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)

_____ / _____
NAME ON ACCOUNT — ACCOUNT NO.

_____
SERVICE ADDRESS

_____ / _____
MAILING ADDRESS — PHONE NO.

_____ / _____
SUBMITTER — TODAY'S DATE

1. PLEASE INDICATE IF YOU HAVE PREVIOUSLY APPLIED FOR LEAK RELIEF ON THIS ACCOUNT:

   NO YES, DATE(S): _____

2. BILLING DATES(S) FOR WHICH YOU ARE APPLYING FOR RELIEF (DATES OF WATER BILL)

   FROM: _____ TO: _____

3. APPROXIMATE DATE OF THE INCIDENT: _____

4. 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):

5. 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.
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.
The decision of the Finance Director, or said designee, regarding any such adjustment shall be final.
Adjustments shall be allowed under this section only once per account, per account holder.