

1 **CITY OF SANTA FE, NEW MEXICO**

2 **RESOLUTION NO. 2013-66**

3 **INTRODUCED BY:**

4  
5 Councilor Patti Bushee

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10 **A RESOLUTION**

11 **AMENDING CITY OF SANTA FE UTILITY BILLING ADMINISTRATIVE POLICY NO.**  
12 **7.0.0 RELATING TO WATER LEAK CREDITS.**

13  
14 **WHEREAS**, §25-2.6(A) SFCC 1987 provides that:

15 “Minor water system leaks, as determined by the city, from private water  
16 lines shall be repaired by the owner or property manager within fifteen (15) days  
17 of initial notification by the water division or utility billing section. A severe leak,  
18 as determined by the city, shall be repaired immediately”; and

19 **WHEREAS**, on June 21, 2006 a Water Leak Credit administrative policy was implemented  
20 in the Public Utilities Department to establish policies and procedures so that a City water system  
21 customer may get relief from an excessive water bill due to a water system leak; and

22 **WHEREAS**, the policies and procedures that are currently in place have been found to be  
23 burdensome for both staff and water system customers; and

24 **WHEREAS**, the Governing Body finds that there is a need to amend the Water Leak Credit  
25 administrative policy to simplify the procedures that are currently in place.





1 CITY OF SANTA FE  
 2 UTILITY BILLING ADMINISTRATIVE MANUAL

3 SUBJECT:

<b>Water Leak Credit</b>	<b>Policy Number</b> 7.0.0	<b># Pages</b> 5
	<b>Effective Date</b> 06-21-2006	<b>Revision Date</b> 05-06-2013

7 **1.0 PURPOSE:**

8       **1.1** City of Santa Fe water system leaks on the customer’s side of the meter are the  
 9 customer’s responsibility to locate and repair. The City encourages customers to find  
 10 and repair leaks as quickly as possible to conserve water, a critical resource.  
 11 Customers are responsible for all water consumption that goes through the  
 12 customer’s water meter. However, the City offers and a customer may apply for a  
 13 one-time credit for a water leak.

14 **2.0 APPLICABLE TO:**

- 15 **2.1** Utility Billing and Customer Service.
- 16 **2.2** Customers of the City Water System.

17 **3.0 REFERENCES:**

- 18 **3.1** Chapter 25 SFCC 1987 - Water
  - 19 **3.1.1** Chapter 25, Exhibit A 10-B.1 – Responsibility of the Customer. The  
 20 customer shall install, own and maintain all facilities beyond the point of  
 21 delivery.
  - 22 **3.1.2** Chapter 25-2.6(A) Minor water systems leaks, as determined by the city,  
 23 from private water lines shall be repaired by the owner or property manager  
 24 within fifteen (15) days of the initial notification by the Water Division or  
 25 Utility Billing Division. A severe leak, as determined by the city, shall be

1 repaired immediately. Failure to do so may result in discontinuance of  
2 service as set forth in Rule 9, Exhibit A of Chapter XXV SFCC 1987. Proof  
3 of repair shall be provided to the Utility Billing Division upon completion of  
4 the repair

5 **3.1.3** Chapter 25-3.2 A(1) Wasting Water Prohibited. A customer shall not let  
6 water leave the customer's property by drainage onto adjacent properties or  
7 public or private roadways or streets due to excessive irrigation and/or  
8 uncorrected leaks.

9 **3.1.4** Chapter 25 Exhibit A. 9 D (1 & 3). Discontinuance and Denying Restoration  
10 of Service. The City may discontinue service when the following occurs:

11 1. Without prior notice (when):

12 d. There is a severe leak as determined by the City.

13 3. With three (3) day notice (when):

14 b. There is a minor leak as determined by the City.

15 **3.1.5** Chapter 25 Exhibit B Water Service Rate Schedules

16 **3.2** Utility Billing Administrative Manual Policy 15.0.0 Credit for High Consumption  
17 Due to Unknown Cause.

18 **4.0 DEFINITIONS:**

19 **4.1** Point of Delivery – The Point of Delivery shall be the point where the facilities of the  
20 City connect to the facilities furnished by the customer.

21 **4.2** Customer – Property owner, tenant, or business name. Responsible party of the  
22 account.

23 **5.0 POLICY:**

24 **5.1** The City may apply a credit to the customer's utility account one month per calendar  
25 year when excess water loss results from conditions beyond the customer's or

1 responsible party's reasonable control.

2 **5.2** The City may apply a credit to the customer's utility account more than one month up  
3 to three consecutive months.

4 **5.3** If the source of a leak is due to the theft of service or through vandalism, the  
5 customer must report the theft to the police. A copy of the police report must be  
6 submitted with the application for water leak credit. The City will require that the  
7 customer has addressed the problem of a future theft or vandalism, such as the  
8 installation of a faucet lock.

9 **6.0 RULES AND PROCEDURES:**

10 **6.1** One leak credit will be authorized per calendar year.

11 **6.2** The property owner and/or tenant agree to any investigation that the City deems  
12 necessary to confirm or verify the leak and/or the repair of the leak.

13 **6.2.1** The customer may be required to allow a Water Division or Water  
14 Conservation Office inspection to be performed on the property.

15 **6.3** The leak must be located and repaired prior to the approval of any leak credit.

16 **6.3.1** The City, at its discretion, may discontinue water service as noted in Rule  
17 3.1.2

18 **6.3.2** The City, will evaluate water consumption in six (6) months to see if the leak  
19 was repaired. If it is determined that the leak was not properly repaired, the  
20 credit may be reversed and the customer will be responsible for water  
21 consumption as previously billed.

22 **6.3.3** Should the property owner or party in control of the property refuse to repair  
23 the leak in a reasonable time period, as determined by the city, the credit may  
24 be disapproved.



1 question if this payment has not already been made.

2 **6.10** The Public Utilities Department Director may waive any of these conditions based on  
3 certain extenuating circumstances.

4 **6.11** This policy is in effect only for leak credits applied for after the effective date of this  
5 policy.

6 **7.0 APPENDICES/ATTACHMENTS:**

7 **7.1** Application for Water Leak Credit

8 **8.0 REVIEW AND APPROVALS:**

9 **8.1 PREPARED BY:**

10 \_\_\_\_\_

11 **Peter A. Ortega, Utility Billing Division Director** **DATE**

12 **8.2 REVIEWED BY:**

13 \_\_\_\_\_

14 **Marcos Tapia , Finance Department Director** **DATE**

15 **8.3 REVIEWED BY:**

16 \_\_\_\_\_

17 **Nick Schiavo, Public Utilities Department Director** **DATE**

18 **And Water Division Director**

19 **8.4 APPROVED BY:**

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21 **Brian Snyder, City Manager** **DATE**

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<p><b>CITY OF SANTA FE</b></p> <p><b>APPLICATION FOR WATER LEAK CREDIT</b></p>
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Service Address Number: \_\_\_\_\_ Name: \_\_\_\_\_

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

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

Telephone: \_\_\_\_\_ Month(s) Applying For: \_\_\_\_\_ (3 Months Maximum)

Explanation:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- I am applying for a credit for high consumption due to a water leak.
- I have not received a previous credit for high consumption due to a water leak in this calendar year.
- The leak is repaired. I have attached a receipt or letter for the work from a plumber. \_\_\_\_\_ or I (or a friend) did the repairs and I have attached a receipt for applicable parts. \_\_\_\_\_.
- I understand that this credit, if approved, will disqualify me from any future credit due to a leak (i.e., not recommended for small leaks) this calendar year.

**I hereby apply for a credit due to a leak. I have read and agree to the conditions presented on the reverse of this application. I swear or affirm under penalties provided by law that the information presented by me on this application is true and correct.**

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



**Internal Use Only**

\_\_\_\_\_ The customer's account was reviewed – current and past – and is attached. The criteria for the credit has been met and approval is recommended.

\_\_\_\_\_ Credit is **not** recommended because \_\_\_\_\_.

Customer Service Representative:

\_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_ Approved    \_\_\_\_\_ Denied

By \_\_\_\_\_ Date \_\_\_\_\_

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**Applicable City Ordinances**

- Chapter 25, Exhibit A 10-B.1 – Responsibility of the Customer. The customer shall install, own and maintain all facilities beyond the point of delivery. The point of delivery is 18” past the water meter on the customer’s side of the meter.
- Chapter 25-3.2 A(1) Wasting Water Prohibited. A customer shall not let water leave the customer’s property by drainage onto adjacent properties or public or private roadways or streets due to excessive irrigation and/or uncorrected leaks.
- Chapter 25 Exhibit A. 9 D (1&3). Discontinuance and Denying Restoration of Service. The City may discontinue service when the following occurs:
  1. Without prior notice (when):
    - d. There is a severe leak as determined by the City.
  3. With three (3) day notice (when):
    - b. There is a minor leak as determined by the City.

**Please read carefully:**

- Only **one** leak credit will be authorized each calendar year.

- 1 • The property owner and/or tenant agree to any investigation that the City deems necessary to  
2 confirm or verify the leak and/or the repair of the leak.
- 3 • The customer may be required to allow a Water Conservation Audit to be performed on the  
4 property.
- 5 • The leak must be located and repaired prior to the approval of any leak credit. The City, at its  
6 discretion, may discontinue water service as noted above under “Discontinuance and Denying  
7 Restoration of Service”.
- 8 • If the source of a leak is due to the theft of service or through vandalism, the customer must  
9 report the theft to the police. A copy of the police report must be submitted with this  
10 application. The City may require that the customer has addressed the problem of a future  
11 theft or vandalism, such as the installation of a faucet lock.
- 12 • Copies of receipts or verification that the leak was repaired must be included with this  
13 application. Valid documentation of a leak repair consists of: Receipts of repairs performed  
14 by a certified plumbing business, receipts for parts purchased if the leak was repaired by the  
15 property owner or tenant, or a letter from a plumbing company, on the company’s letterhead,  
16 certifying that they repaired the leak.
- 17 • The credit will be applied on the next billing after the application is approved. The credit will  
18 be applied to the bill of the customer (property owner or tenant) responsible for the water  
19 portion of the bill.

20 **Important notes:**

- 21 • **Should the property owner or party in control of the property refuse to repair the leak**  
22 **in a reasonable time period, as determined by the City, no credit will be granted.**
- 23 • **No refund checks will be issued for leak credits granted.**
- 24 • **This policy is in effect only for leak credits applied for after the effective date of this policy.**

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