

## FOR IMMEDIATE RELEASE

Date: November 1, 2017  
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### District Board Adopts Ordinance Amending Leak Adjustment Procedures

At its October 25<sup>th</sup> Regular Meeting the District's Board of Directors adopted an Ordinance amending District Code sections pertaining to leak adjustment procedures.

In March 2013 the Board adopted Ordinance 2013-118 revising District water code allowing the general manager to grant customer relief from high water bills under limited circumstances. Nipomo CSD policy holds that all water metered to a customer is the customer's responsibility regardless of circumstance. When leaks occur on the customer side of the water meter and go undetected, high water use and high water bills can result.

Currently, Nipomo CSD calculates the relief provided to customers with high water bills caused by customer-side water leaks by lowering the adjusted amount of water loss into Tier 2. With the Board's recent adoption of a uniformed rate structure, the District can no longer use this methodology.

Changes to the Leak Adjustment procedure include:

**Calculating the level of customer relief by deducting the Supplemental Water cost.** Water loss caused by a customer side leak would increase the amount of pumped groundwater from District groundwater wells – not increase importation of water from Santa Maria.

**Setting a minimum level of relief of \$100 for qualification of a leak adjustment.** The leak adjustment option is limited to once every three years and is intended to provide relief for cost burdens caused by significant customer-side leaks.

General Manager, Mario Iglesias, stated "Water leaks can cost our customers a lot of money. While all leaks can't be prevented, the District can help offset these unexpected events by providing customers with a leak adjustment option."

The changes go into effect December 1<sup>st</sup>.

For more information please contact the Nipomo Community Services District at 929-1133, [info@ncsd.ca.gov](mailto:info@ncsd.ca.gov) or visit [www.ncsd.ca.gov](http://www.ncsd.ca.gov).

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Established in 1965 to meet the health and sanitation needs of the local community, Nipomo Community Services is pleased to provide a wide variety of services throughout its district including the provision of water, sewer, and waste management services as well as lighting and drainage in limited areas. The mission of Nipomo Community Services District is to provide its customers with reliable, quality, and cost-effective services now and in the future.