



Summit County Service Area #3

629 E Parkway Drive Suite 1 Park City, UT 84098 • (435) 649-7949 • www.scsa3.org • gm@scsa3.org

COURTESY WATER LEAK ADJUSTMENT APPLICATION

If you have a property-side leak, you may apply for a courtesy leak adjustment after you have repaired the leak. Customers are responsible for all water lines that begin at the coupling on the Customer’s side of the water meter. Any leaks in the line which are the responsibility of the Customers must be repaired by the Customer, solely at their expense.

DOCUMENTATION AND RECEIPTS SHOWING THAT THE REPAIRS HAVE BEEN MADE MUST BE ATTACHED TO THIS COMPLETED FORM.

Upon receipt of a completed Courtesy Leak Adjustment Application, SCSA#3 will review the account for compliance with the program conditions.

I certify that I understand the requirements in this form and that to the best of my knowledge the above information is true.

Customer Name: _____ (please print)

Water Account Number: _____

Customer Address: _____

Phone: _____

Email: _____

Date of Enrollment in Eye-On-Water: _____

STATEMENT DESCRIBING CAUSE AND SOLUTION OF LEAK INCLUDING DATES:

You may include this statement in a separate document. Please identify it with only your water account number.

Customer Signature: _____

Date: _____

Please return signed completed form along with repair receipts to: aclerk@scsa3.org and gm@scsa3.org



WATER LEAK BILLING ADJUSTMENT POLICY

6.5 Water Leak Billing and Reductions. This subsection governs applications for billing adjustments that pertain to water leaks on the customer (or property) side of a water meter.

6.5.1 Customers will have the following responsibilities:

- (1) Customers are responsible for all water lines and other infrastructure that begin at the coupling on the customer's side of the water meter. Any leaks in the water line that are the responsibility of a customer must be repaired, by the customer, solely at the customer's expense. No adjustment or credit will be applied to the water bill for the customer for property-side leaks, damage, deterioration, or other factors except as defined within this policy.
- (2) The customer is responsible for monitoring higher than expected usage. Customers must investigate higher than expected usage to determine if the usage was caused by a property-side leak. Customers will promptly repair leaks within fourteen (14) days after learning of a leak. Upon request by a customer, the Water Operator or other person delegated the responsibility by the Board will perform an on-site visit, at no cost to the customer, to assist the customer in locating and determining the steps needed to repair the leak.

6.5.2 Customers who experience a leak on the property side of a water meter are entitled to receive a reduction in their bill pursuant to the following:

- (1) Customers who are enrolled in EyeOnWater as of the date of the bill in question are entitled to a billing reduction once every three years. The reduction will equal 75% of the amount owing, excluding the Service Area's costs of providing the water.
- (2) Customers who are not enrolled in EyeOnWater as of the date of the bill in question are entitled to a billing reduction once every seven years. The reduction will equal 50% of the amount owing, excluding the Service Area's costs of providing the water.

6.5.3 Customers must request a reduction in their bill in writing on forms prepared by the Service Area when requesting water leak adjustments.