

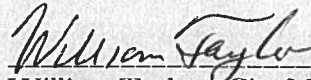
CITY OF LAS VEGAS  
ADMINISTRATIVE REGULATIONS



SUBJECT: Customer Water Leaks Bill Adjustment

ADMINISTRATIVE NUMBER: A-20-233
REVISION: 09/10/2020
SUPERSEDES: A-92-80, A-13-221, A-17-229
EFFECTIVE DATE: 10/1/2020
PAGE: 1 of 4

APPROVED BY:

  
William Taylor, City Manager

- I. **PURPOSE:** The purpose of this Administrative Regulation is to provide direction to the City of Las Vegas Utilities Director when addressing increased consumption due to water leaks in customers plumbing.
- II. **OBJECTIVE:** The primary objective is to establish guidelines for the issuance of adjustments to customers' water bills resulting from underground and above ground water leaks in a customer plumbing system.
- III. **ISSUING AUTHORITY:**
  - a) Utilities Department, Billing Division, is responsible to issue the memorandum requesting an adjustment.
  - b) Utilities Director is responsible to make recommendations to City Manager.
  - c) City Manager issues final approval or denial of adjustment.
- IV. **ADJUSTMENT APPROVAL PROCEDURES**
  - 1) Residential and commercial customers who are billed for above average water consumption and are requesting an adjustment must follow these procedures.
    - a) Repair and stop the leak(s).
    - b) Within 30 days of receiving the City's water bill with an increased consumption or a "Notice of leak" by the City, the customer must submit a letter to the Utilities Director applying for a billing adjustment.
    - c) Customer must include documentation, receipts, and pictures (before/after), verifying the cause of the increased consumption, that the leak was repaired, or increased consumption was addressed.
  - 2) Upon receipt of the customers billing adjustment request letter, the Billing Division shall follow these procedures.
    - a) Verify water consumption to be a minimum of 5,000 gallons above normal water consumption.
    - b) Verify the amount of time to provide the adjustment. (up to 2 months)

- c) Review and verify the information provided by the customer documenting the cause of the leak and the repair/addressing of the leak.
  - d) Submit memorandum to the Water Distribution division for verification that the repair was completed.
  - e) Submit a memorandum to the Utilities Director recommending approval or disapproval for issuing of an adjustment for a water leak.
- 3) Upon receipt of the memorandum the Utilities Director shall follow these procedures.
- a) Verify the increased consumption, the cause of the increased consumption and whether the requirements for an adjustment are met.
  - b) Submit findings to the City Manager.
  - c) The Director may recommend to the City Manager the rejection of the adjustment based on the customers pattern of conduct of failing to address known infrastructure issues or wanton disregard for maintenance and operation of the customer's water supply infrastructure.
  - d) The City Manager shall approve or deny the adjustment after reviewing the recommendation from the Utilities Director.
- 4) The following criteria will apply and be adhered to when providing adjustments for above average consumptions due to water leaks.
- a) Underground water leaks will be considered for adjustment to a Tier 1 rate for the above normal consumption.
  - b) Above ground water leaks will be considered for adjustment to a Tier 2 rate for the above normal consumption
  - c) A water billing adjustment shall be allowed a maximum of two months adjustment once every two years

**V. UNDERGROUND LEAK - BILL ADJUSTMENT PROCEDURES**

- 5) The City Billing division shall issue water billing adjustments when requested to do so by the City Manager. The water billing adjustment shall be done utilizing the following process.
- a) Underground leak adjustment will be for all above normal consumption billed at lowest block rate.
  - b) Commercial Adjustment for above average water consumption will use a 12-month average as the normal consumption amount.
  - c) Residential Adjustment for above average water consumption will use the same month from the previous year as the normal consumption amount.
  - d) Adjustment for the commercial account sewer rate is calculated based on the 12-month average as the normal consumption amount.

**VI. ABOVE GROUND LEAK – BILL ADJUSTMENT PROCEDURES**

- 6) The City Billing division shall issue water billing adjustments when requested to do so by the City Manager according to the adjustment approval procedures. The water billing adjustment shall be done utilizing the following process.
- e) Aboveground/In Home leak adjustment will be billed at the tier 2 block rate for all above normal consumption water usage.
  - f) Commercial Adjustment for above average water consumption will use a 12-

month average as the normal consumption amount.

- g) Residential Adjustment for above average water consumption will use the same month from the previous year as the normal consumption amount.
- h) Adjustment for the commercial account sewer rate is calculated based on the 12-month average as the normal consumption amount.

**IV. Attachments**

**Credit Memorandum**

**Water Credit Adjustment**

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**MEMORANDUM**

To: William Taylor, City Manager

From: \_\_\_\_\_  
Customer Service

Thru: \_\_\_\_\_  
Maria Gilvarry, Utilities Director

Date:

Re: Adjustment as per Administrative Order A-20-233

Per the attached work order the following customer is requesting for a credit as per Administrative Order A-20-233.

Customer Name:

Address:

Leak Verified on:

Verified leak repaired:

\_\_\_\_\_(Mark N/A if an aboveground/Indoor approved adjustment)  
Verified By

I \_\_\_\_\_ am recommending that the following customer is  
Utility Services Supervisor  
Eligible / Not Eligible for a water leak. (All pertinent information is attached)

APPROVED / DISAPPROVED

\_\_\_\_\_  
William Taylor, City Manager

\_\_\_\_\_  
Date

## WATER CREDIT ADJUSTMENT

Date:

Acct. #:

Name:

Address:

Meter #:

As per regulation A-20-233 on customer plumbing, customer has received an adjustment under the regulation. A credit adjustment for a water leak on customers plumbing shall be allowed a maximum of once every two years.

\_\_\_\_\_  
Customers Signature

\_\_\_\_\_  
Date