

PHYSICAL ADDRESS:

1656 SUTTER ROAD
McKINLEYVILLE, CA 95519

MAILING ADDRESS:

P.O. BOX 2037
McKINLEYVILLE, CA 95519



MAIN OFFICE:

PHONE: (707) 839-3251
FAX: (707) 839-8456

PARKS & RECREATION OFFICE:

PHONE: (707) 839-9003
FAX: (707) 839-5964

MCKINLEYVILLE COMMUNITY SERVICES DISTRICT

WATER LEAK ADJUSTMENT POLICY

In order to promote water conservation, The General Manager or designee is authorized to consider a potential adjustment to a customer's water and sewer bill for up to two months out of any 24-month period. The customer must prove that the excess usage occurred as a result of a water leak and that the leak has been repaired. Listed below are the conditions required to be eligible for an adjustment:

1. Customers may apply for a water leak adjustment by completing a Water Leak Adjustment Request Form available at the MCDSD office, 1656 Sutter Road, McKinleyville.
2. Customers will provide receipts for parts or a copy of the plumber's bill if available. If no receipts are provided, the District may wait until the next scheduled meter read date to verify that the leak has been repaired.
3. The adjustment may be calculated as up to 50% of the difference between the actual water charge for the month of the leak and the average monthly charge based on a three month average from the prior year or the longest period of the customer's use, if less than 3 months.
4. The maximum amount of any single adjustment by the General Manager shall not exceed \$750.00.
5. The decision of the General Manager shall be final unless the Board Chairman finds there would be good cause for a Board hearing or appeal.

Page 2: Water Leak Adjustment Form

Revised May 2, 2018 by Board action

McKinleyville Community Services District
1656 Sutter Road
McKinleyville, Ca 95519
(707) 839-3251

Water Leak Adjustment Request

Date: _____

Name: _____ Phone Number: _____

Service Address: _____

Explanation of leak repair: _____

Date repaired: _____

If available, please provide receipts for parts or a copy of the plumber's bill. IF NO RECEIPTS ARE PROVIDED, THE DISTRICT MAY WAIT UNTIL THE NEXT SCHEDULED METER READ DATE TO VERIFY THAT THE LEAK HAS BEEN REPAIRED.

IF THIS ADJUSTMENT IS ACCEPTED, YOU WOULD NOT BE ELIGIBLE FOR ANOTHER ADJUSTMENT FOR 2 YEARS.

Signature: _____

FOR OFFICE USE ONLY

Customer # _____

Rte/Svc _____

Customer Notified _____

Water Credit \$ _____

Listed In File _____

Sewer Credit \$ _____

Line 11 Noted _____

Total Credit \$ _____

Adjustment Done _____

Supervisor Approval _____

District Manager Approval _____