



**CITY OF SANTA BARBARA**  
**ADJUSTMENT TO EXTRAORDINARY WATER CHARGES**  
**APPLICATION**

**IMPORTANT!**  
**BEFORE COMPLETING THIS APPLICATION, PLEASE READ THE FOLLOWING:**

CITY OF SANTA BARBARA RESOLUTION AUTHORIZES PARTIAL RELIEF FROM EXTRAORDINARY WATER CHARGES WHEN AN ACCOUNT HOLDER'S APPLICATION IS:

1. RECEIVED WITHIN 45 DAYS OF A RELEVANT BILLING DATE,
2. SUPPORTED BY DETAILED WRITTEN DOCUMENTATION,
3. SUBMITTED WITH COPIES OF RECEIPTS FOR LABOR & MATERIALS (PLUMBER'S BILLS) DETAILING PERMANENT REPAIRS HAVE BEEN MADE.
4. **THE DECISION OF THE FINANCE DIRECTOR, OR SAID DESIGNEE, REGARDING ANY SUCH ADJUSTMENT SHALL BE FINAL.**

NAME ON ACCOUNT	/
	ACCOUNT NO.
SERVICE ADDRESS	
MAILING ADDRESS	/
	PHONE NO.
SUBMITTER	/
	TODAY'S DATE

1. BILLING DATES(S) FOR WHICH YOU ARE APPLYING FOR RELIEF (DATES OF WATER BILL)  
 FROM: \_\_\_\_\_ TO: \_\_\_\_\_
2. APPROXIMATE DATE OF THE INCIDENT: \_\_\_\_\_
3. DESCRIBE BRIEFLY THE NATURE OF THE INCIDENT THAT CAUSED THE HIGH WATER CONSUMPTION AND WHAT ACTION WAS TAKEN TO RECTIFY THE SITUATION (ATTACH ADDITIONAL INFORMATION/BILLS IF NEEDED):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
4. DATE (S) REPAIRS WERE MADE: \_\_\_\_\_

PLEASE RETURN THIS FORM TO:      CITY OF SANTA BARBARA, FINANCE – BILLING & CUSTOMER SERVICE  
 POST OFFICE BOX 1990  
 SANTA BARBARA, CA 93102-1990

The Finance Director or a designee of the Finance Director shall have the authority to make adjustments to extraordinary water charges in the event of hidden leaks, undetected line breaks, or other 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 guidelines approved by the City Administrator's office. However, such adjustments shall in no case result in a cost per HCF that is less than the Block 1 rate for residential customers located within the City limits. Adjustments shall be allowed under this section only once every five years per customer per account.



## CITY OF SANTA BARBARA ADJUSTMENT TO EXTRAORDINARY WATER CHARGES APPLICATION

### **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 usage.
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 45 calendar days of the relevant billing date in which the leak occurred.
5. Documentation must be included with the application that explains how the leak occurred and shows repairs were made. These are typically receipts for labor and materials but can also be pictures.

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

The amount of your discount will vary greatly based on a number of factors. However, the discount is always calculated by taking all the water that was delivered during the billing period and rebilling it at the "Block 1" rate. The difference of that rate to what was billed becomes your discount. Effectively, you will still be responsible to pay for all the water usage, even the portion that was lost, but you will do so at the lowest possible rate.

### **I didn't use this water. Why am I still being charged for it even though I was approved for the discount?**

The rules of the program state we must bill for all the water that passed through the meter, whether it was lost as a result of a leak or otherwise. However, we do charge the lowest amount possible for the water delivered during the subject billing period.

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

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

### **Will my sewer charges be affected if I am approved for a discount?**

No, the application does not allow for a discounted rate on the sewer charges.

### **I am filling out the application but my bill is due shortly. What should I do?**

We always recommend that you pay bill in full if you can and if you are approved your discount will appear as a credit on your account going forward. If you cannot afford to pay the entire bill when it's due, call the water billing office immediately to make payment arrangements at 805-564-5343.

### **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.

### **If approved how many days will my adjustment take into account?**

The maximum period of time we can take into account for adjustment is two consecutive months' worth of bills. The reason for this is that sometimes a leak may begin in one billing period and then have been repaired in the next. As a result you can receive up to two months worth of discount.

### **What if the same leak reoccurs? Can I get more help?**

No, it is the account holder's responsibility to ensure the leak is fixed the first time. We cannot revisit an adjustment and add to it. Again, only one adjustment per five years is allowed even if the same leak begins again.