

Water Leak Adjustment Rules

The City of Santa Fe's Public Utility Department, Utility Billing Division will consider adjusting customer utilities accounts when a customer experiences a higher water consumption than usual due to a water leak, theft or vandalism and results from conditions beyond the customer's reasonable control or knowledge.

PLEASE READ CAREFULLY

- ONLY ONE Water Leak Adjustment within a 12-month period may be approved.
- An account adjustment is applicable up to a maximum of 30 days and is limited to covering portions of up to two (2) billing cycles.
- The customer is responsible for all water consumption, and in the case of an adjustment approval, the customer will pay for the water consumed at the lowest rate.
- The customer must make a payment in the amount of the customer's average bill for the month in question.
- The customer must apply for the adjustment no later than 60 days following the occurrence of the perceived spike in consumption.
- The consumption spike must be higher than any recorded consumption in the prior 12 months and the overage must be above the maximum amount allowed for during the applicable irrigation or non-irrigation month at the time of the leak. The leak must have ceased by the time of application.
- The leak must be located and repaired prior to the approval of an adjustment. Verification of the leak repair must be included with this application. Acceptable verification documentation consists of: receipt for repair performed by a certified plumber or a letter on company letterhead from plumbing company certifying the repair; affidavit certifying customer made the repair; receipt(s) for parts purchased.
- If the source of a leak is due to theft or vandalism, the customer must report the theft or vandalism to the police. A copy of the police report must be submitted with the application for a water leak adjustment consideration. The Utility Billing Division requires that the customer take action to prevent the potential of future theft or vandalism, such as the installation of a faucet lock, and provide the Division with a receipt for the purchase of the mechanism or evidence of installation.
- The customer must agree to any investigation the City deems necessary to confirm or verify the leak and or repair of the leak.
- Continuing high consumption is subject to discontinuance of water service per § 25-3, and § 25 Exhibit A Rule 9 D.1.d and 9 D.2.
- Should the customer or party in control of the property fail to repair the leak within a reasonable time period, as determined by the City, no adjustment will be granted and the customer will be subject to rules, requirements and fees as prescribed in Municipal Code § 25.
- A customer with a delinquent account must pay all outstanding charges or have a current payment arrangement (available to property owners only) on file with the Division's Collections Section.
- NO refund checks will be issued for approved account adjustments.
- Utility services account adjustments are approved at the discretion of the Utility Billing Division Director or designee.
- Customers must comply with Municipal Codes § 13 Stormwater, § 15-1 Utility Billing, §21 Environmental Services, § 22 Sewers and § 25 Water.
- Customers may dispute a Utility Billing Division decision pursuant to Division Dispute Resolution Policy 2.0 and Municipal Code § 15-1.8 Disputes; Appeals. If not satisfied with the decision, they may submit a formal written appeal pursuant to Division Appeals Policy 3.0 and § 15-1.8.