Eastsound Water’s Catastrophic Leak Policy provides financial relief for members who receive high water bills due to a significant failure of private water lines. EWUA members are responsible for the water lines starting at the end of the water meter setter.

The EWUA General Manager will consider written petitions for bill reductions due to catastrophic events on a case-by-case basis. Catastrophic leaks are defined as those that are unforeseeable, unpreventable and difficult to detect. Ruptured pipes can be catastrophic. Forgetting to turn off the garden hose is not a catastrophic leak. Leaks that result from the failure to perform maintenance activities on plumbing equipment such as toilets, frost-proof hose bibs and pressure reducing valves are not considered catastrophic leaks.

To qualify for a reduction in a high water use bill Members must provide evidence that substantive and permanent changes have occurred that will likely prevent a reoccurrence of the water loss event. A spot repair of a weak pipe is not likely to prevent a future leak somewhere else along that suspect pipe. Complete replacement of the offending service line using materials recommended by EWUA is considered a substantive and permanent change.

**How Your Reduced Billing may be calculated:** The reduced bill will be calculated as follows: Current base rate cost PLUS 50% of the surplus water consumption cost. Dispensation not to exceed $2500.

**How to apply for a reduce bill after a Catastrophic Leak:** Please complete the attached Catastrophic Leak Relief Application and submit it to EWUA@rockisland.com, fax to 888-523-2470, mail to PO Box 115 Eastsound WA 98245 or drop off at 286 Enchanted Forest Rd.

In additional to providing catastrophic leak relief the General Manager may also negotiate a payment plan for up to 6 months for high water service bills.

**Conditions:**

1. The customer’s account with EWUA must be in good standing at the time of the leak incident to be eligible for catastrophic leak considerations.

2. Catastrophic leak applications do not supersede EWUA’s billing policies. Members are expected to continue to make timely payment of their normal service fees while their leak request is pending. Staff are happy to assist in determining “normal service fees” if there is any uncertainty.

3. Under no circumstance will a reduced bill be less than the highest bill presented to the customer within the last 24 months.

4. Water loss that continues more than 5 days after identification of the leak is not eligible for dispensation under this policy.

5. Members are eligible for consideration under the Catastrophic Leak policy only once in a 3-year period.

6. Members may appeal the General Manager’s decision to the EWUA Board of Directors within 60 days of notification.

7. EWUA’s members must submit Catastrophic Leak Applications. Tenants are not eligible for consideration.
EWUA Catastrophic Leak Relief Application

NAME: ____________________________________________  DATE: ____________

Service Address of Leak:__________________________________________________

Contact Phone: ________________   Contact Email: ___________________________

Date you became aware of the leak: _________________________________________

Date leak was repaired: ___________________________________________________

Describe the circumstances of the water leak (include specific materials that failed, and materials of the service line.):

Describe the corrective action, repair contractor, and replacement parts. Please provide photos of the repair, and copies of contractor invoices. Ideally, EWUA will be provided the opportunity to inspect the leak repair prior to providing bill adjustment.

Submit it to EWUA@rockisland.com, fax to 888-523-2470, mail to PO Box 115 Eastsound WA 98245 or drop off at 286 Enchanted Forest Rd.