

**RESOLUTION NO. 24-04**

**K-GB-LB WATER DISTRICT**

**Establishing a Policy for Adjustments  
Due to Water Leaks**

WHEREAS, by and through Ordinance 75-1, the Board of Commissioners (“Board”) for the Kernville-Gleneden Beach-Lincoln Beach (“K-GB-LB”) Water District (“the District”) enacted rules and regulations for District operations; and

WHEREAS, Section 16.b of Ordinance 75-1 provides, “Any water user whose bill is larger than normal as a result of a leak that was not the fault of the water user, may request the Water Superintendent to make an adjustment on the bill. In the event that the Water Superintendent finds the claim for an adjustment to be meritorious, he may make such adjustment as he considers to be reasonable”; and

WHEREAS, the Board desires to establish a process for considering such requests and making such adjustments, which hereafter shall be referred to as the “Leak Adjustment Policy”;

IT IS HEREBY RESOLVED as follows:

The following process shall apply to requests for reductions in customer bills in the event of a major water leak:

1. It is the responsibility of every customer of the K-GB-LB Water District to maintain plumbing within the customer’s premises, starting at the water meter. Any leakage or accidental usage of water in excess of a customer’s normal consumption is billed to and paid for by the customer
2. If a large leak occurs due to circumstances beyond the customer’s control, the customer may submit a written request for an adjustment to their bill as follows:
  - a. The amount of overuse must be 100,000 gallons above the average usage based on the same billing month over a period of the previous three (3) years, or, if three (3) years of history is unavailable, of the average consumption based on available information.
  - b. The customer must show that they took timely action to mitigate the water loss by turning off water to the affected area upon discovery or notification of the leak.
  - c. The customer must show proof that the leak was repaired within thirty (30) days of discovery or notification.
3. A cost adjustment pursuant to this policy may be requested only by the person responsible for the customer account.

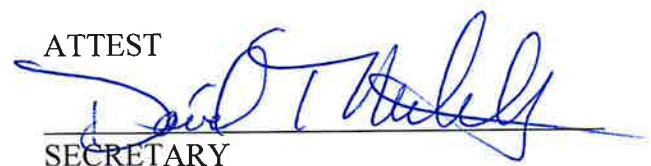
4. An account holder may apply for no more than one (1) leak adjustments within a three (3)-year period, beginning from the date the first adjustment is granted.
5. The request must be submitted in writing by completing the Leak Adjustment Request Form, which can be obtained from the District website at [www.kgblbwater.com](http://www.kgblbwater.com), or by calling (541) 764-2475. The completed form must be accompanied by proof that the leak or other issue was repaired within thirty (30) days of discovery or notification.

**Submitting an application does not guarantee an adjustment will be made. Each request is evaluated on an individual basis.**

6. The following are ineligible for cost adjustments:
  - a. Leaks or excessive water loss resulting from willful or negligent acts on part of customer or property owner.
  - b. Excessive water loss due to leaking faucets, toilets, sprinkler systems, water features, pools, hot tubs, or other plumbing located on the customer's premises, beginning at the customer's side of the water meter.
  - c. Excessive irrigation or over-watering.
  - d. Water loss due to vandalism, construction-related activities, failure to winterize exterior pipes or fixtures, or fire abatement.
7. Upon approval of the request for adjustment, the customer is responsible for paying the base rate, plus twenty percent (20%) of the overage amount.
8. Customers approved for adjustment will receive a credit adjustment to their account. Customer accounts must remain current during the adjustment approval process. The base rate is not subject to adjustment.

APPROVED August 8, 2024.

  
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BOARD CHAIR

ATTEST  
  
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SECRETARY