



APN # _____

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APPEAL FOR RELIEF FROM EXCESSIVE CHARGES

IMPORTANT! BEFORE COMPLETING THIS APPLICATION PLEASE READ THE FOLLOWING: IVGID Ordinances authorize a partial relief from excessive water and/or sewer charges when an account holder's appeal:

1. Is received within 30 days of the billing date by mail, fax or email: pw@ivgid.org.
2. Is submitted with copies of receipts for labor and materials (invoicing) detailing the permanent repairs which have been made.
3. And the account must not have had an adjustment under this program in the last five years.

Service Address: _____ Utility Account #: _____

Name(s): _____ Phone #: _____

Mailing Address: _____

Email Address: _____

Billing date(s) for which you are applying for relief (bill date): From: _____ To: _____

Approximate date of incident: _____

Describe the nature of the incident that caused the high consumption and what action was taken to rectify the situation (attach additional information/invoicing, if applicable):

The Director of Public Works, or a designee, shall have the authority to make adjustments to extraordinary water charges due to circumstances that are demonstrated to be beyond the reasonable control of the account holder or the account holder's agent. Such adjustments shall be made in accordance with the Ordinance 2 – Article 14 and Ordinance 4 – Article 9. Adjustments shall be allowed under these articles only once every five years per account.

X _____
Signature Date

Name

How can I prevent excessive use in the future?

Since leaks can start at any time it is recommended that all properties have a Customer Service Valve (CSV) installed past the water meter that is easy to access. If you are leaving the property for more than a couple of days, turn the CSV off to stop the water supply to the house. (Note: You may need to check with a licensed contractor to verify any additional systems hooked up to your water supply will function properly once the CSV is shut-off, such as hydronic heat).

Who qualifies?

The qualifications are:

1. The account must not have had an adjustment under this program in the last five years.
2. The total usage including the loss must be deemed extraordinary compared to regular use.
3. The loss must not be due to negligence either from the customer or the customer's agent.
4. The completed application must be received within 30 calendar days of the billing date in which the leak occurred.
5. Documentation must be included with the application that explains how the leak occurred and show repairs were made. These are typically receipts for labor/materials, but can also be pictures.

If I am approved what kind of discount will I get?

Upon such a determination, the District will make an adjustment or credit the utility bill for up to two months of excess charges at 75% of the Tier 1 Use and Tier 2 Use charges which are above the average seasonal use. If the water did not reach the sewer system then an adjustment will be made to the Sewer Use charge that exceeds the annual average or a minimum of 3,000 gallons, whichever is larger.

My normal bill is usually around "x" dollars. Will you take that into account when calculating my discount?

No, what you normal bill costs will have no bearing on how the adjustment is calculated.

If I am approved for the discount now and I have another leak later, can I get another discount?

Relief under this program is only available once every five years. This means if you decide to apply now and are approved you will be ineligible for any future relief for a period of five years from the date of approval, even if the second water loss event is larger than the first or the leak starts again.

If approved, how much use will my adjustment take into account?

The maximum period of time we can take into account for adjustments is two consecutive months' worth of bills. This is to account for a leak that began in one billing period and was repaired in the next.

From Ordinance 2 – Sewer, Article 14.18 and Ordinance 4 – Water, Article 9.12

Policy for Appeal for Relief from Excessive Sewer Charges

- A. Customers are responsible for equipment as defined in this Ordinance. When customers, through no fault of their own, have incurred excessively high water bills due to breaking of water lines from freezing during the winter, natural disaster or construction activities not under contract by the property owner and the detection and correction of such a break could not have reasonably been accomplished in time to avoid the excessive water usage, the following policy shall apply.
- B. An IVGID water customer who has an uncontrollable loss of water may apply to the District for relief under this policy once every five years. The Director of Public Works will review the matter and determine if the high overage was a result of an undetectable condition and was not a direct result of negligence or inattention of the property owner. Upon such a determination, the District will make an adjustment or credit the utility bill an amount equal to 75% of the water Tier 1 and Tier 2 consumption caused by the leak that exceeds the seasonal monthly average when the leak occurred. If the water did not reach the sewer system then an adjustment will be made equal to the sewer consumption caused by the leak that exceeds the annual average or a minimum of 3,000 gallons, whichever is larger. When calculating the residential variable sewer consumption for non-irrigation months the monthly usage for the adjusted billing period(s) will be included. This is the usage that is used to cap the residential customer's summer sewer rate.
- C. In order to apply to the District for relief under this policy repairs must conform to Uniform Plumbing Code and IVGID Specifications.
- D. Requests must be submitted in writing stating: address of property where leak occurred, was property occupied at the time of the leak, cause of leak, date leak was discovered, date leak was repaired, copies of repair invoices and receipts, letter of explanation if repairs made by customer, photographs and other information that may be required by the District. Written requests must be submitted within 30 days of the billing date. The maximum period of time allowable for relief is two (2) consecutive months of consumption.
- E. Typical leaks that may be eligible for credit of Tier 1, Tier 2 and Sewer Use charges include underground or unseen, unknown leaks occurring in underground piping between the meter and the structure and pipes under the structure that can be accessed through a crawl space, leaks that are part of an irrigation system, broken irrigation backflow devices caused by freezing, broken hose bibs and garden hoses, faulty humidifiers or boilers, faulty fill valves on pools and water features, plumbing damaged by construction related to the property, plumbing or fixture failures due to pressure fluctuations, faulty backflow preventers, or other issues that do not drain into the sewer system. These leaks are typically continuous in nature.
- F. Typical leaks that may be eligible for credit of Tier 1 and Tier 2 charges but not Sewer Use charges include leaking toilets, leaking faucets, or other issues that drain into the sewer system.
- G. Excess water use or leaks resulting from accidental water use, and the continuous use of water to prevent pipes from freezing, or any other type of normal use are not eligible for reimbursement.