

MUIR BEACH COMMUNITY SERVICES DISTRICT

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Water Department Rates and Policies - updated July 16, 2019

5) Leak Relief Policy

On occasion, a leak in the water distribution pipe carrying water to the customer residence on their side of the meter may occur. The Water Manager will notify the customer of a possible leak if current water usage exceeds the previous two months by 250%.

If a customer suspects a leak has occurred, they must contact the Water Manager immediately, who will verify the leak. While the District Water Manager may assist or facilitate in effecting the repair, all leaks on the customer's side of the water meter are the customer's responsibility. Once the leak has been verified and repaired, the customer can apply to the Water Billing Dept. for leak relief as follows:

Property owner will pay the average of the previous 12 months water bills, or the average of all the water bills in the case of an account in service of less than 12 months, including the Capital Improvements surcharge.

For a \$45 fee, the Water Billing Department will calculate the leak relief amount. There is no limit to the number of times relief can be sought but relief will only be granted after the leak has been verified as having been repaired.

Water leak or excessive use must not have occurred as a result of a willful or negligent act on the part of the customer. Leaky faucets, toilets, hot water heaters, sprinkler malfunctions, hoses left unattended or other leaks and malfunctions in appliances are not eligible for leak relief. The policy is intended to provide relief for leaks that occur in buried pipes from the meter to the house only.

Final decision as to applicability of the Leak Relief policy rests with the District Manager.