

High Water Bill Adjustment Policy

January 20, 2016

Customers may request an adjustment to their water charges once every seven years due to an unforeseeable or unpreventable leak. Customers must pay for all water used at the rate of the District's lowest water tier at the time of the request. If granted, the water rate adjustment will only be applicable in two consecutive billing cycles.

- To be considered for an adjustment customers must:
 - Submit a Water Rate Adjustment Request Form;
 - Submit proof of the cause of the high water use and proof of all adjustments or repairs made to correct the high water use; and
 - Have no water rate adjustment applied to their account within the last 7 years.