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148 SOUTH WILSON STREET    POST OFFICE BOX 326    NIPOMO, CA 93444 - 0326  
(805) 929-1133    FAX (805) 929-1932    Website address: ncsd.ca.gov

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**LEAK ADJUSTMENT REQUEST FORM**

**Date:** \_\_\_\_\_ **Account No:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_ **Customer Name:** \_\_\_\_\_

**Telephone No.:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

I am hereby requesting that Nipomo Community Services District make adjustment to my account due to a leak resulting in high usage. I have read the attached Ordinance 2013-118 and understand a leak adjustment will only be allowed once every three years. I understand an adjustment will not be made to my account until this leak adjustment request is approved by the District General Manager.

Please state how the leak occurred and the actions taken to remedy the leak. Attach additional sheets, if necessary.

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**Customer Signature**

\_\_\_\_\_  
**Date**



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**ORDINANCE NO. 2013-118**

**AN ORDINANCE OF THE BOARD OF DIRECTORS  
OF THE NIPOMO COMMUNITY SERVICES DISTRICT  
AMENDING NIPOMO DISTRICT CODE SECTION 3.03.110 AND ADDING SECTION 3.03.120 TO  
ALLOW CONSIDERATION OF RELIEF FROM WATER LEAK RELATED HIGH WATER BILLS**

3.03.120 – Investigation and possible relief for water customers

**1**      Relief for District water customers.

a.      In regards to any complaint or request for relief made by a water service customer that is made within five days of receiving a high and/or disputed bill for water service, the General Manager or his or her designee shall investigate such complaint in the following manner:

i.      The District Manager or his or her designee shall first determine whether or not the increase in water consumption is related to a leak occurring on the customer’s side of the water service connection and that the leak has been remedied.

ii.     The District Manager or his or her designee shall review the bills for water usage for the water service customer for the previous five years for the same time period to determine whether or not there is a significant differential in terms of water use that was evidenced by a leak. Where there is a significant difference determined by the General Manager or his or her designee, water usage for the billing period shall be billed as follows:

a)      The average normal usage will be billed at the Rates/Tiers in place at the time of the high bill.

b)      All excess usage (over and above the average normal usage) will be billed at the Tier 2 rate in place at the time of the high bill.

b.      For water service customers who have not established a five year history in regards to water usage, the General Manager shall determine equivalent water services using similar billings with a five year history to make the appropriate findings as set forth in section (a) above. The customer shall then be charged according to Section 1 (a) (ii) above.

c.      The relief provided by these sections is available, upon written request, for a District water service customer once during a three year period. In other words, a water service customer would not be able to apply for relief under this Ordinance if relief had been sought and granted any time during the previous three years.

d.      The General Manager or his or her designee may consider whether the customer shall be permitted to amortize the amount equal to the excess usage over a reasonable period of time, not to exceed twelve months.