



Temporary Water Budget Adjustment Request Form

Return by mail, email or fax
 14205 Meridian Parkway
 Riverside, CA 92518
 customerservice@wmwd.com
 Fax: 951-571-0591

***Customer Name (as listed on water bill):**

***Water Service Account Number:**

***Water Service Street Address:**

***Daytime Phone (8am-5pm):**

Cell Number:

***Email Address:**

***Required information. Omitting required information will delay the processing of your request**

- This form must be completed legibly and signed by the water service account holder.
- A page of instructions should be included with this form or is printed on the reverse side.
- Incomplete, incorrect, illegible, or unsigned forms will be returned.

1. LEAK ADJUSTMENT (allowed once in any consecutive 12 month period)

Date leak was noticed:	Date leak was repaired:
Total cost of repairs (attach original receipt):	
Describe details of repairs:	
Number of photos included with form:	

2. SWIMMING POOL FILL/REFILL ADJUSTMENT (once every 5 years or 60 months)

Start date of refilling:	Finish date of refilling:		
Pool characteristics:	Length:	Width:	Average Depth:

3. LANDSCAPE ESTABLISHMENT ADJUSTMENT (once every 24 months)

New landscape installation date:
Total area of new landscape (in square feet):
Describe landscape improvements in detail:
Number of photos included with form:

By signing this application, I agree to abide by the criteria as outlined on this form and in the included instruction page as well as those of Western Municipal Water District's Administrative Code. I also understand and agree that the District reserves the right to inspect all repairs made on my property and verify information contained in this application.

Signature of Account Holder

Date

District Notes:		
Bill No.(s) Adjusted:	Amount of Credit:	Date Issued:



Instructions for Temporary Water Budget Adjustment Request Form

PURPOSE: This Temporary Adjustment Request is to assist customers to mitigate water budget penalties because of unplanned property leaks, planned swimming pool maintenance and the establishment of newly installed landscape plant materials. These special water budget adjustments allow for a temporary increase in a customer's water budget. This adjustment will re-rate a portion of water usage that was or may be billed at a more expensive upper tiered rate to the second tier rate thus reducing penalties. This adjustment process is not guaranteed to remove all water use penalties.

All water usage that occurs on a customer's property, as well as the detection of water leaks, is the responsibility of the customer. Leak or plumbing repairs, swimming pool maintenance, and landscape plant health are the responsibility of the property owner. Western cannot and does not eliminate or reduce any water usage that is recorded by your water meter.

Please read the following submission criteria and information about the review process carefully.

- A standard water budget adjustment form (for persons per household, irrigated area, etc...) must be on file with the District prior to submission of this Temporary Adjustment Form.
- Completed Temporary Adjustment Form requests must be submitted within 45 days of the date the action was taken on your property (leak repaired, pool filled, new landscape installed).

Leak adjustment:

- Leak adjustments are limited to one (1) submission in 12 consecutive months.
- Leak adjustments will be applied to a maximum of two (2) consecutive billing periods beginning with the billing period closest to the date the action was taken on your property.
- Leak adjustments will only be applied if the account is in the penalty rate tiers (3, 4, and/or 5) and the account has returned to "in-budget" water use (tiers 1 and/or 2) the immediate, complete billing period following the repair.
- A repair or product purchase receipt and/or photo documentation must accompany all leak adjustments.

Swimming pool fill and maintenance (refill):

- Swimming pool fill and refill adjustments are limited to one (1) submission every five (5) years.
- Swimming pool fill and refill adjustments are limited to a maximum of 20 billing units (14,960 gallons).
- Refill adjustments can only be applied if the refill resulted in penalty water use (tiers 3, 4, and/or 5).

New landscape establishment:

- Landscape establishment adjustments are limited to one (1) submission every twenty-four (24) months.
- Landscape establishment adjustments are available only for areas of 750 square feet or more.
- Landscape establishment adjustments will be applied for a maximum of 60 sequential days.
- Landscape establishment adjustments will be applied only for the area of new plant materials, not the entire landscaped area, unless the entire area is newly installed.
- Western may contact you to schedule an on-site inspection of a new landscape installation and conduct a landscape area measurement.
- A contractor invoice or purchase receipt AND photo documentation must accompany all landscape establishment adjustments.

It may take up to six (6) weeks to process your form, make adjustments to your account, or respond to your request once your application is submitted to Western. In addition, depending on the timing of your billing cycles and the receipt of your form, requested adjustments may not appear for up to two (2) billing cycles.

Thank you for your patience.

At the conclusion of the review process, a customer service representative will call you to discuss your request. If you have questions pertaining to your Temporary Water Budget Adjustment Request, contact customer service at 951-571-7104 or via email at customerservice@wmwd.com.