

Scatchet Head Water District, Leak Forgiveness Policy
March 20, 2024

A resident can ask for a leak forgiveness credit **one time only**. A leak forgiveness application/form can be found on the website, www.sh-wd.org. The purpose of this policy is for people who have had a delay in noticing and fixing a leak and had an overage. Sometimes a leak can be behind a wall, or in the ground or somewhere that they don't see/hear. We know that sometimes it is difficult to get a plumber to come out right away. The forgiveness is once per owner. If the property is sold, the next owner can apply for another leak credit. There is one forgiveness per household; only one member per household can apply.

This is for extreme circumstances and since it is one time only, you should be careful when you request it.

Calculation: we look at the total amount of the statement showing the overage, deduct the regular amount, and the balance is divided in half. We will forgive half. For example, if you have a leak and your bill is \$400, we subtract \$190 (the regular amount), the balance now is \$210. Half of \$210 is \$105 and that amount would be credited to the resident as a leak forgiveness.