

B.T.C. Regional Water District
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Dear Customer of BTC Regional Water District

At the February 17th, 2004 regular meeting of the District Board of Trustees discussed a Leak Adjustment Policy. The previous policy was felt by customers to be of little relief. After research of several local water utilities company policies, the Board of Trustees voted to adopt the following policy :

Leak Adjustment Policy for BTCRWD

1. It is the customer's responsibility to provide the office with a written invoice of repairs made to at their residence. This must be presented within 30 days of the leak for adjustment.
2. Average water usage will be determined by using the six (6) previous months water usage added together and divided by 6, this should produce the average gallons used.
3. The average gallons would be deducted from the billed gallons to produce the "overage/leak" gallons.
4. The overage/leak gallons would then be divided in half. The customer would be pay for half of the overage/leak gallons plus their average monthly usage.
5. One leak adjustment per calendar year would be allowed per residence. The customer is responsible for contacting the office concerning the leak and providing necessary documentation of repairs. The customer is also responsible for contacting the office to obtain the proposed adjusted amount and stating that they want the adjustment applied. **No adjustments will be automatically applied.**
6. This policy is for residential customers only and does not include businesses, irrigation systems, or households with irrigation systems connected to their residential supply.

Effective date of the policy is April 1, 2004.