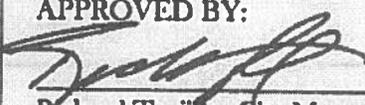


CITY OF LAS VEGAS
ADMINISTRATIVE REGULATIONS



SUBJECT: Customer Water Leaks Bill Adjustment

ADMINISTRATIVE NUMBER: A-17-229
REVISION: 02/25/2017
SUPERSEDES: A-92-80, A-13-221
EFFECTIVE DATE: 02/25/2017
PAGE: 1 of 4

APPROVED BY:

Richard Trujillo, City Manager

- I. PURPOSE:** The purpose of this Administrative Regulation is to provide direction to the City of Las Vegas Utilities Director when required to deal with customer plumbing water leaks.
- II. OBJECTIVE:** The primary objective is to establish guidelines for the issuance of credit to customers regarding underground water leaks in a customer plumbing system.
- III. ISSUING AUTHORITY:**
- 1) Utilities Department, billing division is responsible to issue the memorandum requesting a credit.
 - 2) Utilities Director is responsible to make recommendation to the City Manager.
 - 3) City Manager issues final approval or denial of adjustment.
- IV. PROCEDURES:**
- 1) Residential and commercial customers who are billed for above average water consumption related to a water leak must repair the leak and submit a letter applying for a water billing adjustment to the Utilities Director within 30 days after receipt of the City's water bill or notice of leak by the City.
 - a) The customer must be able to prove the water consumption to be 5,000 gallons above normal water consumption.
 - b) Only underground water leaks in a customer plumbing system shall be eligible

for credit. Any leaks occurring above ground or in the home of a customer are not eligible for credit.

- c) Customer is to include receipts and pictures taken before and after showing that the leak was repaired.
- 2) Upon receipt of the customers billing adjustment request letter, the Billing division shall verify and review the leak information to include the customer provided receipts and pictures. The Billing division will then submit to the Water Distribution division for verification that the repair was completed.
 - 3) The Billing division shall request, through memorandum, the issuing of a credit (up to 2 months) to a customer for an underground water leak.
 - a) The Utilities Director shall verify the concurrence of the underground water leak on / in the customers service line.
 - a) Upon verification of an underground leak, the Utilities Director shall submit findings to the City Manager.
 - c) The City Manager shall approve or deny the adjustment after reviewing the recommendation from the Utilities Director.
 - 4) The following criteria will apply and be adhered to when providing adjustments for above average consumptions due to water leaks.
 - a) Only underground water leaks will be considered for reimbursement.
 - b) A water billing adjustment for an underground water leak on a customer's plumbing shall be allowed a maximum of once every two years.
 - 5) The City Billing division shall issue water billing adjustments when requested to do so by the City Manager. The water billing adjustment shall be done utilizing the following process.
 - a) Billed at lowest block rate for all water usage.
 - b) Reimbursement for above average water consumption using a 12 month average as the normal consumption amount.
 - c) Reimbursement for the sewer rate is calculated based on the water consumption over 12 month average.

IV. Attachments

**Credit Memorandum
Water Credit Adjustment**

MEMORANDUM

To: Richard Trujillo, City Manager

From: _____
Customer Service

Thru: _____
Maria Gilvarry, Utilities Director

Date:

Re: Credit as per Administrative Order A-17-229

Per the attached work order the following customer is requesting for a credit as per Administrative Order A-17-229.

Customer Name:

Address:

Leak Verified on:

Verified leak repaired:

Verified By

I _____ am recommending that the following customer is
Utility Services Supervisor
Eligible / Not Eligible for a water leak. (All pertinent information is attached)

APPROVED / DISAPPROVED

Richard Trujillo, City Manager

Date

WATER CREDIT ADJUSTMENT

Date:

Acct. #:

Name:

Address:

Meter #:

As per regulation A-17-229 on customer underground plumbing, customer has received a credit under the regulation. A credit adjustment for a water leak on customers underground plumbing shall be allowed a maximum of once every two years.

Customers Signature

Date