



## LEAK ADJUSTMENT PROCEDURE

These procedures are established to provide a process to request a water account adjustment based on water loss due to circumstances beyond the reasonable control of the consumer.

### Leak adjustment procedure

- A Leak adjustment request Form-004 must be completed, signed, and submitted by the customer within 30 days of the contested bill. Proof of repair must be submitted with the form.
- Upon submittal of the request form, the Utility must make a field investigation to determine the following:
  - The water meter was operating properly.
  - The water meter was read, recorded, and billed properly.
  - The cause of the excessive usage, if it is known.
  - There is no evidence that the excessive use was due to the intentional or negligent act of the customer.
  - The customer took prompt and reasonable action to determine the cause of the excessive use.
  - The customer took corrective action within seven days of discovering or being notified of a leak.
  - Verify the leak is no longer present.
- A determination of whether an adjustment is granted shall be made at the sole discretion of the Water Utility Director or designee and shall be final.
- Water loss adjustments shall be limited to one adjustment every 24 months.
- If approved, the adjustment will be calculated based on the larger of following two criteria's:
  - All gallons used shall be paid at the second lowest tiered water rates for the customer class assigned to the account, or
  - The bill will be recalculated based on the maximum usage over the last 24 months
- Residential accounts will receive no adjustment to the sewer service.
- Commercial accounts will receive an adjustment to the sewer account if, in the determination of the Utility, the water was not disposed of in the sanitary sewer system.
- The Utility shall not make adjustments for bills not contested within thirty (30) days from the billing date, unless approved by the Water Utility Director.



- An adjustment shall be approved for no longer than one billing cycle.
- The Utility may extend the payment deadline for the disputed portion of the bill if the account is in current status. Adjustments shall not be granted for accounts that were delinquent prior to the disputed status.
- Adjustments will not be approved for the following:
  - o Premises abandoned, or those that have not been provided reasonable care for the plumbing system.

