

## **Policy for Water Budget Adjustments**

(Adopted by the LVMWD Board on November 24, 2015)

(Updated March 14, 2017)

Policy Statement: The District recognizes that for some customers, additional water needs, over and above established indoor and outdoor water budgets, may be necessary to safeguard public health and safety, maintain the community's standards to the greatest extent possible and acknowledge circumstances beyond the reasonable control of the customer. A water budget adjustment may be administratively approved for the following:

### 1. Change in the number of residents

An adjustment of 55 gallons per person per day will be provided for each additional person in a residential account, subject to a corresponding adjustment in sanitation service charges. Proof of residency documentation is required which may be in the form of a birth certificate, school records or registration, a blank check with pre-printed name and address, driver's license, lease agreement, etc. The minimum length of adjustment for non-permanent residents will be three full billing periods. Likewise, customers must inform the District when there is a reduction in the number of residents so that the indoor water budget can be adjusted, along with the sanitation charges.

Retroactive billing adjustments, for up to a maximum of six billing periods, may be provided as credit or refund to a customer who did not complete a Water Budget Questionnaire. Adjustments are contingent upon approval of household residency documentation. Retroactive adjustments will not be available after December 31, 2017.

### 2. Increase in landscaped area

The outdoor water budget will be adjusted to accommodate newly landscaped areas in accordance with the State Model Water Efficient Landscaping Ordinance. The reference evapotranspiration ( $ET_0$ ) adjustment factor for these additional areas is as follows: 55% for residential projects

45% for non-residential projects

100% for public use areas

100% for areas irrigated with recycled water

A 20% temporary increase in the outdoor water budget is available for two billing periods to establish new landscaping except during the months of June, July and August.

Retroactive billing adjustments, for up to a maximum of six billing periods, may be provided as credit or refund to a customer who did not complete a Water Budget Questionnaire that requests an irrigated area larger than the District's estimate. Requests for changes in irrigated areas are subject to approval by the District. Retroactive adjustments will not be available after December 31, 2017.

### 3. Medical needs

The indoor water budget may be adjusted for the use of prescribed medical equipment and/or medical treatment or therapy due to a physical condition. Verifiable documentation must be provided. Water needs may be adjusted based on the care provider's recommendation on a case-by-case basis.

### 4. Filling of swimming pools

The outdoor water budget may be adjusted once every five years to refill pools to address water quality issues, perform maintenance or implement structural repairs. Supporting documentation from a pool contractor, receipts of work and a site visit by the District may be required.

### 5. Livestock

Horses and other livestock are eligible for an adjustment of up to 30 gallons per animal per day. The number of animals is subject to the maximum allowed per acre in accordance with local zoning regulations. Barns, stables and corrals are eligible for an adjustment as irrigated areas. Adjustment for other animals may be made based on the area where they are kept. Domestic house pets such as dogs and cats are not eligible for adjustments.

### 6. Leak adjustment

A one-billing period leak adjustment is available once every three years for all customers who exceed their water budget by over 50% every three years. Mechanical breakdown and broken pipes may be eligible for the adjustment provided the customer submits proof that the problem has been corrected. The proof may take the form of a licensed plumber/contractor's invoice or repair parts receipts. Photo documentation of the repair is recommended but not required. A site visit by the District may be required.

Commodity charges for water use exceeding the water budget by over 50% will be re-billed using the lowest tier cost for each customer class and the difference credited to the account. Elevation charges still apply. Penalties incurred during the billing period when the leak occurred will be waived. The penalty counter will be reset to the level prior to the leak.

### 7. Sanitation Service Charge Adjustment

- (a) Single family residential customers may be eligible for a sanitation service billing adjustment based on an audit of their water use. The number of residents for billing purposes may be reduced by determining the equivalent number of residents based on a sewer flow contribution of 55 gallons per person per day and an estimate of the indoor water use. The estimated indoor use will be determined through a site visit and interview with the

customer. To be eligible for an adjustment, the customer must demonstrate consistent efficient water use over the last 12 months. An audit of the customer's irrigated area will also be conducted to verify the accuracy of the water budget established for the property. A corresponding adjustment will be made on the customer's indoor water budget based on the reduced number of residents.

- (b) Public laundromats and car wash facilities that offset local, domestic water demand, may be eligible for a sanitation service billing adjustment, if they demonstrate efficient water use through use of high-efficiency clothes washers or practice on-site water recycling. An allowance of up to 11.0 hcf/ERU, representing a 20% reduction from the maximum of 13.2 hcf/ERU for single family residential accounts based on the SBX7-7 Statewide mandate, may be used for the calculation.