Adopted: August 18, 2003
Last Amended: October 27, 2021

SUNRISE WATER AUTHORITY

POLICY 9-03

LEAK ADJUSTMENT POLICY

The leak adjustment policy applies to all Sunrise Water Authority (Sunrise) accounts. For the purposes of this policy, leakage is defined as water lost as a result of any condition requiring the replacement or repair of water lines or fixtures. As a customer courtesy, under conditions outlined in this policy, Sunrise allows customers to apply for a billing adjustment due to the unintended consumption of water as a result of a plumbing issue.

Customers are eligible for a maximum of two (2) leak adjustments over a five-year period. That time period will be measured from the date the first adjustment is granted. The billing may be adjusted for a maximum of three consecutive billing cycles.

Sunrise is not responsible for the repair of a customer's leak beyond the meter. All leakage occurring beyond the meter is the responsibility of the customer. The customer must promptly repair leaks or other sources of water loss.

INITIATING THE PROCESS

Subsequent to discovery of a leak, either by notification from Sunrise or upon discovery by the customer, a customer may request a Leak Adjustment Request Form within two billing cycles. If the Leak Adjustment Request Form is not received within two billing cycles, the customer will be responsible for the entire amount of leak consumption.

PROCESS

A. To apply for a leak adjustment, the customer shall submit a completed Leak Adjustment Request Form to Customer Service staff by the date indicated on the Form.
B. Customer Service will calculate the leak adjustment, which will consist of 60% of the consumption charges associated with the billing period(s) affected by the leakage. The customer will remain responsible for 40% of the billed consumption charges for the affected billing periods.
C. Sunrise reserves the right to request proof of repair (ie; repair invoices, receipts, pictures, etc.)
D. Once the adjustment has been calculated, the leak adjustment credit will be applied to the customer's account and show on a subsequent bill.