

The following are the Aldergrove Water Association's Leak Policy and Adjustment Form. This policy will be strictly adhered to in the future.

**Water Leaks:** With approval from the Board and/or Management, a high water bill resulting from an in-ground service line break between the meter and the entry point of service into the residence, may be adjusted. The customer must complete the "Leak Adjustment Form" below and provide evidence that the leak is now repaired. Evidence includes pictures of leak along with a paid invoice or a receipt for repair parts. If there are no invoices or receipts available, a written assertion that the leak is now repaired is acceptable.

Water leak adjustments are limited to one adjustment per lifetime. The leak adjustment applies to one billing cycle only. When a leak occurs, the overage may appear on more than one consecutive billing cycle. The Association will adjust the higher usage billing cycle to ensure that the customer receives the highest possible adjustment. The credit applied will be determined by the customer's normal usage for the same billing period of which the leak occurred.

### Leak Adjustment Form

Date: \_\_\_\_\_

Property Owner Name: \_\_\_\_\_

Address: \_\_\_\_\_

Property Owner Contact Phone Number: \_\_\_\_\_

Location of Leak on Owner's Property: \_\_\_\_\_

\_\_\_\_\_

Date Leak was Discovered (approximate) \_\_\_\_\_

Date Leak was Repaired (approximate) \_\_\_\_\_

How Leak was Discovered: \_\_\_\_\_

\_\_\_\_\_

How Leak was Repaired: \_\_\_\_\_

Party Responsible for Leak Repair (name, address, phone): \_\_\_\_\_

\_\_\_\_\_

I acknowledge that I have read and understand the Leak Adjustment Policy by signing and dating this form:

Property Owner Signature: \_\_\_\_\_ Date \_\_\_\_\_