



Chester Public Utility District

Manual of Policies

POLICY TITLE:	Water Leak Adjustments
POLICY NUMBER:	6040
ADOPTED:	4-20-2026
LAST REVIEWED:	4-20-2026
NEXT REVIEW DUE:	As Required
REVIEWED BY:	General Manager
APPROVED BY:	Board of Directors

1. PURPOSE

The purpose of this policy is to provide a fair and consistent method for adjusting water bills in cases of unintentional water leaks, while maintaining compliance with California Proposition 218 requirements that rates reflect the cost of service and do not result in subsidies between ratepayers.

2. ELIGIBILITY

Customers may be eligible for a leak adjustment if all of the following conditions are met:

- The leak was unintentional and unforeseen
- The leak was repaired within 30 days of the bill date
- The customer provides reasonable proof of repair (e.g., receipt, photos, or contractor invoice)
- The water usage is significantly higher than the parcel's historical usage

3. ADJUSTMENT CALCULATION

Leak adjustments shall be calculated as follows:

- The District will determine the parcel's average water usage over the previous two (2) years for the same billing period (or closest comparable period).
- The difference between the current billed usage and the historical average usage shall be considered "abnormal usage."
- The District will apply a credit equal to 50% of the abnormal usage.
- The remaining 50% of the abnormal usage is considered the customer's responsibility. Payment plan options are available.

4. FREQUENCY LIMITATION

- Only one (1) leak adjustment per parcel per calendar year.
- Additional requests within the same period will be denied unless otherwise approved by the Board under extraordinary circumstances.

5. EXCLUSIONS

Leak adjustments will not be granted for:

- Negligence or failure to maintain plumbing systems
- Known leaks that were not repaired in a timely manner
- Water loss due to construction, vandalism, or theft

6. APPLICATION PROCESS

- Customers must submit a Leak Adjustment Request Form within 60 days of the bill date.
- Supporting documentation of the repair must be included.
- The District reserves the right to inspect the property to verify repairs.

7. AUTHORITY

- The General Manager (or designee) is authorized to approve or deny leak adjustment requests in accordance with this policy.
- Any exceptions to this policy must be approved by the Board of Directors.

8. EFFECTIVE DATE

This policy shall become effective upon adoption by the Board of Directors.

ADOPTION

Water Leak Adjustments Policy #6040 was adopted by the Board of Directors of the Chester Public Utility District at a duly noticed regular meeting held April 20, 2026, on motion by Director Paulsen, seconded by Director Graffweg, by the following vote: 4 ayes, 0 noes (Directors present: Graffweg, Green, Paulsen, and Tharpe).

Board Chair _____ Date _____
Stephen Graffweg

Attested: _____ Date _____
Kelley Cote, Acting Secretary/Clerk to the Board

REVISION HISTORY

Date	Action	Meeting / Reference	Vote
04-20-2026	Adopted (new policy)	Regular Meeting — Policy #6040 Leak Adjustment	4–0

Maintained by the District Clerk; mirrors the CPUD Policy & Governance Registry.