



Leak Policy

On October 8, 2012, the Riviera West Mutual Water Company (Company) Board adopted the following policy to ensure all customers are dealt with fairly and consistently in regards to leaks discovered on the customer's side of the water meter. Leaks on the customer's side of the water meter are the customer's responsibility and any high bills and/or damage caused by the leak are the customer's responsibility. As it is in the best interests of the customer and Company to reduce the waste of water, we have established the following policy.

If the property is a second home, you are on vacation or absent from the property for any reason, it is your responsibility to arrange for someone to periodically check the property. It is not the responsibility of the Company or its employees to check your property for leaks.

If a leak is noted by a Company employee, we will enact the following procedure:

- Note leak. If leak is visible, Company employee will note location and place a note on door. If leakage rate appears to be in excess of one gallon per minute (1 gpm, a typical garden hose runs 5 gpm, a low flow faucet runs 2 gpm), water will be turned off at the meter. Slower leaks will be turned off only if there appears to be a threat to life and/or property.
- At earliest convenience, Company employee will notify office of the leak and any pertinent facts.
- Office personnel will notify customer at earliest convenience. Email and phone are the preferred contact methods. If these methods are unsuccessful, notice will be sent First Class mail.
- Upon response from customer, water service will be either shut off or left on.
- If no contact is made with the customer within 7 days, water service will be shut off.
- There will not be a charge to turn on water if it is turned off for a leak, provided the customer is in good standing.

In the event a leak has been discovered and repaired, forgiveness of the excess water usage is available from the Company. Forgiveness must be requested in writing to the Company office within sixty days of the date of the bill for which forgiveness is being requested. All payments to the Company must be current at the time of the request, including the bill in dispute. Repair of the leak must be verified by Company staff. Forgiveness is available no more than once in any 12 month period and no more than twice in any sixty month period. One billing period during the leak period will be reduced in accordance with the following formula:

The "leak bill" will be calculated based on the highest water usage in the previous six billing periods plus five percent additional water use calculated at the water rates in effect at the time of the leak. Once credit is determined, it will show on your next bill.

Exceptions to the above policy may be granted by a vote of greater than two thirds vote of the Board.