



RAMONA MUNICIPAL WATER DISTRICT

105 Earlham Street
Ramona, CA 92065-1599

Phone: (760) 789 -1330
Fax: (760) 788 - 2202

Email: customerservice@rmwd.org

Request for Leak Rebate

The undersigned hereby presents the following request for a leak rebate pursuant to RMWD Legislative Code Section 7.88.200 and declares they have read the policy details on page 2 before signing.

Name on Account: _____

Service Address: _____

Account Number: _____

Phone Number: _____ Email: _____

DESCRIPTION OF LEAK

Date(s) water leak occurred or was identified: _____

Date of repair: _____ Location: _____

Date of Bill affected: _____

Describe the circumstances of the water leak, including the corrective action that was taken:
(Please provide receipts, photos and supporting documentation)

By signing below, I acknowledge that I meet the criteria and understand RMWD's Leak Rebate Policy detailed on page 2 and the information submitted is true and correct.

Signature: _____ Date: _____

For Office Use Only:

Leak in Units: _____

Leak Rebate in Units: _____
Leak in Units less Typical Monthly Use or 10 units (whichever is greater)

Typical Monthly Use*: _____
(*or 10 units – whichever is greater)

Leak Rebate Value: _____
Leak in Units x \$2.09 (RMWD volumetric rate)

GM/AGM Approval: _____

Per Section 7.88.200 of the RMWD Legislative Code:

Selected sections are included below. The full policy can be found online in the Legislative Code under Publications at <https://www.rmwd.org/>

- A leak repair rebate is available to customers who experience above average water consumption due to leaks that have since been repaired. The leak rebates will be limited to **one (1) billing period** and will also be limited to **one rebate every 60 months**. The 60-month period begins the first month of the billing period following the last billing period for which the loss of water rebate was prepared.
- A leak rebate form must be properly completed by the customer and submitted with original repair receipts **within 22 days of the statement date** of an affected bill to avoid penalties. Customers are advised to pay their water bill in full or enter into a payment arrangement per Section 7.88.130 while a rebate is pending to avoid penalties.
- The repair must be completed within **22 days of the statement date** of an affected bill.
- No rebate will be given if the District determines that excess water use was caused by customer negligence or non-responsiveness to warning signals, such as higher water bills, leak notifications, visible water, or other factors that should have made the customer reasonably aware of leak.
- No rebate will be given if a third party is responsible for the water loss at the customer's property and can potentially be pursued for reimbursement by the customer.
- No rebate will be given due to resetting irrigation timers at the customer's property, whether intentional or not.
- The rebate will **ONLY** be applied to the treated water or untreated water volumetric rate charge. Rebates will **NOT be applied to other fixed or variable charges** such as: monthly water service charge and pumping rate (variable).
- The District's water bills are composed of a fixed meter charge, a volumetric pumping rate and a volumetric usage rate. The volumetric usage rate is comprised of a SDCWA and RMWD rate. The maximum value of the leak rebate will be determined by adjusting the bill by the value of the RMWD volumetric rate only and will only **apply to the usage above 10 units or the customer's typical monthly use**, whichever is higher.
- The maximum amount of the leak rebate shall be **\$1,000**.
- The District will allocate **\$20,000** per fiscal year towards this leak rebate program. Rebates are available on a first-come, first-serve basis. If the District expends the available rebates in any fiscal year, the eligible customer may request the rebate in the following fiscal year.

This completed request form along with proof of repair should be sent to:

Attn: Customer Service Department
Ramona Municipal Water District
105 Earlham Street
Ramona, CA 92065
Email: customerservice@rmwd.org
Phone: 760-789-1330 or 760-788-2200

Lobby Hours: Mon–Thur 7:30 am - 11:30 am and 12:30 pm - 4:30 pm
Customer Service Phone Hours: Mon–Thur 7:30 am - 5:00 pm, Fri 7:30 am - 4:00 pm