

Policy on Extraordinary Water Use (also known as Leak Policy)

Residents are responsible for all water delivered to their property. Residents are expected to maintain their water distribution system to ensure that water is used responsibly and is not wasted.

The Board recognizes that an equipment failure or malfunction may cause a significant water leak, in which case the resulting unusually high water bill may be recomputed using this Alternative Flat Rate.

To apply this Alternative Flat Rate, a resident must submit a request by sending an e-mail to board@lamesawatercoop.org or a letter to La Mesa Water Cooperative, PO Box 53, Placitas, NM 87043.

The La Mesa Water Cooperative treasurer will approve or deny requests. A denial may be appealed to the Board of Directors.

Criteria

This Alternative Flat Rate is available only when ALL of the following conditions are met:

- Resident must explicitly request this Alternative Flat Rate.
- This Alternative Flat Rate is limited to one month in each calendar year, for each account.
- The usage for the month must be over 25,000 gallons.
- The usage for the month must be over twice the usage of the previous month.

For example, a bill showing usage of 36,000 gallons is eligible for the Alternative Flat Rate only if the prior month's usage was less than 18,000 gallons, and the Alternative Flat Rate has not already been used that year.

This Alternative Flat Rate cannot be used for any intentional use including filling a swimming pool, hot tub, spa, fountain, water feature, landscape watering, construction or home maintenance (such as a stucco job) or any one-time use.

Usage amounts are for the same property, even if there was a change in residents or ownership.

If a resident requests the Alternative Flat Rate and chooses to not pay the original billed amount, late charges will be waived until the request is either granted or denied.

Billing

If the above criteria are met, the member is charged the normal Base Charge and Capital Improvement Charge plus a usage charge computed by applying the Alternative Flat Rate of \$10.50 per thousand gallons to the entire usage for the month.

The usage charge under this Alternative Flat Rate is limited to a maximum of \$750.

Period

This policy applies to all water bills dated on or after January 31, 2021.