

Dripping Springs WSC Leak Adjustment Policy

The Dripping Springs WSC Board of Directors has implemented the following policy for members to request an adjustment for leaks in their private system on July 18th, 2022.

A member may request a leak adjustment provided that the leak has been repaired in a timely manner and verified by Dripping Springs WSC staff. Water lost due to a leak will be charged at the lowest tier of the rate schedule and the difference will be credited to the account.

Members requesting a leak adjustment will need to provide at least one of the following items to the Dripping Springs WSC to qualify for an adjustment. If the following items are unavailable the member must schedule a time to meet with WSC staff for an inspection of the repair.

- Copy of the bill from a plumber
- Photos of the repair

The following items do not qualify for an adjustment:

- Pool Filling
- Irrigation systems running more frequently than intended
- Leaks that were not repaired in a timely manner after notice of a leak or discovering the leak.

All leak adjustments will be verified by data consumption by Dripping Springs WSC staff to verify that all leaks have been repaired and to determine the total amount of water that was lost. Customers who still have an ongoing leak will not qualify for an adjustment until all leaks have been repaired.

Customers who request more than one leak adjustment per calendar year will be denied if the Dripping Springs WSC staff determines the waterline is failing for the following reasons:

- Incorrectly installed
- Improper materials were installed
- Aged infrastructure

In the event of a denial a customer may qualify for additional adjustments if the service line is replaced in its entirety or may request in writing to be added to the agenda for the Dripping Springs WSC Board of Directors to decide for additional adjustments.