



Las Campanas Water Cooperative

SANTA FE, NEW MEXICO

Las Campanas Water & Sewer Cooperative WATER LEAK BILLING ADJUSTMENT PROCEDURE SUMMARY

The Las Campanas Water & Sewer Cooperative's (Co-op's) Board of Director adopted revised "*Rules and Operating Procedures for Water*" on January 5, 2024 and is effective January 1, 2024.

Below is a summary of Rule 8 that details the requirements and procedures regarding water leak billing adjustments formerly known as abatement of surcharge. The Co-op reserves the right to reject any request for water leak billing adjustment if it feels in its sole discretion the circumstances of the request do not justify approval. The Co-op remains committed to water conservation of this valuable resource and encourages all residents to be vigilant. If you have questions on this procedure, please contact the Co-op at (505) 930-7155 or cs@lcwatercoop.com

To qualify for a water leak billing adjustment the following requirements must be met:

1. Requests for a water leak billing adjustment must be due to a water leak caused by a broken pipe or mechanical failure, or irrigation system failures. Leaks related to pools and hot tubs are excluded from abatement consideration.
2. The account must be registered for Eye on Water, if available;
3. If outside services are required to address the leak (e.g., a plumber), a documented request for repair must be presented to the Co-op within seven (7) calendar days after:
 - a. The detection of a leak by Eye on Water or
 - b. The issuance of the bill reflecting water loss due to a leak
4. Repair of the leak must be made within five (5) weeks of the start of the leak;
5. Requests for a water leak billing adjustment shall include a cover letter explaining the situation and must be submitted to the Co-op within three (3) months of the start of the leak;
6. Written documentation that clearly explains the reason for the excessive water use must be provided. If outside services were required, the written request must include a copy of an invoice from a licensed plumber, a landscape company, or documentation of warranty repair from the home builder evidencing that the problem that caused the leak or water loss has been repaired.
7. The abated amount must be two hundred and fifty dollars (\$250) or greater (as calculated by the Co-op).
8. No more than one (1) water leak billing adjustment will be granted in a five-year (60 month) period per owner of a lot.

If a billing adjustment is granted the following adjustments will be made to the affected account:

1. Re-instatement of the gallons lost as a result of the leak.
2. Credit for the original water use charges and any surcharges will be credited back to the account.

Please submit this package of information to the Co-op via email to cs@lcwatercoop.com or by mail to 13 Plaza Nueva, Unit B, Santa Fe, NM 87507.