

WESTBOROUGH WATER DISTRICT BILLING ADJUSTMENT POLICY

The District will consider billing adjustments only with regard to changes for water that is lost as the result of a leak on the customer's side of the meter. The District will not grant customer billing adjustments if the facts indicate the customer had knowledge of the leak and failed to take corrective action in a timely manner that contributed to additional high usage. It is the customer's responsibility to maintain the water lines and equipment on the customer's property in a reasonable condition such that leaks do not occur. Customers have the responsibility to review their bill each month and notice any increase in water usage so that it does not go on for an extended period of time.

The procedures governing billing adjustments for water lost due to leaks are as follows:

- 1) Leak must be due to an uncontrollable circumstance.
- 2) Request for water billing adjustment must be in writing and submitted prior to the due date of the first billing period during which the circumstance occurred.
- 3) Adjustments granted are for a maximum of up to 2 consecutive billing periods in any 36-month period.
- 4) Customer should repair leak as soon as practical.
- 5) Leakage must be for an average of 30% or more above either the annual average (*excluding leakage period*) or usage during the same period of the prior year.
- 6) General Manager has authority to make adjustments in extraordinary circumstances.
- 7) If granted an adjustment, customer will be re-billed for their average annual or prior year usage based on the District's standard rate and any water usage above that amount will be billed at the same rate the District pays for water.
- 8) If your adjustment is for the January-February billing period, any adjustment in sanitation charges will be handled by the North San Mateo County Sanitation District in accordance with its policy.

It is important to understand that any water that registers on the customer's water meter also registers on the District's master water meter with its supplier, the San Francisco Public Utilities Commission (SFPUC) and must be paid for by the District. The SFPUC does not grant the District adjustments to its invoices related to customer leaks. Therefore, any adjustments that are granted to customer accounts have to be borne by the District and its customers.