



LEAK REVIEW REQUEST FORM

CITY OF MORRO BAY

CITY HALL

595 Harbor Street
Morro Bay, CA 93442

Primary Customer _____ Phone _____

Service Address _____

Account Number _____

Mailing Address _____

I, _____ am requesting to be considered for Leak Review for the service address listed above. I understand that I will also need to provide proof of repairs (i.e. invoice from a company used to repair the leak, receipts of materials if the leak was repaired by the customer and/or photos.)

Details regarding the leak are as follows:

I have received a copy of the Leak Review Policy and the information provided is true to the best of my knowledge.

Signature _____ Date _____



COUNCIL POLICY

Leak Review Policy for Utilities

Policy Statement

The City of Morro Bay (City) Public Works Department, Water and Sewer Divisions, are responsible for the collection and treatment of wastewater for over 5,000 customers within City limits and delivery of potable water to a similar number of customers.

The City Council sets legislative financial management policies, as recommended by staff and advisory committees. Section 2.12.160 of the Municipal Code states that it shall be the duty of the City Manager to, "investigate all complaints in relation to matters concerning the administration of the city government and in regard to the service maintained by public utilities in the city, ..." This Leak Review Policy for Utilities ("Policy") provides the City Manager to administer the City's policy in an efficient manner and to take such actions as are necessary to carry out the affairs of the city.

Purpose

The purpose of the Leak Review Policy is to resolve utility customer concerns regarding utility leaks in a fair and timely manner.

Definitions

Leak – A loss of water due to break, malfunction, damage or wear and tear.

Penalty – ten percent (10%) of the unpaid, past-due balance on a utility account, assessed the first day of the month following due date.

Posting of Notices – fee charged for the physical posting of shut-off notices at the customer's location.

Discontinuation of Service – shut and lock off of water due to nonpayment of past due balance.

Leak Review Assessment and Implication

- The Leak review policy will only act when written requests is received from the primary utility customers with regard to water and/or sewer billing matters.
- Once a written receipt is received from the primary customer, and consumption has returned down to normal for at least two reads, the account will be reviewed as soon as practical to address the customer's concern.
- The customer will need to provide proof of repairs. (i.e. invoice from a company used to repair the leak or receipts of materials if the leak was repaired by the customer)
- The leak review process will need to be completed within nine months.
- A customer is limited to 2 reviews in a 5-year period that may be presented to the City on a single address.

- Example: 1st leak reviewed 2014, customer then has until 2018 to submit 1 more leak letter for review. In 2019 the five-year time frame starts over again.
- The City shall have the authority to make a billing adjustment, in the interest of fairness presented by the customer and the City's utility clerk.
- If an adjustment is made, the following formula is used:
 - An annual average usage is determined for the customer.
 - Any consumption above the annual average for the account in tier 4 is adjusted off.
 - Any consumption above the annual average for the account in tier 3 is adjusted by half.
 - If the leak is determined to be a documented outside leak of a commercial account, the sewer is also adjusted based on the same annual average usage.
- Decisions of the City shall constitute the final administrative review of the matter.
- When a customer requests that his/her billing concern be addressed by the City, no further collection actions (i.e. penalties, posting of notices, discontinuation of service, etc.) shall be taken until the concern is reviewed, and a decision is rendered. The customer will be required to pay that portion of the bill that reasonably would be due and payable, aside from the contested portion.

This policy applies to all customers of the City of Morro Bay who have a utility billing account with the city. The Finance Department is responsible for the administration and enforcement of this policy.