

**NORTH GARLAND COUNTY REGIONAL WATER DISTRICT
RESIDENTIAL LEAK ADJUSTMENT POLICY**

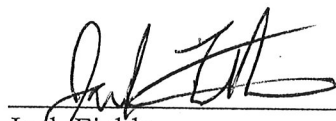
It shall be the policy of the North Garland County Regional Water District to allow **one** leak adjustment **per 12 month period** for residential customers of the District **providing they meet all the qualifications for a leak adjustment**. The repair work can be performed by a property owner in a 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, provides written documentation of the repair **and attests they have checked the leak detector in the meter box to determine the system is leak free**.

Adjustments will only be allowed if the total amount of the bill reflecting the leak is **doubled** 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 **doubled** 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 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.

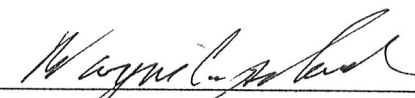
1. Accounts must be Active for 12 months before they are eligible for a leak adjustment.
2. New Connections will not be eligible for a leak adjustment unless the account has been active for 12 months.
3. If eligible for a leak adjustment, the bill will be adjusted down to the customer's past 12 month average.
4. Leaks must be repaired within 5 days of being notified by the District or 10 days following the bill date.
5. Customer attests that the repairs have been completed and is leak free, provides written documentation of the repair to the District office.

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 30th, day of October 2018 by the Board of Directors.



Jack Fields
President



Wayne Copeland
Secretary Treasurer



SEAL:

NORTH GARLAND COUNTY REGIONAL WATER DISTRICT

"A COMMUNITY SERVICE ORGANIZATION"

138 Cedar Mountain Circle

Hot Springs, AR 71909

PHONE (501) 620-4118 FAX (501) 318-0304

TTY: 7-1-1

APPLICATION FOR LEAK ADJUSTMENT

Please print clearly

Application with missing or incomplete information will be rejected.

Applicant Information

ACCT # _____ - _____ - _____

Applicant Name

Property Management Company (if applicable)

Service Address

City/State/Zip

Mailing Address (If different from above)

City/State/Zip

Day Time Phone Number

Alternate Phone Number

I am the: ☐ Property Owner ☐ Tenant ☐ Property Manager ☐ Other _____

Approximate date leak began: _____ Date Leak Repaired: _____

Description of leak and repair (*Please attach plumbing receipts*):

Application Agreement

I do hereby attest the information above is true and correct, I further attest I have verified the water lines at this property are leak free. I understand that this property will not be eligible for any future leaks adjustments for the next 12 months if this request is approved.

Applicant Signature

Date

Forms can be submitted by:

Fax: 501-318-0304

U.S. Mail: P.O. Box 8700, Hot Springs, AR 71910

Email: samharper@suddenlinkmail.com