

Policy on Extraordinary Water Use (also known as Leak Policy)

This replaces the Interim (2015) Policy on Extraordinary Water Use

Residents are responsible for all water delivered to their property. Residents are expected to maintain their water distribution system to insure that water is used responsibly and is not wasted.

The Board recognizes that an equipment failure or malfunction may cause a significant water leak, in which case the resulting unusually high water bill may be recomputed using this Alternative Flat Rate.

To apply this Alternative Flat Rate, a resident must submit a request by sending an e-mail to board@lamesawatercoop.org or a letter to La Mesa Water Cooperative, PO Box 53, Placitas, NM 87043.

Criteria

This Alternative Flat Rate is available only when ALL of the following conditions are met:

- Resident must explicitly request this Alternative Flat Rate.
- This Alternative Flat Rate is limited to one month in each calendar year, for each account.
- The usage for the month must be over 25,000 gallons.
- The usage for the month must be over twice the usage of the previous month.

For example, a bill showing usage of 36,000 gallons is eligible for the Alternative Flat Rate only if the prior month's usage was less than 18,000 gallons, and the Alternative Flat Rate has not already been used that year.

Usage amounts are for the same property, even if there was a different resident or owner.

If a resident requests the Alternative Flat Rate and chooses to not pay the original billed amount, late charges will be waived until the request is either granted or denied.

Billing

If the above criteria are met, the member is charged the normal Base Charge and Capital Improvement Charge (\$41 + \$15) plus a usage charge computed by applying the Alternative Flat Rate of \$10.50 per thousand gallons to the entire usage for the month.

The usage charge under this Alternative Flat Rate is limited to a maximum of \$750.

Period

This policy applies to all water bills dated on or after January 31, 2016.