

GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

Leakage Consideration Application

The Board of Directors of the Georgetown Divide Public Utility District adopted Policy 2170, Leakage Consideration Policy, to provide a process for applying for a leak consideration adjustment to their water bills when eligibility criteria are met, and procedures are followed as outlined in the policy sections identified below.

The District complies with water conservation legislation; and through its Urban Water Management Plan, the District's residential water conservation efforts are regularly monitored and evaluated. Customers are responsible for monitoring their own water usage. The District provides customers with the option of enrolling in the Water Smart customer online portal to receive leak alerts and unusual use notification by email, text, or voice mail. Customers can enroll in this service by clicking on the following link: <https://gdpud.watersmart.com/index.php/home>.

Review the full Leakage Consideration policy located on our website at <https://www.gd-pud.org/leakage-consideration-policy>

Below are relevant sections of Policy 2170. By signing below, the customer is acknowledging having read these sections:

Section 2170.3 - Eligibility Criteria

- 1) The applicant must be the legal homeowner of the property (renters paying water bills must contact the owner to apply for the adjustment).
- 2) The applicant must be a residential treated water customer.
- 3) The loss of water cannot be due to irrigation, pool failures, indoor leaking faucets or running toilets.
- 4) The customer's account must be in good standing during the time of application.
- 5) The customer must have repaired the leak within ten (10) calendar days of notification or when the leak was discovered.

Section 2170.4 - Calculation of Adjustment

- 1) The District shall determine the amount of water loss during the identified leakage occurrence by comparing the average measured quantity delivered during the same billing period in the preceding year. Staff shall use the immediate past year but may, at the staff's discretion, consider other years if necessary to determine an appropriate historical usage to determine usual usage.
- 2) The customer shall receive a sixty percent (60%) credit for the calculated water loss and will be responsible to pay for forty percent (40%) of the water usage. Water consumption not subject to the water loss calculation shall be billed at the appropriate rate.
- 3) Adjustments are limited to the water usage portion of the bill only.

Section 2170.7 – Adjustment Application Procedures. To apply for a leak consideration adjustment, the customer must submit a written request letter providing the required information in the form below, or complete a leakage consideration form within thirty (30) days from the billing date in which the loss occurred.

(a) Customer Name:	Account #:
Service Address:	City/Zip:
Email Address:	Phone #:
(b) Describe how and when the leak occurred:	
(c) How and when was the leak brought to the customer's attention?	
(d) Provide proof of how the repair was completed and attach to this form; include before and after photos and/or plumber's bill, parts receipt, and a written explanation.	
(e) If the customer or others made the repairs with parts on hand and have no receipts, this must be explained below or in the written request.	
Customer Signature:	Date:

Note: Continue on back of this form, if additional space is needed to provide the information requested.

Email this form to billing@gd-pud.org or mail to General Manager, 425 Main St., Georgetown, CA 95634.

The postmark will serve as the official date the request is received by the District.

For additional information, contact the billing department by calling (530) 333-4356, et. 106.