

**COMBINED WATER SYSTEM
LEAK POLICY
EFFECTIVE SEPTEMBER 28, 2023**

1. King Water is the water service provider for the Combined Water System (CWS). The CWS board of directors are the decision-making authority regarding leak exceptions.
2. If you observe a water leak any place in your homeowner's association (HOA) area in Brentwood or Rocky Point Heights, please notify King Water at 888-241-2503.
3. Property owners have full responsibility for the maintenance of the water system once water has passed through the meter serving their residence. The water mains (supply lines from the water storage tank to the residential meters) are the financial and maintenance responsibility of the individual HOAs within their respective boundaries.
4. The average water usage in CWS is less than 4,000 gallons per month. The average highest usage in the summer less 7,000 gallons.
5. The water rate is \$50/month for up to 8,000 gallons. Plus \$.01/gallon 8,000 to 9,000, \$.02/gallon 9,000 to 10,000, \$.06/gallon 10,000 to 12,000 and \$.10/gallon over 12,000 gallons.
6. King Water mails six bills per year each showing water usage for two months. If your bill exceeds \$100 there is a possibility you have a leak.
7. Homeowners are advised to periodically check all toilets, water fixtures, outdoor faucets and sprinkler systems for potential leaks or running water. A leak of ¼ gallon per minute during a 31-day billing period will add up to over 10,000 gallons.
8. Homeowners are advised to periodically check their water meter for potential leaks. If you do not know where your water meter is located or how to check it, please contact King Water or your CWS board representative. They will show you where and how to read your meter.
9. The homeowner should take immediate steps to locate and resolve the leak.
10. If a leak is located and repairs scheduled within 30 calendar days and repairs made within 60 calendar days, you could be eligible for coverage under the CWS Leak Policy.
11. To qualify for the leak rate exception the following criteria MUST be met:
 1. The leak MUST be in the main water supply line between the meter and external to the residence. The leak cannot be in any fitting or additional piping providing water to anything other than the residence.
 2. Water purposely used by an irrigation system, landscape or garden maintenance will NOT qualify for a reduced rate.
 3. The Leak Rate exception is limited to a maximum of 60 days from the date the notification of excessive use is provided to the homeowner. Notification may be a phone call, email, water over-usage letter, or the billing statement showing the overage of water. These notifications will come from King Water or directly from a CWS board member.
 4. Documentation must be provided showing the location of the leak, the repairs made, the date of the repairs. Photos to document the location of the leak and repairs made along with any bills for repairs made and/or receipts of materials purchased if the work is performed by the homeowner or other than a hired contractor.
- The CWS leak policy caps charges for excess water use over the current 8,000 gallons per month at \$0.01 per gallon.