

MUIR BEACH COMMUNITY SERVICES DISTRICT

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Water Department Rates and Policies - updated February 24, 2021

5) Leak Relief Policy

Water is a precious resource to our community, and we hope everyone will do their best to keep their plumbing systems in good order. Nevertheless, we understand that leaks can occur, and we have developed this policy to moderate the financial impact of a potentially very large water bill. The policy is as follows:

1. Leaks in the underground service line on the owner's side of the meter between the meter and the house. Because these leaks can go undetected until you get your water bill, this type of leak receives the greatest relief. You will be charged as if the leak had not occurred. This is done by averaging the prior 12 months' water bills (including all meter charges) and using this amount as the adjusted amount of the bill.
2. All other non-negligent types of leaks. In the case of other types of water loss due to circumstances beyond your control, including: irrigation system leaks or malfunctions, leaking toilets, burst garden hoses, and vandalism – but excluding leaking faucets, garden hoses left running unattended, or other visibly apparent leaks within your reasonable control – your water bill will be capped at three times your average bill for the prior 12-month period (including all meter charges).

For all types of leaks, you must repair the leak within 48 hours of its discovery or of receipt of the bill showing the unusually high usage, and then provide the District with proof of the cause of the leak and the repair. It may or may not be financially worthwhile to apply for leak relief, for example, a leak may have only doubled your bill, so having it capped at three times the normal amount will not be of help to you! For the District to make a leak relief calculation, there is a non-refundable \$45 charge (whether it benefits you or not) – so please take this into consideration before requesting leak relief. This charge is in addition to the amount of your bill or the amount of any adjusted bill.

Leak relief is limited to the usage during the most recent billing period – any leaks extending back into prior billing periods are not subject to leak relief.