

# Las Campanas Water & Sewer Cooperative

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13 Plaza Nueva, Unit B  
Santa Fe, NM 87507  
505-930-7155

## **WATER LEAK BILLING ADJUSTMENT**

### **PROCEDURE SUMMARY**

The Co-op's Board of Director adopted revised "*Rules and Operating Procedures for Water*" and the following is the July 2020 update. 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 Board 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 Board remains committed to water conservation of this valuable resource and encourages all residents to be vigilant. If you should have any questions on this procedure, please contact Heather Roybal at (505) 930-7155.

**To qualify for a water leak billing adjustment**, the following requirements must be met.

1. No more than one water leak billing adjustment in a five-year (60 month) period per owner of a lot.
2. The abated amount must be two hundred and fifty dollars (\$250) or greater (calculated by the Coop).
3. 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 months of the start of the leak.
4. 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.
5. Written documentation has been provided that clearly explains the reason for the excessive water use. 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 evincing that the problem that caused the leak or water loss and has been repaired. Please submit this package of information to the Coop's Office (13 Plaza Nueva, Unit B, Santa Fe, NM 87507) to Heather Roybal ([hroybal@lcwatersewer.coop](mailto:hroybal@lcwatersewer.coop)).

In addition to above requirements, the Co-op will further consider whether an owner has opted into the "Eye On Water" program in determining whether an adjustment is warranted. The Co-op strongly encourages all Owners to participate in the "Eye On Water" program to mitigate leakage. If you are not participating in the "Eye On Water" program, owner should include a written statement explaining why he/she has opted not to participate. If you need any information about this program, please contact Heather Roybal.

**Billing adjustment if granted**, the following adjustments will be made to the affected account:

1. Re-instatement of the gallons lost as a result of the leak will be made to the unused annual water allocation associated with the account, and
2. The original water use charges and any surcharges will be credited back to the account.
3. The customer will receive an adjusted water bill for the period of the leak. The maximum time period for an adjustment is two months. The adjusted water bill will be the water usage cost based on the

monthly use for the same time period from the prior year plus the cost of the water lost as a result of the leak charged at the lowest tier rate prevailing at the time of the leak plus the water maintenance fee.

**Adjusted Water Bill During Period of Leak = [Monthly Water Usage Charge based on Monthly Water Usage for the same time period from the Prior Year] + [Charge of Water Lost Due to Leak at Lowest Tiered Rate] + [Water Maintenance Fee]**