



CITY OF SOLVANG ADJUSTMENT TO WATER CHARGES DUE TO A LEAK

PROCEDURES

Under the City's Residential Water Discontinuation Policy, residential customers may appeal a utility bill in the grounds that there was a leak on the customers' site. Please see the Residential Water Discontinuation Policy and the Appeal of Disputed Utility Bill Form for information on how to file an appeal.

The City Manager, or the City Manager's designee reviews the appeal and may grant the appeal on the grounds that there is a leak if the City Manager, or the City Manager's designee, determines based on the available information and materials submitted in support of the appeal that:

- The leak occurred on the customer's side of the water service connection
- The leak caused a significant increase in water consumption over the customers "regular usage". Regular usage shall be determined by a review of the customer's usage during that same time period for the previous five years.
- The leak has been remedied.

If the appeal is granted, the customer's bill shall be adjusted to reflect the lowest applicable consumption charge for the water consumed.

An adjustment to the customer's bill to account for the leak shall only be processed if:

- Within 15 days of the approval of the appeal on the grounds of a leak, the customer:
 - o Provides a signed a leak adjustment acknowledgement form;
 - o Provides an invoice and proof of payment demonstrating the leak repair was completed; and
 - o Pays the adjusted bill.

FREQUENTLY ASKED QUESTIONS

Who is responsible for water leaks?

From the meter box to the street is the City's responsibility. From the meter box to the house is the owner's responsibility. If the leak is in the meter box, the Water Division will inspect to determine if it's the owner's or the City's responsibility.

If the City Manager grants my appeal because there was a leak, what kind of discount will I get?

The amount of your discount is taking all the billed consumed units and adjusting all the units at lowest non penalty consumption charge. The difference of that rate to what was billed becomes your discount.

I didn't use this water. Why am I still being charged for it even though I was approved for the discount?

The rules of the program state we must bill for all the water that passed through the meter, whether it was lost as a result of a leak or otherwise.

My normal bill is usually around "x" dollars. Will you consider this when calculating my discount?

Your regular usage is considered to determine whether a leak caused a significant increase in water consumption over your regular water usage. The typical amount of your bill will not be considered in calculating the adjustment. You will still be responsible for paying for all the water usage, but you will do so at the lowest possible adjusted rate.

Will my sewer and meter charges be affected if I am approved for a discount?

No, a discounted rate on the sewer or meter charges will not be applied.

I am filling out the appeal form, but my bill is due shortly. What should I do?

We always recommend that you pay your bill in full and if your application is approved, your discount will appear as a credit on future billings. If you cannot afford to pay the entire bill when it's due, contact the Utility Billing Clerk immediately to request a payment arrangement at (805)688-5575 x202. Any account with an unpaid balance is subject to a 10% late fee. *If your account is on autopay, the full bill will be deducted from your account on your due date unless you remove the autopay option from your online account.*

If approved, how many billings will be adjusted?

We will only adjust the bill for the billing period during which the City Manager or City Manager's designee determines a leak adjustment is warranted.



LEAK ADJUSTMENT ACKNOWLEDGEMENT FORM

CUSTOMER NAME: _____

SERVICE ADDRESS: _____

ACCOUNT #: _____

TELEPHONE #: _____

EMAIL: _____

Billing date(s) for which you are applying for: (dates of water bill)

From: _____ To: _____

Approximate date of the incident: _____

Date Utility Bill Appeal Granted: _____

Date(s) repairs were made: _____

Important!

Before signing this application, please read the following:

- 1) This Leak Adjustment Acknowledgement Form, and supported documentation demonstrating the leak was repaired, and payment of the adjustment bill must be received within 15 days of the granting of a water utility bill appeal on grounds that there was a leak.
- 2) Attach copies of invoices, receipts for labor and materials detailing permanent repairs have been made and or a police report documenting water theft. Plumber's invoices must be date stamped.

Please return this form in person, by email, or mail to:

utilitybilling@cityofsolvang.com
City of Solvang, Utility Billing
1644 Oak Street
Solvang, CA 93463

I hereby acknowledge that my water bill is has been adjusted to reflect the incidence of a leak and that, consistent with the conditions of such adjustment, I have caused the leak to be remedied and hereby provide documentation of such repair, and that I have paid the adjusted bill in full.

Customer Signature: _____

Date: _____