



ADMINISTRATIVE POLICY AND PROCEDURE

Title: Water Leak Adjustment Policy		Subject: Catastrophic Water Leaks		
Effective Date		Page	Index Number	Board Approved
05/03/2017		1 of 2		05/02/2017

Purpose

This policy outlines the policy and procedures for customers that have experienced unforeseen catastrophic water leaks and, therefore, may request a billing adjustment.

Water Leak Adjustment Policy

1. Before a leak adjustment can be considered, the customer's usage shall be at least one hundred percent (100%) above the customer's normal usage (Determined by meter readings). The customer's normal usage is determined by averaging the consumption of the prior two (2) months.
2. The customer must complete the **Leak Adjustment Request Form** to include documentation of the leak, as well as proof of repair (invoice, statement of work) and proof of payment (receipt, check copy, bank statement) for the repairs. If the repair were made by the customer, receipts for any material used in the repair would be considered.
3. A leak adjustment is usually made on the basis of two (2) months' usage, as an undetectable leak will overlap two (2) billing periods. However, the adjustment may be made for only one (1) month.
4. The customer's normal usage is determined by averaging the consumption of the prior two (2) months. If the customer has no prior usage history, the normal usage will be determined from average customer usage for the customer classification (i.e., commercial, residential). The adjustment shall be made for half the leak amount above the normal usage. For example, if normal usage is ten thousand (10,000) gallons and the total usage, including leakage, is fifty thousand (50,000) gallons. The leakage amount is forty thousand (40,000), and the adjustment shall be made for half or twenty thousand (20,000) gallons, and the customer shall pay for the adjusted usage of thirty thousand (30,000) gallons (Normal usage plus half (1/2) of the leak). Adjustments will be made to water consumption charges only. However, sewer charges will be adjusted if the leak does not flow into the sewer system. As such, sewer adjustments for leaking toilets will not be allowed.

5. The customer must continue to pay their normal usage charges while processing the leak adjustment to avoid service interruption. Please remit such payment prior to the 21st of the month to avoid the disconnection of services.

6. Only one (1) leak adjustment shall be made for a customer in 12 months.