PASADENA WATER AND POWER

WATER LEAK ASSISTANCE PROGRAM

A. PROGRAM DESCRIPTION

This program is intended to assist customers who have experienced water leaks on their property that resulted in excessive water loss from unknown (or reasonably unknown) indoor and/or outdoor water lines or fixtures that resulted in a high water bill. This program is offered to provide a bill adjustment to provide assistance to customers who experienced leaks that were not easily detectable through routine observations. Funding for this program will be identified in the annual operating budget that is approved by the City Council each fiscal year.

1. Funding for the Water Leak Assistance program is limited to $50,000 per Fiscal Year.
2. Annual funding will be provided by a revenue source that is independent of retail rates and charges for water services provided to customers.
3. Leak Assistance will be provided as a credit to current, existing utility accounts with valid applications on a first-come, first-served basis until annual funding is fully consumed.
4. Applications received after the annual funding is fully expended will be placed on a waiting list in the order received until funding becomes available or the program is terminated.
5. Unused funds for the Leak Assistance Program will not be carried over to subsequent Fiscal Years.

B. ASSISTANCE

1. The "Water Loss Adjustment" (measured in hundred cubic feet ("hcf")) is calculated as Usage during Period in which Leak Occurred (A) minus Annual Average Usage for the Comparable Billing Period during the Previous Two Years (B).
    a. (A – B) = Water Loss Adjustment measured in hcf
2. The "Water Leak Assistance" credit will be determined by applying the Water Loss Adjustment amount to the then existing Water tiered rate structure that is applicable for the period(s) during which the leak occurred.
    a. For example: if the water leak results in charges to the customer for water used at existing Block 2, Block 3 or Block 4 rates, the Water Leak Assistance credit will be calculated by applying the Water Loss Adjustment amount inversely from the highest applicable cost block to the lowest applicable cost block until the full credit has been applied.
3. The maximum Water Leak Assistance credit is up to 50% of the Water Loss Adjustment not to exceed $3,000.
4. If the duration of the time period during which the leak occurred includes more than one billing cycle, the usage during both billing cycles will be considered when calculating the total Water Loss Adjustment.
    a. No more than two billing cycles will be considered when calculating the Water Loss Adjustment.
5. Credits are only applied to the customer's account; no refund payments will be made.

6. Policy is subject to periodic review and adjustment by the General Manager.
7. Applications from customers who have filed claims from insurance or other sources will not be processed until proof of a declined claim is submitted.

C. CRITERIA FOR PARTICIPATION

Customers applying for the Water Leak Assistance program must meet the following eligibility criteria (subject to available funding):

1. Have an existing water service account that is currently paid and in good-standing;
2. Customer is responsible for making a "good faith" payment in an amount equal to or greater than an average bill for the same billing period in the previous year during evaluation of the request for assistance;
3. Premise for which leak assistance is requested must be occupied;
4. Must report the leak and apply for assistance within 30 days of the discovery and repair of the leak;
5. Must present a copy of a plumber's repair bill, itemizing work completed or verifiable evidence of repairs made without certified plumber's assistance within 7 days of leak detection or notification of high bill;
6. Have water usage at least two times (2x) the average water use for the comparable billing period during the previous two years.
7. The water leak must be due to failed water pipes, malfunctioning equipment, or other repairable cause on the customer's private property;
8. The water leak must not have been caused by negligence; and
9. Have not received Water Leak Assistance within the past 36 months.

Water Leak Assistance Requests will be reviewed by the Customer Service Manager to make a recommendation for approval or denial based on the criteria. PWP may request evidence of a customer's claim for compensation from homeowner's or renter's insurance if applicable. PWP is not responsible for customer costs incurred to detect or repair a water leak on the customer's property, including but not limited to: detection service, materials, professional plumbing, etc.

D. APPEAL PROCESS

Applicants may appeal a denied claim for leak assistance. Appeals will be made to the Assistant General Manager of the Water Department. Appeals must be submitted in writing within 30 days of the date the application was denied. Appeals should be mailed to:

Attn: Appeal for Water Leak Assistance
Assistant General Manager
Pasadena Water Department
150 S Los Robles, Suite 200
Pasadena, CA 91101

The decision of the Assistant General Manager, Pasadena Water Department is considered final and no further appeals process will be available. Failure to meet the program guidelines will void the appeal proces