

**Metropolitan Domestic Water Improvement District  
Board of Directors Meeting**

**May 14, 2018**

**Leak Adjustment Policy Revision**

**Synopsis**

The Board of Directors is requested to consider approving an update to the District's policy to address adjustments for customers with leaks, or other unexplained high usage of water.

**Background**

The current process for calculating adjustment has been in place since August 14, 2014, and at that time, the policy authorized the General Manager to review extraordinary situation as they occur and to exercise discretion on adjustment recommendations.

**Issues**

With the continued application of this policy, a common situation requiring authorization from the General Manager occurs when a customer has high water usage in the same month of the prior year. The standard adjustment practice is to calculate the water usage at one tier lower with the approval of the General Manager. Adding this as a step to the policy would reduce the number of exceptions to the policy.

**Recommendation**

It is recommended that the Board of Directors approve the attached Leak Adjustment Policy. It is recommended that the policy become effective May 17, 2018 when a new billing cycle begins. Staff believe the policy change will standardize and expedite the administrative process.

**Suggested Motion**

I move to approve the Leak Adjustment Policy as presented and that it be effective May 17, 2018.

Respectfully submitted,

Diane Bracken, M.Adm  
Chief Financial Officer

I concur with the above-noted recommendation.  
Respectfully submitted,

Joseph Olsen, P.E.  
General Manager