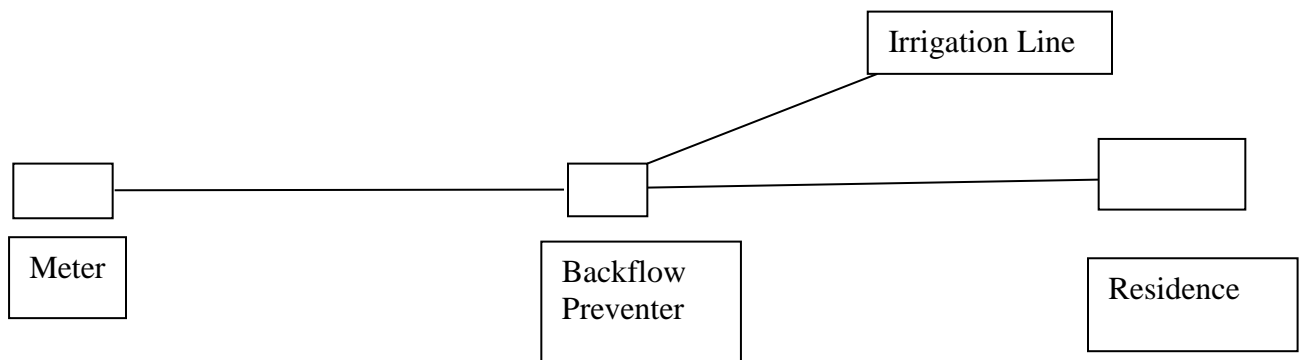
Service Line Leak Detection or Notification Date: _____

Service Line Leak Repair Date: **The WTCPUA must receive documentation of repairs and this application within sixty (60) days of the date of the water leak repair. (See Water Leak Adjustment Policy for a complete list of requirements.)**

What was the cause of the service line leak? _____

Please describe how the service line leak was repaired. _____

Show location of service line leak repair on the sketch below.



REQUIRED: Please submit proof of repair with this form (i.e., plumber itemized invoice or repair parts itemized receipt).

In the past twenty-four (24) months, have you requested a water leak adjustment for this address? No Yes _____ If yes when?

How many people reside at this address? (Residential only) _____

Was the premise vacant or unoccupied when leak occurred? Yes No

If yes, please provide the dates of the vacancy? _____

I hereby apply for a billing adjustment under the West Travis County Public Utility Agency Regional Water and Wastewater Systems Schedule for Rates, Fees, Charges, Terms and Conditions of Water and Wastewater Services. I confirm the above and any attached information is true and accurate. I acknowledge and understand that a maximum of one (1) water leak adjustment may apply to my utility account in any 24-month period.

By signing this request, I certify that I understand the terms and conditions of the WTCPUA Leak Adjustment Policy.

Customer Name (print): _____ Date: _____

Signature: _____

If you need additional information, please call Customer Service at (512) 263-0125. To complete the application for a water leak adjustment, please submit this form and any accompanying documentation to the following:

West Travis County Public Utility Agency
Customer Service – Water Leak Adjustment Program
11805 Bee Cave Road, Suite 200
Bee Cave, Texas 78738

You may also fax or email your completed application:

Customer Billing – Water Leak Adjustment Program
Fax: (512) 263-4124
Email: customerservice@wtcpua.org

If you choose to fax or email your application, you willingly accept all risks related to the interception, mis-addressed, mis-delivered, or otherwise unsecured transmissions.