

The Widefield Water and Sanitation District's Water Leak Review and Adjustment Process is intended to provide financial relief to residential customers who experience extremely high-water use because of an indoor water leak.

All water leaks on a residential customer's property are the responsibility of the owner of the property. Fixing water leaks can save the customer approximately 6% to 10% on their water bill. We do understand that unexpected high bills can occur due to a leak and, therefore, the District offers a water leak review process and the opportunity for financial relief for situations that satisfy the terms of this policy.

If a residential customer discovers a leak, they may qualify for an adjustment to their bill.

**Eligibility:**

- The customer (owner) must report the leak to the District within 60 days of the bill due date for the billing period when the leak occurred.
- Proof (receipts) must be provided to show the leak has been repaired for an adjustment to be considered.
- Leak adjustments may span a maximum of two billing periods. A customer will be limited to one (1) water leak credit in any 12-month period.
- We will review the billing history and consumption data for the property to determine the typical amount of water that passes through the water meter for the same property using meter reads from the prior year and similar seasonal usage. Upon approval, we will adjust the charges billed to the customer for water usage related to the leak. The District will only provide a 50% adjustment. A maximum of two billing periods can be adjusted.
- If you had a water leak during the wastewater averaging period (December, January, and February), and the leak has been fixed, contact customer service for a possible adjustment to your wastewater average/rate. Requests for wastewater leak recalculations will not be considered after May 30th of each year.

**Exclusions:**

No adjustments will be made for leaks under the following circumstances:

- A willful act on the part of the customer.
- Stolen water.
- Leaks regarding sprinkler systems, water features, ponds, fountains, swimming pools, hot tubs, outside faucets left running, or other leaks associated with outdoor water usage, etc. (we do not consider credit adjustments on these types of leaks due to the potential for large amounts of water loss).
- The water meter has been tampered with or turned on/off by anyone other than the District and that action resulted in loss of water.
- Any commercial or non-residential customers.
- Tenants are not eligible.