

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

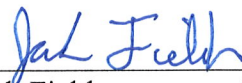
It shall be the policy of the North Garland County Regional Water District to allow **one** leak adjustment **per 12 month period** for customers of the District **providing they meet all the qualifications for a leak adjustment**. The repair work can be performed by a property owner in a building owned 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.

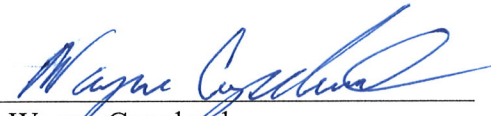
- 1. Accounts must be Active for 12 months before they are eligible for a leak adjustment.**
- 2. New Connections will not be eligible for a leak adjustment unless the account has been active for 12 months.**
- 3. If eligible for a leak adjustment, the bill will be adjusted down to the customer's past 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 April, 2019 by the Board of Directors.



Jack Fields
President



Wayne Copeland
Secretary Treasurer

SEAL:

