

WJCUD Leak Credit Policy

Approved 04/28/2022

A water service leak resulting in usage charges over 150% of the average usage that has been billed and repaired in a timely manner may be eligible for a credit on the amount charged over their average usage if the following criteria are met:

- a. Customer must contact WJCUD immediately upon identifying existence of leak. **Charges from more than 30 days prior to notification will not be considered.**
- b. Leak must be fixed before applying for credit. Leak indicator will be checked.
- c. Leak Credit Assistance will be limited to once every 12 months.
- d. Leak Credit is eligible for only one month's bill. If the same leak overlaps into 2 billing cycles and can be verified it is the same leak, both bills may be considered for credit.
- e. Leak Credit Assistance form must be filled out in its entirety and turned into the billing office to apply for a credit.
- f. Interior Leaks shall receive 50% credit on the amount charged over their average usage.
- g. Exterior Leaks that can be verified as never entering the sewer system shall receive 100% credit on the sewer amount charged over their average usage and 50% credit on the water amount charged over their average usage.
 - o For a customer to secure a 100% credit for both the water and sewer amount charged over the average use for an Exterior Leak, a customer with an old dilapidated service line can secure the services of a licensed plumber to replace the entire length of his/her service line from the meter box to the foundation wall of the structure being served in strict accordance with IBC plumbing codes including a customer shut-off valve near the foundation wall of the structure and, if necessary, a WJCUD-provided adapter fitting at the connection to the dual check valve at the meter box. Verification of installation of new DR11 CTS HDPE service line from the meter to the foundation wall shall be witnessed by the District's Inspector in order to receive this credit.
- h. Renter accounts:
 - o Renters who desire extended payment arrangements must have been at location for over a year. When under a year any allowed arrangement cannot exceed the amount of the current deposit we have on file. Before any payment arrangement or leak credit can be made/issued, the renter must notify their landlord in writing of leak and inform them of increased billing as a result. Proof of this correspondence will need to be provided to the District.
 - o If owner does not respond in a timely manner to correct the leak or assist in paying the increased charges resulting from leaks, owner will receive a written notice informing them of the following:
 - If another balance is left unpaid due to leaks at their property, the District will require all future billing to be in OWNER'S NAME. No renter accounts will be allowed.