

Salmon Valley Water Company

Credit for Leak Adjustment Policy & Procedures

In the interest of conserving water the SVWC offers a credit to its customers who report and fix leaks occurring past the meter. The credit is only available for greater than average usage caused by a broken water pipe, faucet, hot water heater, washing machine water lines or toilet. It is not available for faucets left open, running toilets, etc. To receive the credit you must:

1. Fill out this form completely
2. Report the leak to SVWC and repair the leak within 10 days of discovery
3. Be current in your account (no past due payments)
4. Have not been issued a credit for a leak in the previous 24 months
5. Provide proof that the leak is repaired (attach proof with this document):
 - a. Receipt from plumber for repair, or
 - b. Receipts for parts to perform repair

Name _____ Acct # _____

Address _____ Phone # _____

Cause of leak _____

Date leak reported _____ Date fixed _____

I acknowledge that the information given above is true and correct to the best of my knowledge. I have read and understand the Salmon Valley Water Company Credit for Leak Adjustment Policy & Procedures document. I further understand that I shall not be eligible for any further leak adjustments for a period of 24 months from the date this credit is issued.

If you are a tenant account this document must also be signed by the property owner to receive the credit.

Account holder signature Date _____

Property owner signature (if required) Date _____

Credit is only on the usage portion of your bill and does not include any adjustment to your base rate. Credit is based on your average usage for the same period last year or in the case of new customers the previous 3 months of usage. Your usage during the leak will be subtracted from your average usage. This amount is the actual leak usage. You will be credited half of that amount. So if your usage during the leak was 3,500 CF and your normal usage is 600CF the leak usage was 2,900 CF. Half would be 1,450 CF. 1,450 CF times the rate of \$1.02 per CCF would be a credit of \$14.79. Credit will be issued on the next billing cycle after the credit application is received by SVWC.