

## WATER LEAK CREDIT ADJUSTMENT POLICY

The District owns and operates numerous Utilities which serve the residents of The Villages:

- **South Sumter Utility** (Districts 12, 13 and a portion of District 14) is owned by the Wildwood Utility Dependent District.

The Village Center Community Development District (VCCDD) Utilities Department is responsible for the operations and management of the water and wastewater treatment systems. The VCCDD Finance Department is responsible for the billing and collection of payment for those services.

Each Utility operates under either a consumptive use permit issued by the St. Johns River Water Management District (SJRWMD) or the Southwest Florida Water Management District (SWFWMD). These types of permits allow water to be withdrawn from surface and groundwater supplies for reasonable and beneficial uses such as public supply (drinking water), agricultural and landscape irrigation, and industry and power generation. Each utility is monitored by the water management districts for its consumption.

The Villages residents served by District-owned Utilities may qualify for a Leak Credit one-time adjustment under the Water Leak Adjustment Policy. Residents are eligible for an adjustment once-per-lifetime, per account. This policy establishes guidelines for incidents of excessive metered residential or commercial waste use caused by a leak in a water line on the customer's property that occurred before the leak was detected and repaired. This does not include higher consumption or usage due to normal or excessive use (see unexplained abnormally high-water usage policy). This application form (along with any supporting documentation) must be completed and submitted to the District Utility Customer Service Office.

All the water meters that the District installs are warranted for accuracy by the American Water Works Association (AWWA) and the American National Standards Institute (ANSI). While the District will be able to assist a customer in determining how much water is being used, **it is ultimately the customer's responsibility to find the source of perceived high-water usage** after the meter. **The District is not responsible for demonstrating to a customer where or how they are using water on their premises.** The District offers once-per-year testing of water meters at no charge.

In the case of a leaking residential or commercial potable water, or irrigation line that has been detected and repaired, a credit or reimbursement may be authorized by The District, based on the criteria listed herein:

- The customer must identify the leak, properly repair it, complete the Leak Credit Application & Affidavit, and provide documentation to District Utility Customer Service, with adequate proof of leak repair (plumber or irrigation repair receipt, etc).
- Should the customer choose to self-perform the repair, they must also complete the Leak Credit Application & Affidavit and provide photographic documentation of repair and/or copies of all receipts for materials used to complete repairs.

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- The excessive water usage, as a result of the leak, must be at least one and a half times (1.5) more than the highest monthly usage for the preceding 12 months.
- Due to water conservation efforts, and in-order to discourage repeated patch repairs of water lines, a customer shall be eligible for a once-per-lifetime adjustment at any address or account.
- The billing period for the water leak credit adjustment shall not exceed 60 days before the customer notifies The District of the leak.
- The adjustment will be based on the calculated leak volume, minus the average monthly water usage during the previous 12 months, as calculated by the District Utility Customer Service Team.
- Such average usage will be billed using the normal rate schedule.
- Remaining consumption for the duration of time that the leak was apparently present will be credited at the first-tier rate of the specific board approved utility rate schedule.
- All customers applying for an adjustment in accordance with these guidelines must have their account in good standing to qualify, and they must pay their monthly amount due while this request is being reviewed. Failure to pay your utility bill may result in a disconnection of services and additional fees.
- Leak credit calculation could take 30 to 45 days to be processed and if approved, posted to an account, depending on an individual's billing cycle. Residents should allow at least 30 days from their last bill for their meter to be read to include leak usage. This will ensure an accurate calculation of the leak credit.
- Please return this form and additional documentation to: Utility Billing Customer Service at 984 Old Mill Run, The Villages, or email it to [Utilities@DistrictGov.org](mailto:Utilities@DistrictGov.org). Please feel free to contact us at (352) 750-0000 if you need further assistance.

**Leak Credit Application & Affidavit**

Customer Name:	Customer Service Address:
Account #	
Fund: <input type="checkbox"/> VCSA <input type="checkbox"/> LSSA <input type="checkbox"/> NSU <input type="checkbox"/> CSU <input type="checkbox"/> SSU	

Type of Leak (this form only applies to leaks listed below)			
<input type="checkbox"/>	Residential potable water line	<input type="checkbox"/>	Residential irrigation line
<input type="checkbox"/>	Commercial potable water line	<input type="checkbox"/>	Commercial irrigation line

**Customer Repair Statement**

Date leak occurred:	Date leak repaired:
Location of repair:	Cause of leak:

Brief description of action taken to repair leak:

*Please provide photographic documentation of repair and/or copies of all receipts for materials used to complete repairs.*

**\*\*Customers must submit a signed copy of this application/affidavit indicating that the number of gallons billed was not used by the customer, after the customer conducted reasonable investigation regarding the consumption for the billing period in question.**

I am the primary account holder of the property located at: \_\_\_\_\_  
 Account Number: \_\_\_\_\_ I am hereby requesting a one-time lifetime adjustment to my account as stated above. By submitting this application, I am aware that only one lifetime adjustment will be granted on my account.

I further understand that this application must be accompanied by supporting documents to be considered for an adjustment. I also understand my responsibility of any balance on the account while the account is being reviewed and subject to any collection activities, including interruption of service. I further understand and affirm that I have conducted a reasonable investigation regarding the consumption for the billing period in question to include leak detection in both potable and irrigation water systems.

I certify that the above information is true to the best of my knowledge.

Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**FOR OFFICE USE ONLY:**

Utility Customer Service Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Finance Director: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Service Director: \_\_\_\_\_ Date: \_\_\_\_\_

Water Leak Credit Adjustment Application is:                      APPROVED                      DENIED

Reason for Denial:

**Follow-Up:**

Notice to Customer #1 Date: \_\_\_\_\_ Type: \_\_\_\_\_ By: \_\_\_\_\_

Notice to Customer #2 Date: \_\_\_\_\_ Type: \_\_\_\_\_ By: \_\_\_\_\_

Notice to Customer #3 Date: \_\_\_\_\_ Type: \_\_\_\_\_ By: \_\_\_\_\_