

3.9.6. Catastrophic Event Billing Adjustments

The District's Board of Directors may determine that a catastrophic event (hurricane, fire, severe weather, etc.) has occurred, declaring the date of event, and may authorize the following process.

Customers may request a bill adjustment for excess water use due to a leak on the customer's side after a catastrophic event. One catastrophic leak adjustment per event, per customer will be allowed. The customer must report the leak within two months of the declared date. To obtain the adjustment the customer must submit:

- a. Written Request – The request should provide a brief description of the leak. The consumption will be calculated by the District, based on the dates as determined by the General Manager for the specified catastrophic event. (Email is acceptable.)
- b. A copy of the plumber's repair bill showing the leak to be repaired or other substantiation such as a photograph, part receipts, etc. District staff may also verify repairs.

District staff will review the claim and make the appropriate adjustment to the account. The adjustment is calculated by taking the customer's account average of the three (3) months of water usage prior to the catastrophic event. This figure establishes an estimate of actual usage ("Average Usage"). Regular rates are applied to Average Usage.

Usage will be calculated for the specified timeframe of the catastrophic event as set by the District General Manager. Any usage above the Average Usage calculated will be forgiven. If no historical usage data is available, the District-wide average will be used to determine usage.

The catastrophic billing adjustment will be independent of the normal water leak adjustment process.