

Napa Sanitation District		Department of Administrative Services	
Credit of Recycled Water Charges for Leaking or Broken Pipe	Page 1 of 3	Effective Date: August 8, 2019	
	Approval:	Procedure:	

1. PURPOSE

- 1.1 The purpose of this statement is to formalize the policy of issuing an Accounts Receivable account credit for recycled water charges ("credit") when the customer can demonstrate a leak or line break on the customer's side of a recycled water meter.

2. GENERAL

- 2.1 NapaSan will credit customers for half of the cost of recycled water lost associated with a leak or line break, provided the customer meets the specific criteria in this policy for a credit.

3. POLICY

3.1 Eligibility Requirements

- 3.1.1 Eligibility for credit requires that the amount of the leak be at least 50,000 gallons and that the amount of the leak must be estimated to be greater than 20% higher than what would normally be expected for that period, taking into consideration prior usage patterns, weather and other relevant factors.
- 3.1.2 Eligibility for credit requires that the water was actually lost and not available for its intended use.
- 3.1.3 Eligibility for credit requires that the customer notify NapaSan within 60 days from the confirmation or discovery of the leak. Requests for credit after 60 days from the confirmation or discovery of the leak will be denied.
- 3.1.4 A credit shall be approved only if the customer is not currently delinquent on any recycled water invoice.

3.2 Amount and Frequency of Credit

- 3.2.1 The amount of credit shall equal and not exceed 50% of the water loss due to a leak or break.
- 3.2.2 The number of days of leakage included within the credit shall not exceed 30 days. The 30-day maximum period may be inclusive of

one calendar month or may cross over between two calendar months.

- 3.2.3 A request for credit may only be granted once within a 5-year period, per recycled water account. A recycled water account is the combination of a site address and a customer.

3.3 Evidence and Confirmation of Leak and Repair

The customer requesting a credit must provide evidence of the leak and confirmation of its repair, by one of the following methods:

- (1) Evidence and confirmation can be through a paid invoice from a plumber or equivalent; or
- (2) Evidence and confirmation can be through the documentation of the leak and repair completed by the applicant or his/her employees, which must include photographic evidence of the leak and the repair.

3.4 Other Requirements and Conditions

- 3.4.1 The customer, owner or tenant is responsible for all costs associated with repair of the leak.
- 3.4.2 A credit shall only be approved if the customer has completed a "Spill Report," if required by the Recycled Water User Guide.
- 3.4.3 Overpayments resulting from a credit being applied to the account shall not be refunded to the customer. Any overpayments on an account will be applied to future recycled water invoices.

4. PROCEDURES

- 4.1 Customer requests a credit to their recycled water account in writing, either by mail or email. This notification must be made to either the Reclamation System Manager (the person to whom monthly use reports are submitted) or to Accounts Receivable (the person listed on the invoice for recycled water usage).
- 4.2 Customer must provide the following documentation of repair:
 - (1) Copy of invoice for plumbing repair of recycled water distribution pipeline describing the location of the leak and type of repairs made; or
 - (2) A summary of the costs, labor hours to complete repair, type/methodology of repair, date(s) of repair, and photographic evidence that clearly shows the leak or break, the repair site and repair methodology.
- 4.3 Customer must provide a written summary of the leak that includes the following:
 - (1) How the leak was discovered

- (2) Estimate of the number of days of the leak, and how that estimate was made
- (3) The final disposition of the leaked recycled water. For example, Did the leaked water get absorbed into the soil? enter a storm drain? run off into a creek or well?

- 4.4 Accounts Receivable reviews the request for credit. S/he compares the invoiced usage in question with historical data. Taking historical usage and comparative weather into consideration, s/he will analyze the information and make a recommendation of what “typical” usage would have been during that time. S/he will consult with the Reclamation Manager or the District Engineer to develop this recommendation.
- 4.5 Accounts Receivable staff verifies with Reclamation Manager that “Spill Report” was provided by customer, if required.
- 4.6 Director of Administrative Services or General Manager approves by signature the recommended Accounts Receivable credit.
- 4.7 IF APPROVED, Accounts Receivable communicates in writing with the customer, informing the customer that the credit has been applied to their recycled water account. A refund check will not be issued. Account credits can be applied to future recycled water charges.
- 4.8 IF DENIED, Accounts Receivable will communicate in writing with the customer, providing an explanation of the analysis conducted and the conclusions made. If customer does not agree with the conclusions, s/he may appeal the decision to the General Manager for reconsideration.