

**CITY OF SAN BUENAVENTURA
ADMINISTRATIVE POLICY AND PROCEDURE**

Subject: Ventura Water Billing Adjustment	APP No. 30.2
Issued by: Ventura Water	Approved by: Shana Epstein, Ventura Water General Manager
Date Originally Issued: May 5, 2014 Internally	Expiration Date: Indeterminate
Review/Update Frequency: As required	Review/Update Responsibility: Assistant General Manager, Ventura Water
Date of Current Revision:	Dates of Previous Revision: N/A
Departments/Divisions Affected by Policy/Procedure: Ventura Water	Authority: Municipal Code 22.170.010(A)

VENTURA WATER BILLING ADJUSTMENT

1. PURPOSE

To establish a procedure for crediting customers who experience unusually high water usage within the customer's property.

2. POLICY

Customers eligible for credits must meet all of the following criteria:

- a. Unusually high water usage must be more than twice the two year premises average.
- b. Premises may not exceed more than one adjustment every five years.
- c. In the event of a leak, the leak must be corrected prior to any adjustment. San Buenaventura Municipal Code Section 22.170.010(A)(2) prohibits water waste from leaks and requires that leaks be corrected, stating: "It shall be presumed that a period of 48 hours after the water user discovers such leak, break or malfunction, or receives notice from the city of such condition, whichever occurs first, is a reasonable time within which to correct such condition".

- d. Customer must submit documentation within two months of the occurrence. If the customer has repaired the leak themselves, they may submit documentation including a copy of the planning permit for the repair and invoices for materials purchased.
- e. Customer's account must be paid up to date before a credit is issued.

For residential customers credit shall be as follows:

- a. Two year premises average is calculated and multiplied by two (A).
- b. Identify premises usage for adjustment (B).
- c. B minus A equals usage to be adjusted (C).
- d. Credit is calculated at the difference between the billed tier and the tier within which the two year average falls. $B - A = C$.
- e. Example 1: Premises two year average is 15 hundred cubic feet (hcf), multiplied by 2 is 30 hcf (A). Customer's unusual usage is 20 hcf (B). Customer does not qualify for billing adjustment because A exceeds B.
- f. Example 2: Premises two year average is 15 hcf, multiplied by 2 is 30 hcf (A). Customer's unusual usage is 40 hcf (B). Customer's adjustment is 10 hcf (C) calculated at whichever tier 15 hcf falls.
- g. If the unusual usage is during the sewer determination period, a copy of the adjustment is kept in an Average Winter Consumption file. Each of the customer accounts is individually monitored and re-calculated without the "out of normal" usage. After the average winter consumption routine is run, each customer account in the file is changed to reflect the usage without the excessive water use; thereby, not impacting customers future wastewater rates.

For commercial customers credit shall be as follows:

- a. Adjustments for commercial customers are calculated using the sewer portion of the bill. The water charge is uniform on commercial accounts and thus not eligible for an adjustment so every customer is responsible for the water consumption at their property.
- b. The documentation must state the leak was in an area that does not flow to the wastewater system.
- c. Credit is the difference of billed and recalculated usage flow charges. The recalculated charges are the difference between the wastewater charge and the customer's two year premises wastewater usage average.

Notes on credits and eligibility for all customers:

Customer shall still be responsible to pay all billing statements in full until credits are listed in subsequent billing statements. Customer shall not withhold any payments in anticipation of a credit. Failure to pay a bill in full will subject the customer to delinquency penalties and water shut-off per normal procedure for delinquent accounts.

**Division 32.0
ENVIRONMENTAL SERVICES**