

NORTH GARLAND COUNTY REGIONAL WATER DISTRICT

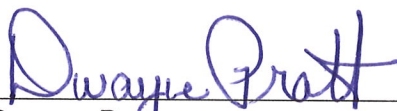
RESIDENTIAL LEAK ADJUSTMENT POLICY

It shall be the policy of the North Garland County Regional Water District to allow a leak adjustment one time per calendar year for residential customers of the District. The repair work can be performed by a property owner in a building owned or operated by him or her or person designated by him or her. No adjustments will be made until the leak has been repaired and the customer attests that the repairs have been completed and provides written documentation of the repair.

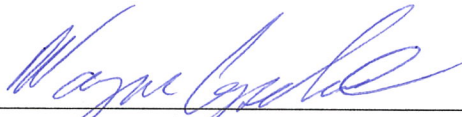
Adjustments will only be allowed if the total amount of the bill reflecting the leak equals or exceeds 100% of the total cost of a twelve month average for the account. The District will extend its best efforts to notify customers whose bills appear to be 100% of the total cost of a twelve month average for the customer's account, which the District interprets as a potential leak on that customer's account. However, the District's failure to notify a customer of a potential leak shall not discontinue the customer's obligation to repair her/his leak. It shall be the responsibility of a customer who has a leak to specifically notify the District that the customer requests the leak adjustment, and the customer must make such notification of a leak adjustment request no later than ten (10) days before the due date of the bill in which the leak adjustment is affected.

Only one adjustment per 12 month period will be given unless an appeal is made to the Board of Directors of the North Garland County Regional Water District. All adjustments are at the discretion of the Board of Directors.

Revised and Adopted this 27th, day of June 2017 by the Board of Directors.



Dwayne Pratt
President



Wayne Copeland
Secretary Treasurer

SEAL:

