

## **Extraordinary Water Usage Appeal Application**

**PURPOSE:** The Extraordinary Water Usage Appeal policy exists to assist customers that have experienced a short term and unexpected increase in water usage by re-rating water usage that was billed at the more expensive upper block rates to the second block rate, which eliminates the conservation penalty of the water rates.

Any water usage that occurs on a customer's property and any detection of water leaks and subsequent repairs is the responsibility of the customer. The District is unable to eliminate any water usage that is recorded by your water meter.

Customers that have experienced higher than normal water usage due to the installation of sod, new grass seed, filling of pools or other causes that are within the control of the customer are not eligible to apply for an Extraordinary Water Usage Appeal.

### **CRITERIA:**

- ***Appeals and required repair documentation (i.e. invoice detailing out work done, copy of receipt used to purchase materials, photograph of repair) must be submitted within 14 days of notification of issue or bill date that the extraordinary water usage first occurred.***
- Appeals are limited to one every 12 months and to only 2 consecutive billing periods.
- Usage in question must have been billed at least the 3<sup>rd</sup> block rate.
- Water usage cannot be eliminated, but will be re-rated if qualified.
- Usage in question must be at least 50% more than the average consumption for the property for the 2 prior years, during the same period of the year (one month before, same month, one month after).
- Adjustments are calculated by re-rating water usage billed at the 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> blocks to the 2<sup>nd</sup> block rate.
- 100% of the calculated adjustment will be applied for usage that is at least 100% greater than average consumption for the property for the 2 prior years.
- 50 – 99% of the calculated adjustment will be applied for usage that falls between 50 – 99% greater than average consumption for the property for the 2 prior years.

### **PROCESS:**

Please allow 2-4 weeks to process appeal once application is submitted.

1. Customer must identify cause of issue and make repairs to correct the problem. Appeal applications will not be accepted until it has been determined that the high usage has been fully resolved. The application **must include** documentation showing that the issue has been repaired (i.e. invoice of work done, receipt, photograph of repair).
2. Customer completes appeal application.
3. Staff reviews documentation, calculates adjustment and submits appeal for approvals. A site visit may be required.
4. Appeal is reviewed and approved and adjustment applied. If not approved, then the customer is sent a letter of explanation.

### **REPAYMENT ARRANGEMENTS:**

Depending on the amount of the extraordinary water usage, a repayment arrangement of up to 5 months may be granted. Repayment arrangements will only be granted on the full balance of the account, plus subsequent billings, if the high usage issue has not been fully resolved.

Once it is determined that the high usage issue has been fully resolved and an appeal application has been submitted, then the repayment arrangement can be altered to include any potential adjustment for the remaining period of the original repayment arrangement.

Date Received:

**Extraordinary Water Usage Appeal Application**

**This application has been created using Adobe Acrobat and all fields and check boxes can be populated electronically.**

**Please complete the below form. Incomplete forms may delay the processing of your appeal.**

Application Date: \_\_\_\_\_ EVMWD Account #: \_\_\_\_\_

Name As It Appears On EVMWD Account: \_\_\_\_\_

Service Address: \_\_\_\_\_ Daytime Phone Number: \_\_\_\_\_

Bill Date of Extraordinary Water Usage (2 consecutive months maximum): \_\_\_\_\_ and \_\_\_\_\_

Reason for Extraordinary Usage: \_\_\_\_\_

Owner  Tenant  Year Home Built: \_\_\_\_\_

Have any recent repairs been made to property's interior or exterior plumbing? No  Yes

Date of Repair: \_\_\_\_\_ Describe Repairs: \_\_\_\_\_

Date all toilet tanks last inspected for worn or malfunctioning hardware? \_\_\_\_\_

Does your property have a pool? Yes  No  Date pool was last filled from empty: \_\_\_\_\_

Date pool's valves and automatic pool filler equipment was last inspected for proper functionality? \_\_\_\_\_

Do you have an automatic sprinkler system? Yes  No  Date settings last changed: \_\_\_\_\_

Has property landscape been seeded, or sod installed, in the past 6 months? No  Yes  Date: \_\_\_\_\_

Please use the space below to provide any additional information you believe is relevant to this appeal:

**By signing this application, I agree to abide by the criteria as outlined on this form and those of the Elsinore Valley Municipal Water District's Administrative Code. I also understand and agree that the District reserves the right to inspect all repairs made on my property and verify information contained in this application.**

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please mail, fax or email application to the following:**

Elsinore Valley Municipal Water District  
PO Box 3000  
Lake Elsinore, CA 92531  
F: 951-346-3352  
Email: ihaveavoiced@evmwd.net