

Greenacres County Water & Sewer District  
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Kalispell, MT 59903  
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## Water Leak Adjustment Request Form

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Service Address: \_\_\_\_\_ Billing Period: \_\_\_\_\_

### Regulation 9 – Billing

**9.8 ADJUSTMENT FOR WATER LEAKS** - The District may consider utility bill adjustments for the following reasons ONLY:

Clerical billing or reading error on part of the District  
Proven malfunction of the water meter (see information below)  
Water leak adjustment in accordance with approved policy

If there is a clerical billing or reading error on the part of the District, a utility bill will be adjusted accordingly. If the amount owed the customer is less than the monthly base rate, a credit will be applied to the account. If the amount owed the customer is higher than the monthly base rate, the customer may request a refund or have the amount credited to their account. If, after the account is adjusted and the customer is owing the District, the next monthly billing will reflect the corrected amount without a late penalty.

A customer may request a test of their water meter. If the water leak is determined to be the customer's responsibility (See Regulation 4.3 and 4.19), the water leak shall be repaired and the customer should submit documentation of the repair (including receipts for labor, supplies and equipment, and photos, if available) to the District billing office along with the completed Water Leak Adjustment Request Form. Once the documentation has been reviewed and approved, the documentation will be processed and an adjustment made at the discretion of the District. The amount and time period to which the adjustment can be applied varies depending on the nature of the water leak. Any request for water leak adjustments must be made within **sixty (60)** days from the date of the water leak repair. Questions should be directed to a District Board member for clarification.

## 9.9 GRANTING OF ADJUSTMENTS -

To qualify for a water leak adjustment, the water usage must be at least two times above the average monthly usage. Average usage is defined as the average normal consumption for the previous twelve months, or whatever is currently available for that customer.

It is the customer's responsibility to keep their plumbing system in good working order. (see Regulation 4.3)

Only one water leak adjustment per customer per calendar year is allowed, unless otherwise waived by action of the Board of Directors.

The District will first determine that the meter has been read properly. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of the District's equipment, a new bill will be issued using an estimated reading based on the appropriate summer or winter six (6) months billing, or whatever is available. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.

If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of the District's equipment, the bill will remain valid and payable (see Regulation 9.5).

If an adjustment of the customer's bill is warranted, the amount of the bill will be determined based upon the average usage for the previous twelve months, or whatever is currently available for that customer.

Adjustments on water bills will NOT be made on the following:

- a) Routine dripping faucets, water leaking commodes/toilets, or any type of faulty customer plumbing;
- b) Premises left or abandoned or vacated without reasonable care for the plumbing system;
- c) Filling of swimming pools;
- d) Irrigation systems, watering of lawns, water-siphon operated pump/alliances;
- e) Bills claimed to be lost or not received.
- f) Homes under Construction/Major Renovation.
- g) Customer did not take immediate steps, after detection of the water leak, to prevent further loss of water;
- h) Did not provide proof of the repair (receipts for any materials or services related to that repair);
- i) Meter was tampered with in any way.

The Water District shall not be obligated to make adjustments of any bills not contested within sixty (60) days from the billing date. In the event the water leak extends beyond the first billing period, subsequent bills can also be considered for adjustment by the Board of Directors.

The Water District shall be under no obligation to extend the discount or due date or the time for paying the bills because the customer disputes the amount of the bill or the customer is in the process of repairing the leak on their side.

Any request for water leak adjustments must be made within **sixty (60)** days of the water leak repair. All requests for billing adjustments must be in writing and either delivered to the GCWSD PO Box or at a regularly scheduled District Board meeting. A written form must be completed for each adjustment stating the necessary information about the water leak and verifying the water leak repair (including receipts for labor, supplies and equipment, and photos if available). Forms will be furnished by the District Board members or printed off the District's web page. The Board of Directors shall file a written report to the customer setting forth the decision of the Board regarding the adjustment request.

Date leak was repaired: \_\_\_\_\_ Leak repaired  
by: \_\_\_\_\_

Location of  
leak: \_\_\_\_\_

Type of leak: \_\_\_\_\_

Property owner name: \_\_\_\_\_ Contact phone: \_\_\_\_\_

Property owner  
signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Note: Attach repair receipts and photos to this request form. Adjustments will not be processed without proof of repair.***