



City of Vacaville
Water Loss Adjustment Policy

Effective: November 1, 2019

Summary

This policy provides for a billing adjustment (credit) for Utilities customers who experience a significant and unexpected increase in their water consumption due to unintentional water loss. If approved, the credit cannot exceed 300 units and can only be applied to excess water use for up to a maximum of two billing periods. It is only available once every five years for the same customer at the same location.

Scope of Responsibility

It is the responsibility of all water customers to maintain and/or repair their homes, buildings, and landscape water pipes and fixtures to minimize the unintended loss of water. It is the responsibility of the City to maintain and/or repair water mains and connections leading up to the customer's meter as well as the meter itself.

On occasion, however, unintentional water use or loss can occur. This policy provides for a credit, up to the maximum amount allowable, to be applied to the water bill in the event of unintended and eligible water loss.

Eligibility

A Utilities customer may be eligible for a credit under the following conditions:

- Customer identifies and repairs a leak on their side of the meter.
- A leak on the City's side of the meter that results in an erroneous billing of the customer. This would not count against the customer's credit limit of 1 every five years.
- Customer documents the repair of an eligible leak via completion and submission of a Water Loss Adjustment Request form. Customer is responsible for repairing any leaks on the customer's side of the meter.
- Eligible water loss shall be limited to:
 - Theft or vandalism outside of the customer's control. A copy of a police report documenting the theft or vandalism is required.
 - Pipe breaks, fixture leaks, or water loss that occurs on the customer's side of the meter.
- Credits shall not apply to water used for new landscape irrigation, filling of a pool, or other intentional use.
- Customer has not received a credit for the same meter location in the prior five years.
- Utility Billing staff shall determine if the water customer is eligible for an adjustment.

Calculation of Credit

- Eligible customers may receive a credit for up to 100% of water loss for up to two billing periods in which the water loss was determined to have taken place.
- Eligible customers will receive a credit for water loss up to a maximum of 300 units.
- Water loss is defined as unintentional water use exceeding 20% or more of the average use for the same billing period(s) during the three prior years. If the customer has not lived at the address for three years, then the average daily usage for the customer will be determined after the leak is repaired and will be used in the credit calculation.

Procedure:

To be considered for a credit, water customers who identify a water loss on their side of the meter, or suspect water loss on the City's side of the meter, must complete a Water Loss Adjustment Request form. The form is available online at www.cityofvacaville.com or at the Finance Counter located at Vacaville City Hall, 650 Merchant Street, Vacaville CA. Requests for a credit will be considered up to one year from the date of the bill when the water loss occurred on accounts that are active and current.

On the Water Loss Adjustment Request form the customer must describe the source of the water loss and provide a contractor's invoice, repair parts invoice, and any other documentation showing that the source of the water loss was addressed or repaired. These documents may be submitted at the Finance Counter or mailed to City of Vacaville, Utility Billing, 650 Merchant Street, Vacaville, CA, 95688. They may also be scanned and e-mailed to UBAdmin@cityofvacaville.com.

In the event the water loss is suspected to be on the City's side of the meter, Utility Billing staff will request a site inspection by Public Works staff. If a source of water loss is found at or on the City's side of the meter, the City shall repair the problem, and Utility Billing staff will issue a credit, if necessary, on the customer's next utilities bill. If no leak exists on the City's side of the meter and with the customer's permission, Public Works staff may perform a brief survey of the property for any visible leaks and inform customers of the results. Any repairs, or more comprehensive survey, of the customer's water system is the responsibility of the customer.

The credit shall be calculated based on excess water use for up to two billing periods in which the identified water loss is confirmed to have occurred. The total water use shall be compared against average use for the same billing period(s) in the prior three years for the service at the meter location (please see attached example). The excess water use must be 20% or more over the average use per billing period. If the customer has not lived at the address for three years, then the average daily usage for the customer will be determined after the leak is repaired and will be used in the credit calculation.

If the excess water use is at least 20% more than the average use for each eligible billing period, then a credit for the excess use, up to a maximum of 300 units, shall be applied to the customer's next billing cycle or to subsequent billing cycles until all of the credit has been applied. A refund shall not be permitted unless the customer has closed their account after applying for the credit and has no other active accounts within Vacaville city limits from two months of the customer's account closed date.

If the excess use is found to be less than 20% of the average usage for the billing period(s), the customer is not eligible for a credit and will be notified by phone or email.

Utility Billing staff shall determine if the water customer is eligible for an adjustment and calculate the credit amount. The approval or denial of credits shall be at the discretion of the Director of Utilities or his/her Designee. All decisions of the Director or Designee are final and are not subject to appeal.

If you have any questions about the credit program, you may call (707) 449-5128 or send an email to UBAdmin@cityofvacaville.com.


Start Date:

This policy is effective November 1, 2019.

Duration of Policy:

This policy may be altered or revoked at any time per Director of Administrative Services' instruction to Finance staff.

Adopted: November 1, 2019



Dawn Leonardini, Director of Administrative Services

Water Loss Credit Calculation Examples:

Leak discovered and repaired November 1. Excess use of 113 units in Sep/Oct

Sep/Oct Billing Cycle				
Billing Years	2018	2017	2016	2015
Consumption in units for Sep/Oct billing Cycle	130	19	15	17
Average billing period use over prior 3 Years	17			
Excess consumption	113			
Excess at least 20% of average? (3 units)	Yes			
Water variable rate	1.72			
Credit to be applied (excess x variable rate)	\$194.36			

Leak discovered and repaired November 1. Excess use of 9 units in Sep/Oct

Sep/Oct Billing Cycle				
Billing Years	2018	2017	2016	2015
Consumption in units for Sep/Oct billing Cycle	26	19	22	24
Average billing period use over prior 3 Years	22			
Excess consumption	4			
Exceeds at least 20% of average? (3 units)	No			
Water variable rate	1.72			
Credit to be applied (excess x variable rate)	\$0			