

Santa Fe Irrigation District
Leak Credit Policy
Reviewed as of December 2025



The Santa Fe Irrigation District (the “District”) provides water and related services to residential and commercial customers in the Rancho Santa Fe, Fairbanks Ranch and Solana Beach areas of San Diego County, California. The District is governed by a five-member board of directors (the “Board”) elected by the District’s water users. The Board has adopted this Leak Credit Policy in order to establish the conditions to reduce a customer’s bill in response to an undetected leak.

Eligibility for a leak credit is strictly conditioned upon full compliance with all requirements set forth in this policy. Failure to satisfy any individual requirement shall render the applicant ineligible for a credit, except as expressly provided with respect to post-leak enrollment in the water-use portal. This policy shall be administered by the Director of Administrative Services. The Director’s determination regarding compliance with the policy shall be final, conclusive, and not subject to appeal or further review.

A. The District will provide a leak credit (except recycled water and temporary meters), with a maximum limit of \$1,000 to any single customer, under the following conditions **(ALL CONDITIONS LISTED BELOW MUST BE MET TO RECEIVE A CREDIT)**:

1. Customer must appeal to the District’s Director of Administrative Services within thirty-five (35) calendar days of the bill date for the period in which the leak occurred by filling out a leak request form and providing sufficient evidence that the leak occurred and has been corrected; *
2. The loss of water was due to damaged or broken irrigation lines and /or valves or customer service lines that were buried (or under a raised foundation) and not readily accessible to customer;
3. The service address has been provided water by the District for at least three years;
4. The amount of water utilized during the billing period where the leak occurred (“leak bill”) exceeds the following percentage increase of the average of the three prior year’s comparable period water use for each specific meter size;
 - ¾” – 100% of prior three years average
 - 1” – 89% of prior three years average
 - 1.5” - 71% of prior three years average
 - 2” + - 50% of prior three years average
5. The service address has not had a leak credit provided within the past forty-eight (48) months;
6. Except as otherwise noted below, the customer must have both registered for access to the District’s automated meter infrastructure (AMI) customer water-use portal and have set reasonable alerts for water usage prior to the time period in which the leak occurred. If a

customer does not have the ability to participate in electronic media (i.e. no computer or smartphone access), then this requirement does not apply;

- a. A customer meets all other the requirements of Section A (1)-(5), but not Section A (6), can receive a 50% leak credit (with a maximum limit of \$500, and with only one time eligibility for this partial credit for the entire life of the account), for which they would have been eligible, by:
 - Signing up for the water-use portal within ten (10) business days of the Director of Administrative Services' notification of non-compliance with the Policy;
 - Establishing reasonable alerts for water use;
 - Maintaining an active account for the water-use portal;
 - Re-applying for a credit to the Director of Administrative Services within the ten (10) business days of notification of non-compliance with the Policy.
- B. If the conditions set out in Section A (1)-(6) are met, the District will recalculate the customer's bill as follows:
 1. The customer's base usage will be calculated by taking the average of the three prior year's comparable period water use in hundred cubic feet (HCF) for the service address;
 2. The HCF difference between the leak bill and this average will be credited to the customer by the price difference between: 1.) the highest tier(s) used or at the uniform rate from the District's current rates and structure, and 2.) the current rate per HCF for San Diego County Water Authority treated water rate effective at the time of the customer's request for a leak credit;
- C. Notwithstanding anything to the contrary in this Policy:
 1. No adjustment will be provided if a third party is responsible for water loss at the customer's property and can potentially be pursued for reimbursement by the customer;
 2. No adjustments will be provided for customer neglect, including, but not limited to the resetting of irrigation timers at the customer's property, whether intentional or not;
 3. The District is not responsible for any leak due to lack of notification as it is the customer's sole responsibility to determine leaks and /or excessive water use;
 4. No credit may be given on a customer's final bill.

**Proper documentation for appeal to the District's Director of Administrative Services includes pictures of the break and itemized repair bill from fix, among others.*