

Winchester Hills Water Company

Water Leak Policy (March 2, 2015)

If the property owner or proxy has a prolonged water leak that affects their water billing (in one billing cycle), and is the cause of an excessively high water bill, it is the property owner's responsibility to locate and repair the leak.

If a shareholder or proxy wishes to appeal their excessive bill resulting from a leak, they must contact a member of the water company's board of trustees for verification of the leak and the repair.

To be eligible for consideration of a board of trustees' review, the property owner or proxy must attend a water company monthly meeting to present their case for consideration to the board. The board of trustees will then make a determination as to whether an adjustment to the property owner's billing for overage can be made, or not. If the board approves an adjustment, the board will then decide as to how much the adjustment will be.

Any overage due to negligence (i.e.; forgetting to shut off a hose, increased landscaping irrigation, or undiscovered increase in water usage) does not constitute a water "leak" and, therefore, will not be considered for rate adjustment.

NOT ALL APPEALS WILL BE APPROVED!

Shareholders are allowed one billing adjustment only. NO EXCEPTIONS!

The right to grant an adjustment to a bill lies solely with the Board of Trustees and must be approved by a majority vote of the Board.

This policy was initiated October 15, 2001, amended October 16, 2006, and amended again March 2, 2015.