

Leak Adjustment Policy

The Association will institute a revised leak adjustment program on April 1st, 2016, for every residential member which will provide for payment of water bills up to \$1000 during a covered period that came from a leak. Commercial members will be subject to a separate adjustment policy that provides for flat-rating of a water bill to the lowest billing tier in force during the period of the leak.

Residential. Each residential member will be automatically billed a monthly fee for each meter covered under this program policy, but each member has the option to opt out. The program will cover the ‘cost of water’ associated with a leak, once a year, for up to \$1000 (normal/average usage remains the obligation of the member/customer). For larger leaks, with water bills over \$1000, Entranosa will flat-rate the remaining gallons of the leak at the first tier rate in effect during the duration of the leak. Those who choose to not participate in the program will be eligible for a flat rate adjustment for water above the \$1000 threshold plus their average bill.

Upon discovering and correcting a leak, a participating member should call the Entranosa ServLine phone number, report the leak, and tell them the amount of the bill. Entranosa will calculate the average/normal bill for the identified period of the leak – up to three months - and discount the water bill up to \$1000 above the value of the average or normal monthly bill (for that member). For bills in excess of the \$1000 coverage, evidence of repair must be provided to Entranosa along with a request to flat rate the balance of the water bill.

This payment coverage is available on a rolling 12 month basis – for example, a leak is reported on June 2nd, an adjustment will be provided, and the member is not eligible for another leak adjustment until June 2nd of the following year.

Commercial. Commercial members of Entranosa may request a leak adjustment in writing, from the Entranosa Business Manager. The Business Manager will request documentation and/or a statement that the leak has been fixed and then flat rate the usage to the first tier billing rate employed by Entranosa during the period of the leak, for up to three months duration. This adjustment is available once each year.