

KUSHLA WATER DISTRICT LEAK ADJUSTMENT POLICY

The Kushla Water District (“District”) adopts this Leak Adjustment Policy for the purpose of providing relief to customers who experience an abnormally high water bill that is the result of a verified water leak.

- Customers are entitled to request one leak adjustment during any five-year period. Once a customer has received a leak adjustment, the customer shall not be eligible to seek a subsequent adjustment for any reason until five years have elapsed.
- To qualify for an adjustment, a customer must provide adequate documentation demonstrating that the inflation of the water bill resulted from an actual leak rather than from any intentional or inadvertent increase in water usage.
- Acceptable documentation may include receipts from a plumber, material invoices for leak repairs, or any other evidence deemed sufficient by the District to confirm that the water loss was caused by a leak.
- Upon approval of a leak adjustment request, the District will reduce the inflated portion of the customer’s bill by fifty percent.
- The reduced amount will be payable on the customer’s account in a term not exceeding six months from the date the adjustment is granted.
- If the customer fails to submit all necessary proofs or if the District determines that the increased billing arises from usage other than a leak, such as water used to fill a pool, the District will deny the request.

This policy is intended to offer a measure of financial relief for bona fide leaks while preserving the District’s ability to promote responsible water usage among all customers.