

ALR Watco Rate Abatement Program

Effective 2020

Definitions:

Undiscoverable Leaks: Water, which escapes below grade from the water system after having processed through the members meter. Undiscoverable Leak examples include but are not limited to: Breaks in the water pipe, inline pump, all issues with cistern (Floats, cracks, etc.), or other connected parts.

Discoverable Leaks: A leak that is observable bases on the five senses, whether present or not to discover it. Discoverable leak examples include but are not limited to: Leaking faucets, above ground water pipes including frost free faucets left on or opened by animals, toilet tanks, gardening water systems, hot water heaters, in floor heating systems utilizing water, humidifiers, hot tubs, garden hoses, ice makers, any form of filtration systems.

Elevated Consumption: To be deemed elevated consumption, the water meter reading usage must be at least 5,000 gallons greater than the members average consumption for the same billing cycle (Summer vs Winter) for the past 3 years. In the event a member does not have at least 3 years of meter readings, the highest of the 1 or 2 billing cycles will be used.

Policy:

As ALRWatco bills for the consumption of water on a tiered schedule, in the event an **Undiscoverable Leak** event occurs resulting in an **elevated consumption level** for the period, the member may apply for a rate abatement. This policy is available to all members and provides for a possible rate abatement in the event an unavoidable and undetectable leak were to occur.

Qualifications to apply for abatement:

- 1) Immediately upon discovery, whether by the member or the water company, must be reported to the Member by telephone call or in person and will be followed up by written notification , the Water Operator and the BoD for the water company. In the even the water company has detected the possibility of a leak, the member will be contacted in person, if in residence and via email (if email address provided in contact database). A meter reading will be taken and documented upon discovery.
- 2) The member must make immediate repairs to the leak. If such arrangements cannot be made, regardless of reason, the water must be turned off at the meter. Any change in the water meter thereafter is not eligible for abatement.
- 3) Member must provide proof of repair to the BoD of the water company.

The Abatement: The abatement shall not be construed as not paying for the consumed water, rather, those gallons consumed/lost will be paid at the highest tier rate that is the normal consumption rate for the member. For example, if the 3 prior year average water consumption for the summer period for the member is 11,000 gallons, Tier 3 is in effect. All gallons above the normal consumption will be billed to the member at the tier 3 rate, rather than the elevated Tier 4 and Tier 5 rates.

No abatement is offered for discoverable leaks.

Requests will not be considered if the water company By-Laws are violated. Expressly, By-Laws Article XIV.N.2 and 3 require water to be turned off at the meter in the event the dwelling will be vacant for longer than three (3) days.

Procedure:

- 1) Requests for participation under this program must be provided in writing to the BoD within 72 hours of determination that an undiscoverable leak has occurred; This should be emailed to ALRWatcosecretary@gmail.com and tjpimages@aol.com. **In order to comply with this requirement, members must be reading their meters on a very regular basis to identify the potential for an undiscoverable leak.**
- 2) Notification shall include:
 - a. Meter reading when leak reported
 - b. Meter reading and date of the last monthly reading taken by member
 - c. Diagnosis of the causation within the definition of undiscoverable leaks
- 3) If the undiscoverable leak cannot be repaired within an additional 72 hours, water must be turned off at the meter by the member. The member may request the operator perform this in the event the member is not physically able. **Should the member fail to suspend consumption, pursuant to By-Laws Article XIII.3, the water company has a responsibility to suspend service.** Water service may be turned back on by the water operator for the express purpose of testing repairs.
- 4) Upon completion of repairs, evidence as to the repairs: A bill (if repaired by paid contractor), photographs and full description of the repairs is to be provided to the water company at the same above email addresses.
- 5) The water operator, if not previously involved, will evaluate the causation and repair and must sign-off on the qualification.
- 6) At the next scheduled board meeting, the application for abatement will be considered and results sent to the member in writing at the contact information on record (email, phone or written notification mailed to the physical property address)
 - a. In the event, the leak occurred at or near billing cycle, if the above steps cannot be completed in full prior to the due date of the invoice, payment in full must be made timely to avoid late fees, liens and other actions permitted by the By-Laws of the water company.
 - b. Upon approval of an abatement, a refund or credit, at the members election, will be issued to the member.