

City of Santa Fe, New Mexico

memo

Date: August 23, 2013
To: Brian K. Snyder, City Manager
Via: Nick Schiavo, Interim Public Utilities Department and Water Division Director *NSA*
From: Peter Ortega, Utility Billing Division Director *PAO*
RE: Water Leak Credit Policy

Item and Issue:

Revisions to Policy No. 7 in Utility Billing Administrative Manual – One Time Credit due to a Leak, now known as Water Leak Credit.

Background

Staff was directed to revise Policy No. 7 in Utility Billing Administrative Manual – One Time Credit Due to leak to be allowed once a year and to simplify process for better understanding and management of the policy.

Attached is the revised Policy No. 7 in Utility Billing Administrative Manual now known as – Water Leak Credit. The Governing Body approved through Resolution No. 2013-66 on June 26, 2013.

Recommend Action

For your approval and signature

CITY OF SANTA FE

UTILITY BILLING ADMINISTRATIVE MANUAL



SUBJECT:

Water Leak Credit	Policy Number 7.0.0	# Pages 5
	Effective Date 06-26-2013	Revision Date 05-06-2013

1.0 PURPOSE:

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

2.0 APPLICABLE TO:

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

3.0 REFERENCES:

3.1 Chapter 25 SFCC 1987 - Water

- 3.1.1 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.
- 3.1.2 Chapter 25-2.6(A) Minor water systems leaks, as determined by the city, from private water lines shall be repaired by the owner or property manager within fifteen (15) days of the initial notification by the Water Division or Utility Billing Division. A severe leak, as determined by the city, shall be repaired immediately. Failure to do so may result in discontinuance of service as set forth in Rule 9, Exhibit A of Chapter XXV SFCC 1987. Proof of repair shall be provided to the Utility Billing Division upon completion of the repair
- 3.1.3 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.

3.1.4 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.

3.1.5 Chapter 25 Exhibit B Water Service Rate Schedules

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

4.0 DEFINITIONS:

- 4.1 Point of Delivery – The Point of Delivery shall be the point where the facilities of the City connect to the facilities furnished by the customer.
- 4.2 Customer – Property owner, tenant, or business name. Responsible party of the account.'

5.0 POLICY:

- 5.1 The City may apply a credit to the customer's utility account one month per calendar year when excess water loss results from conditions beyond the customer's or responsible party's reasonable control.
- 5.2 If the source of a leak is due to the theft of service or through vandalism, the customer must report the theft to the police. A copy of the police report must be submitted with the application for water leak credit. The City will require that the customer has addressed the problem of a future theft or vandalism, such as the installation of a faucet lock.

6.0 RULES AND PROCEDURES:

- 6.1 One leak credit will be authorized per calendar year.
- 6.2 The property owner and/or tenant agree to any investigation that the City deems necessary to confirm or verify the leak and/or the repair of the leak.
 - 6.2.1 The customer may be required to allow a Water Division or Water Conservation Office inspection to be performed on the property.
- 6.3 The leak must be located and repaired prior to the approval of any leak credit.
 - 6.3.1 The City, at its discretion, may discontinue water service as noted in Rule 3.1.2
 - 6.3.2 The City, will evaluate water consumption in six (6) months to see if the leak was repaired. If it is determined that the leak was not properly repaired, the credit may be reversed and the customer will be responsible for water consumption as previously billed.

- 6.3.3 Should the property owner or party in control of the property refuse to repair the leak in a reasonable time period, as determined by the city, the credit may be disapproved.
- 6.4 Copies of receipts or verification that the leak repair has occurred must be included with the leak credit application.
 - 6.4.1 Valid documentation of a leak repair consists of:
 - 6.4.1.1 Receipts of repairs performed by a certified plumbing business or a letter from a plumbing company, on the company's letterhead, certifying they repaired the leak.
 - 6.4.1.2 Receipts for parts purchased if the leak was repaired by the customer.
 - 6.4.1.3 Letter from the customer if the leak was repaired with parts already on hand by the customer. The letter should state how the leak was repaired.
- 6.5 Credit Calculation.
 - 6.5.1 Customer will be responsible for all consumption. The consumption will be billed at the first tier of the water rate structure.
- 6.6 The credit will be applied on the next billing after the application is approved.
- 6.7 The credit will be applied to the bill of the customer (either property owner or tenant) responsible for the water portion of the bill.
 - 6.7.1 No refund checks will be issued for leak credits granted.
- 6.8 If the customer's account (either property owner or tenant) is determined to be delinquent, the leak credit application will not be accepted until all outstanding delinquent charges have been paid, or a current payment arrangement is on file.
 - 6.8.1 Delinquency will be determined by subtracting all charges for water for the month(s) of the reported leak from the account balance.
- 6.9 While the customer is fixing the leak and the application is being processed, the customer must make a payment consisting of their average bill for the month in question if this payment has not already been made.
- 6.10 The Public Utilities Department Director may waive any of these conditions based on certain extenuating circumstances.
- 6.11 This policy is in effect only for leak credits applied for after the effective date of this policy.

7.0 APPENDICES/ATTACHMENTS:

7.1 Application for Water Leak Credit



8.0 REVIEW AND APPROVALS:

8.1 PREPARED BY: *Peter A. Ortega* 8/23/13
Peter A. Ortega, Utility Billing Division Director DATE

8.2 REVIEWED BY: *Marcos Tapia* 9/5/13
Marcos Tapia, Finance Department Director DATE

8.3 REVIEWED BY: *Geno Zamora* 9/9/13
Geno Zamora, City Attorney, DATE

8.3 REVIEWED BY: *Nick Schiavo* 9/9/13
Nick Schiavo, Public Utilities Department Director
and Water Division Director DATE

8.4 APPROVED BY: *Brian Snyder* 9-9-13
Brian Snyder, City Manager DATE

CITY OF SANTA FE
APPLICATION FOR WATER LEAK CREDIT



UTILITY BILLING WATER LEAK ADJUSTMENT APPLICATION
PO BOX 909 - SANTA FE, NM 87504-0909
CUSTOMER SERVICE (505) 955-4333/FAX (505) 955-4363
UTILITYCUSTOMERSERVICE@SANTAFENM.GOV



Owner's Name: _____ Service Address: _____
 Mailing Address: _____ Phone #: _____
 Email: _____ Account # _____

Month Applying For: _____ (1 month maximum)

Explanation: _____

- I understand that I am responsible for all consumption. The adjustment will be based upon consumption billed at first tier of the water rate structure.
- I am applying for an adjustment to high consumption charges due to a water leak.
- Only one leak adjustment will be authorized per calendar year.
- No refund check will be issued for approved leak adjustments.
- The adjustment will be applied on the next bill after the application is approved.
- The leak is repaired. As proof that the leak has been fixed, I have attached:

- Receipt from plumber
- Notarized letter that I or a friend completed the repairs
- Receipt for applicable parts

I acknowledge and agree to the above terms and I warrant the truthfulness of the information provided.

Name **Date**

CITY USE ONLY

_____ Approval is recommended. The current and past account has been reviewed and is attached. The criterion for the adjustment has been met.

_____ Approval is not recommended. Reason: _____

Customer Service Representative: _____ Date: _____

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

Important notes:

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

