

Who qualifies for leak relief?

A complete list of qualifications can be found in section 3 of the Bill Relief Program. A summary of qualifications are as follows:

1. Agriculture Domestic or Residential customers.
2. For Ag Domestic customers, a maximum of 50 HCF per month is eligible for relief (relating to Tier 1 and 2 water rates intended for domestic use).
3. Water usage caused by the leak is twice the average of the customer's three (3) year historical usage;
4. The circumstances giving rise to the customer's request for relief were beyond the customer's reasonable control and not due to a negligent failure to properly maintain and/or replace in a timely manner any leaking water fixtures, water pipes, or other water infrastructure on the customer's property;
5. The customer has not received another form of bill adjustment for Leak Relief or Conservation Penalty Relief from the District in the past five (5) years.
6. The request for relief is only for volumetric water rates and customer shall remain current on payment of water bill.
7. The completed application must be received within 45 days of the bill date in which the leak occurred.

Who qualifies for penalty relief?

A complete list of qualifications can be found in section 3 of the Bill Relief Program. A summary of qualifications are as follows:

1. All customer classes.
2. The circumstances giving rise to the customer's request for relief were beyond the customer's reasonable control and not due to a negligent failure to properly maintain and/or replace in a timely manner any leaking water fixtures, water pipes, or other water infrastructure on the customer's property;
3. The customer has not received another form of bill adjustment for Leak Relief or Conservation Penalty Relief from the District in the past five (5) years.
4. The completed application must be received within 45 days of the bill date in which the leak occurred.

What types of documentation should be submitted?

Examples of adequate supporting evidence include:

Evidence that a leak was discovered.

Evidence of a naturally occurring phenomenon such as an earthquake, wildfire, landslide, or vegetative growth which was likely to have caused the leak.

Evidence that the leak was timely repaired.

Photographs of the leak and of the repair.

Repair receipts from a plumber.

Receipts for materials used in the repair.

Do I still need to pay the fixed and volumetric charges?

Customers shall remain current on payment of water bills. Only Conservation Penalties may be put into abeyance until final determination.

If approved, how many billings will be adjusted? Is there a maximum relief amount?

The maximum period of time we can make adjustments is two months' worth of billings. Requests for bill relief less than \$1,500 (combined total relief relating to leak relief adjustments and conservation penalties) shall be granted if all the conditions listed in section 5.1 of the relief program are met.

What happens if bill relief request is more than \$1,500?

The General Manager will schedule an appeal hearing before the Board of Directors Appeals Panel.

I am filling the application but my bill is due shortly. What should I do?

We always recommend that you pay your bill in full and if your application is approved, your discount will appear as a credit on future billings. If you cannot afford to pay the entire bill when it's due, please contact customer service at 805-649-2251 x 0 or by customerservice@casitaswater.com requesting a payment plan arrangement.

If I am approved for the discount now and I have another leak later, can I get another discount?

Relief is granted once every 5 years per account.

How is the relief being calculated?

The cost of the leak shall be divided by two, equally splitting the District's calculation of water cost that is eligible for leak adjustment between the customer and the District. Please see section 6 of the Bill Relief Program for more information on how the discount is being calculated.

For more information please visit the Bill Relief Program on our website by going to www.casitaswater.org