

REGULATION 21

LEAK POLICY

It is the responsibility of all customers to maintain their home pipes, irrigation, and fixtures to minimize their unintentional water loss. Unexpected loss may occur at no fault to the customer.

The Timber Cove County Water District will offer a "LEAK RATE POLICY"

Eligibility will be limited to water loss caused by pipe breaks, malfunctioning fixtures, vandalism, or other similar circumstances.

- Leak Rate does not apply to Irrigation, Pools, Spas or Ponds, Fountains or other water features.

To receive this "Leak Rate" the customer must write a letter to the board of directors explaining the "leak" (water loss) . It is also highly suggested that the customer attend the board meeting for any questions the board of directors may have regarding this letter.

The "Leak Rate" can only be used one time per lot every 5 years.

The monthly bill for the "Leak Month(s)" will be based on the average monthly bill averaged over 12 months. The "leak Rate" will not be below the cost of water.

The District will accept a signed payment plan for up to 24 months with zero interest providing all payments are made. If payments are not made under the payment plan the account will default to the Districts collection policy rules under Reg 19 .

(Board Reviewed and approved August 2020)