



NORTH WELD COUNTY WATER DISTRICT

32825 CR 39 • LUCERNE, CO 80646

P.O. BOX 56 • BUS: 970-356-3020 • FAX: 970-395-0997

WWW.NWCWD.ORG • EMAIL: WATER@NWCWD.ORG

Leak Policy

If a customer has a water leak, the customer may be eligible for a credit of the Water Allocation & Plant Investment surcharge fees that were assessed due to the resulting high usage.

The account will be reviewed at the end of the water year and District staff will determine the amount of credit. The District grants a credit for a period of up to 3 months of high usage with evidence of a legitimate leak.

For potential credit to be granted you **must** do the following:

1. The customer must notify the District as soon as possible regarding a leak or suspicion of a leak. The District does their best to notify customers of potential spikes in usage and offer courtesy service calls/preview calls to check for a potential leak.
2. The customer must make the repairs in a timely manner. The District can grant a credit of up to 3 months of surcharge as previously stated.
3. The customer needs to call the District office to schedule a service call so a technician verifies the leak has been fixed and water meter is not registering usage.
4. Lastly, the customer must provide any supplemental paperwork (receipts for plumbers, excavators, equipment rental, and/or retail receipts for parts) for the repairs done to fix the leak prior to December 31st. We understand that the fix might be as simple as a hydrant left running or the repair is done by the customer, so we request that you give a brief statement of what was done to repair the leak via email or letter.

All accounts will be reviewed after the water year ends in October. A credit will be applied to the account if these steps are followed and the leak is legitimized. Any paperwork submitted after the water year ends will be considered until December 31st.