

Riviera Utilities

Water Leak Adjustment Policy

8/12/2025

1 Policy

1.1 Availability

This policy is available to all customers in rate classes:

- Single Family Residential
- Non-Residential
- Multi-Family Residential

1.2 Applicability

This policy applies to residential and non-residential customers who have experienced higher than usual consumption during a single billing cycle due to a verifiable leak.

Verifiable leaks are defined as:

- Water consumption greater than three times the average monthly consumption during the previous 12 months, and
- Water consumption greater than 10,000 gallons in a single month's billing cycle.

Plus one of the following:

- A plumber's invoice outlining the location, repairs performed, and the date of completion, or
- A receipt for parts and photos of the leak and repair, or
- A Riviera Utilities employee witnessed a leak.

1.3 Limitations

Adjustments due to leaks will be limited to once every 24 months and only for leaks reported during the current billing cycle.

The adjustment policy **does not apply** to any consumption resulting from:

- Any leak resulting in water returning to the wastewater system.
- A Leaking toilet, spigot/faucet, garden hose, or cross connection.
- Filling of pool/spa or any pool/spa repairs.
- Landscaping usage (including new or replacement sod) or repairs to the irrigation system.
- Any leak occurring more than two billing periods.

1.4 Adjustment

1.4.1 Single Family Residential

The bill may be adjusted to an amount no less than three times the average monthly usage for the previous twelve month period (not including the month the leak occurred) and administered by the Business Systems Department.

1.4.2 Non-Residential and Multi-Family Residential

The water bill may be adjusted to an amount no less than three times the average monthly usage for the previous twelve month period (not including the month the leak occurred) and administered by the Business Systems Department.

The wastewater adjustment in the amount of one a month credit may be applied to the wastewater bill. The credit will be based on the previous twelve month period average (not including the month the leak occurred) and administered by the Business Systems Department.

2 Leak Adjustment Request

The following form must be completed before any adjustments are made.

Leak Adjustment Required Documentation

Customer Account Name: _____

Customer Account Number: _____

Date Leak Occurred MM/DD/YYYY _____

Date Leak Repaired MM/DD/YYYY _____

**** IMPORTANT NOTICE****

In all cases, the billing department retains the right to make field verifications before approving any leak adjustments. You will be notified by our customer service department when your request is approved or denied.

Please allow a minimum of **10** business days for the adjustment to be processed.

By signing this request, I attest that I detected a leak at my property, and the leak has been properly repaired. Furthermore, I understand that if I am granted an adjustment, I will not be eligible for another leak adjustment for 24 months following the date of this leak adjustment. I have read and understand the Riviera Utilities Leak Adjustment Policy.

Date: _____

Signature: _____

Printed Name: _____

Adjustment Processed: YES OR NO

Date Adjustment Processed: _____