

Sheep Creek Water Company
4200 Sunnyslope Rd.
P.O. Box 291820
Phelan, CA 92329-1820
Office (760) 868-3755/Fax (760) 868-2174
Email sheepcreek@verizon.net / www.sheepcreekwater.com
BOARD APPROVED 11-19-2024

SHEEP CREEK WATER COMPANY LEAK FORGIVENESS POLICY

Customers experiencing a water leak that generates a water bill with excessive charges in Tier 3 that are outside of a normal consumption going back to a (1) year prior usage report.

The Board of Directors will have the customer attend the next board meeting and present their case.

If the Board decides to act, the customer will be notified of the decision. The Board's decision is final.

Steps for Addressing the Board:

Notify the office that you would like to be placed on the agenda no less than 5 days prior to the meeting by 12:00 noon. Office (760) 868-3755 or email (sheepcreek@verizon.net)

Attend the Board Meeting in person and bring supporting evidence to present to the Board for review (receipts and pictures)

If a customer does not attend the meeting no action will be taken, and the item will be removed from the agenda.

Discounts for leaks will only be reviewed once every 5 years and are subject to the following criteria.

Slab Leaks

Waterline from Meter to Primary Home

Home Pressure Regulators

If you have any questions please contact the office, we will be happy to assist you and provide the meeting location and time.