



Summit County Service Area #3

629 Parkway Drive # 1 Park City, UT 84098 · (435) 500-6276 · permit@summitcosa3ut.gov

WATER LEAK ASSISTANCE APPLICATION

If you have a major leak that exceeds average usage you may apply for a courtesy leak adjustment. Customers are responsible for all water lines that begin at the coupling on the customer's side of the water meter. Consideration will be given if all criteria are met as defined below.

Customer Name: _____

Account Number: _____

Service Address: _____

Phone: _____

Email: _____

All criteria, as described in the policy below, must be met for consideration:

- Completed Water Leak Assistance Application including signature and date
- Receipts or proper documentation for work performed to repair water leak(s)
- Water bill must be paid in full and current for consideration
- Resident is signed up for Eye on Water to monitor their water usage prior to leak

STATEMENT DESCRIBING CAUSE AND SOLUTION OF THE MAJOR LEAK INCLUDING DATES:

You may include this statement in a separate document.

I certify that I understand the requirements in this form and that to the best of my knowledge the above information is true. Submission of this application does not imply an adjustment to your water bill.

Signature: _____ Date: _____

Please return signed form along with repair receipts to permit@summitcosa3ut.gov. Upon receipt of a completed application, Service Area 3 will review the account for compliance with the program conditions.

Summit County Service Area #3: Water Leak Assistance

1. **PURPOSE AND SCOPE:** The purpose of this document is to summarize Summit County Service Area #3' ("SCSA3") water leak forgiveness requirements, which are found in Section 6.4 of SCSA3 Regulation #2025-04. SCSA3's leak forgiveness process only applies to continuous flow water leaks of 24 hours or more on the customer (or property) side of a water meter due to circumstances that are beyond the reasonable control of the customer, such as mechanical malfunctions, blind leaks, thefts of water by others, vandalism, unexplained water loss, or other unusual or emergency conditions. No adjustment will be made for spa or pool usage or preventable/readily accessible leaks, such as toilet leaks, leaking faucets, leaking hoses bib, sprinkler heads and irrigation systems, etc. For this process, a "customer" is defined as a municipal water user who receives water from SCSA#3's municipal water system.

2. **CUSTOMER RESPONSIBILITIES:** Customers will have the following responsibilities:

a. The customer has the sole responsibility to monitor their own water usage. The Service Area has implemented the Eye on Water app which is free of charge to all Service Area water customers. This allows residents to monitor their water use on a daily basis.

b. The customer is responsible for all water lines and other infrastructure that begins 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 their expense. No adjustments will be applied to the water bill for the customer for property-side leaks, damage, deterioration or other factors except as defined within Section 6.4 of SCSA3 Regulation #2024-05.

c. The customer is responsible for monitoring higher than expected water usage and 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 will perform an on-site visit at the current site visit to assist the customer in determining the steps needed to repair the leak. SCSA3 will bill the customer for services it renders to repair a leak in accordance with SCSA3's fee schedule.

3. **BILLING ADJUSTMENT CRITERIA:** SCSA3's Water Operator may recommend that the General Manager adjustment a water bill when the Water Operator reasonably determines all of the following requirements are met:

a. The Customer has registered for Eye on Water to monitor their water usage.

b. The Customer completed and submitted the "Courtesy Leak Adjustment Application" attached to this document within 30 days from the bill due date for the period in which the loss occurred.

c. The Customer repaired the leak within 14 days of the due date for the billing period in which the leak occurred and has submitted documentation of the repair with the completed leak forgiveness application.

d. The leak satisfies the criteria in Section 1 (i.e., it is a continuous flow water leak of 24 hours or more on the property side of a water meter due to circumstances that are beyond the customer's reasonable control, such as mechanical malfunctions, blind leaks, thefts of water by others, vandalism, unexplained water loss or other unusual or emergency conditions).

e. The customer has not received another billing adjustment within the 24 months preceding the date the customer submits a completed water leak forgiveness application to the Water Operator.

f. The customer's account with the Service Area is current and in good standing as of the date the customer submits a completed leak forgiveness application.

g. Excessive water usage resulting from a property-side leak must exceed at least 200% of the customer's average water use during the same month in which the leak occurred for the 3 years preceding the date of the customer's completed water leak forgiveness application. For example, if the leak occurred in August, the Water Operator would calculate the customer's average water usage by adding the customer's water usage during the month of August for the three previous years and dividing the resulting number by 3.

4. ADJUSTMENT CALCULATION: If the Water Operator determines that a customer's high usage qualifies for an adjustment, the Water Operator and the General Manager will take each of the following steps:

- a. Subtract the customer's average water usage from the customer's actual billed usage for the month in which the leak occurred. The difference in usage is the "adjustment usage."
- b. Multiply the "adjustment usage" by the Service Area's lowest water rate tier to determine the amount of the proposed adjustment, which will be limited to one billing period.
- c. The Water Operator will provide their recommended adjustment to the General Manager, who will review the Water Operator's recommendation. After reviewing the Water Operator's recommended adjustment, the General Manager will issue a final written decision to the customer approving or denying their water leak forgiveness application. If the General Manager grants the application, the General Manager's written decision will state the amount of the reduction. If the General Manager denies a customer's water leak forgiveness application, the General Manager's written decision will explain the reasons for the denial.
- d. Catastrophic leaks may qualify for additional adjustments on the recommendation of the Water Operator to the General Manager.
- e. Customers who disagree with the General Manager's written decision regarding a water leak forgiveness application may file an appeal with the Board in accordance with Section 19 of SCAS3's water service regulation, meaning that they must submit a written appeal to the Chair of the Board within thirty (30) days of the date of the General Manager's decision that states the basis of the appeal and the relief the customer is seeking.

5. ADJUSTMENT LIMITATION: The proposed property-side billing adjustment calculated by the Water Operator will be limited to one billing period. For example, if a leak persisted over more than one billing cycle, the customer will only receive an adjustment for excess water usage that occurred during the highest leakage.

6. GENERAL MANAGER'S DISCRETION: The General Manager has sole discretion regarding the approval or denial of a leak forgiveness application and whether to make additional adjustments in addition to the Water Operator's recommendations to account for catastrophic leaks.

7. COURTESY LEAK ADJUSTMENT APPLICATION: Customers must use the attached form when applying to the Water Operator for a water leak adjustment.