

# GEORGE RANCH COMMUNITY ASSOCIATION

## Water Loss Credit Policy

1. An Owner may apply for a reduction in the rate charged for water lost due to leaks as provided herein. Owners may apply for no more than 2 leak reductions in any 24 month period. If a third leak reduction is requested in any 36 month period, it will be denied. The Board may grant additional leak reductions where the board, in its discretion, believes the leak arose from unusual circumstances outside the control of the Owner and which could not have been reasonably foreseen.
2. Leak amounts will be deducted from the quarterly total water usage and billed at the leak rate ONLY if the Owner has signed up with EyeOnWater, is monitoring their usage, and has taken prompt measures to identify and repair the leak.
3. The leak rate will be calculated as follows:
  - (a) Leaks that are identified and efforts to repair within 7 days may be credited back half (50%) of the water amount lost.
  - (b) Leaks that are not detected and repaired within 7 days of the start of the leak are NOT eligible for credit.
  - (c) Board will consider each leak credit in open session and has the authority to make exceptions to this policy based on a case-by-case basis.
4. To apply for a leak credit, the Owner must provide the following to the Community Manager within 30 days after the date of the bill:
  - (a) Documentation from EyeOnWater showing the approximate size of the leak and the total amount of water loss over the estimated regular consumption. It is up to the homeowner to determine the amount lost due to the leak and justify their calculations with support from EyeOnWater. Homeowner must specify the amount lost in their request for a leak credit.
  - (b) Documentation showing the date of repair of the leak, and follow-up documentation from EyeOnWater, showing the corresponding drop in consumption.