GOLDEN HILLS COMMUNITY SERVICES DISTRICT
LEAK REIMBURSEMENT POLICY

PURPOSE: District customers are encouraged to regularly inspect their property for water leaks. Customers who have excessively high-water usage will be mailed a Leak Letter if within the 24-hour period of reading meters, a potential leak was identified. If a leak is detected, the customer should attempt to determine whether the leak is inside or outside the home.

SECTION 1

HOW TO DETERMINE IF YOU HAVE A LEAK:

Step 1: Turn off all faucets and water-using appliances, such as the ice maker, dishwasher, and clothes washer.

Step 2: Locate your Water Meter. Note or mark the meter dial pointer location or the digital meter reading.

Step 3: Wait 15-30 minutes. (Ensure no one turns on a water-using appliance.)

Step 4: Read the Water Meter again. If the pointer has moved or the digital reading has changed, you may have a leak in your system.

SECTION 2

HOW TO DETERMINE IF THE LEAK IS INSIDE OR OUTSIDE YOUR HOME:

Step 5: Turn off the House Shut-Off Valve. You may consider asking a plumber for assistance if you do not know where the shut-off valve is located.

Step 6: Return to the Water Meter. Note or mark the meter dial pointer location or the digital meter reading.

Step 7: Wait 15-30 minutes.

Step 8: Read the Water Meter again. If the pointer has moved or the digital reading has changed, you likely have a leak outside your home, between the Water Meter and House Shut-Off Valve.

Step 9: If the Water Meter reading has not changed, but the reading changed in Step 4 above, your leak may be somewhere inside the house.

SECTION 3

REQUESTING DISTRICT ASSISTANCE: If you have a leak in your Meter Box on the District or street side, call the District office. Field staff will come out and check the Meter and check the couplings to see if they need to be replaced.

SECTION 4

DISPUTING A BILL: The District is not responsible for maintenance or repairs of the pipes and fixtures beyond the Water Meter. The District assumes no risk or responsibility for any points beyond the District's Water Meter. **(See FIGURE 1)**

If a customer disputes the amount of any bill, the customer may file a request for reimbursement with the District. The request for reimbursement must identify the following:

Customer Name
Address
Telephone/contact Number
Brief Description of the Basis for Dispute
Any Relevant Repair Receipts

If the District's General Manager, or his designee, determines that the request for investigation is valid, the General Manager will request that District field staff investigate further, and provide the customer with a profile of their account, at no charge to the customer.

If, after further investigation, the General Manager determines that the request for reimbursement is in whole or in part valid, the General Manager will provide a refund to the customer, to the extent the request is valid.

Customer requests for profiles other than described above are subject to a $45.00 fee.

SECTION 5

PAYMENT OF BILL PENDING DISPUTE RESOLUTION: Dispute of a bill pursuant to Section 4 of this Policy does not justify non-payment or delay in payment. Disputed bills must be paid when due pending investigation and settlement of the dispute. Unpaid bills will be subject to further action by the District, including but not limited to as described in District Ordinance 30.

SECTION 6

TIME-FRAME TO DISPUTE BILL: Any requests or disputes made pursuant to Section 4 of this Policy must be made within sixty (60) days of the disputed bill. The District assumes no obligation to consider requests or disputes made more than sixty (60) days after the disputed bill.

SECTION 7

APPEALS: In the event a customer is dissatisfied with the General Manager's final determination, the General Manager may recommend that the Board of Directors consider an appeal. If the General Manager recommends that the Board of Directors consider an appeal, the Board of Directors may invite the customer to present his or her case to the Board of Directors. In that event, the customer may present any evidence or testimony reasonably related to his or her case.

After hearing the customer's appeal, and any other evidence or testimony from the General Manager, the Board of Directors may concur in the General Manager's determination, or make any other determination supported by the evidence or testimony.

This policy does not create any right to an appeal unless recommended by the General Manager and accepted by the Board of Directors.

FIGURE 1