

GAUD Policy #: 14

Date: 6/18/2018

Policy 14: Plumbing Failure Abatements for Sewer bills

Original Date: 3/8/2008; Revised: 7/20/2009; 5/23/2011; 2/22/2016; 6/18/2018

Note: Water bill abatement procedure is included in the District's PUC approved Water Term's & Conditions.

Leak Abatement Procedure - Sewer

From time to time unexpected water leaks happen that are undetected until the water meter is read.

Customers requesting sewer credit for undetected leaks that result in water consumption which is significantly higher than normal must complete an application provided by the Utility.

Customers must have previous water, sewer and storm bills paid in full to apply for credit.

Leak credit claims made more than 60 calendar days after the billing date will not be considered.

Credits apply only to leaks outside the Customer's control that result in excess usage and have been repaired and documented to the Utility with a signed statement from the Customer.

A Customer may receive a sewer leak credit only once in 3 years for leaks that enter the collection system.

The maximum credit for sewer customers for leaks that enter the sewer system are \$333.00 for customers billed monthly and \$999.00 for customers billed quarterly.

The credit amount is equal to the dollar value of one half of the difference between the abatement request and the average of the prior twelve months of sewer discharge.

Leaks that don't enter the sewer system will be evaluated on a case by case basis.

Leaks that don't enter the sewer system may be credited up to 100% the amount greater than the usage calculated as the average of the prior twelve months of sewer discharge. In this case, the maximum abatement limit may be waived.

The Utility will review each application on a case by case basis and grant or deny plumbing failure abatements based on available information.