

2.28.0 LEAK ADJUSTMENT POLICY STATEMENT:

Adjustment of monthly bills for leaks will be considered in accordance with the following policy, which applies to all residential and commercial customers. *Leaks associated with irrigation meters will not be considered for adjustment.* In order to be considered for adjustment, customer account must be in good standing.

2.28.1 PROCEDURES:

Users must submit a signed statement from the customer, or a bill from a plumber, noting that there was a leak and that it has been repaired. Adjustments are processed at the utility office in City Hall.

2.28.2 Leak Adjustments for water that DOES NOT enter the sewer system:

Leak adjustments on leaks that do not directly enter the sewer system will be made to residential consumers for **one-half** the water used in excess of the previous 12 month's monthly average, and sewer will be charged at the previous 12 month's average. Commercial customers or multi-unit rental property served by a single meter will only receive an adjustment for sewer, which will be charged at the previous 12 month's average. If there are significant variations in water use from month to month, the timeframe for adjustment may be modified at the discretion of the Department Superintendent or his designee (e.g., where there are high seasonal variations evidenced in the billing records). Estimated readings: Where water did not enter the sewer system, a meter was not read (estimated reading) and a leak is discovered in a subsequent month, the adjustment will be made to the residential consumer for **three-quarters (0.75)** the water used in excess of the previous 12 month's monthly average. Sewer will be charged at the previous 12 month's average. In instances of estimated readings, commercial customers or multi-unit rental property served by a single meter will only be entitled to adjusting the sewer charge to the previous 12 month's average.

2.28.3 Leak Adjustments for water that DOES enter the sewer system:

Leak adjustments on leaks that enter the sewer system (toilets, leaking taps in sinks, etc.) will be made to residential consumers for **one-half** the water used in excess of the previous 12 month's monthly average, and for **one-half** of the sewer charges for water used in excess of the previous 12 month's monthly average. Commercial customers or multi-unit rental property served by a single meter will only receive an adjustment for sewer, for **one-half** the sewer portion in excess of the previous 12 month's monthly average. If there are significant variations in water use from month to month, the timeframe for adjustment may be modified at the discretion of the Department Superintendent or his designee (e.g., where there are high seasonal variations evidenced in the billing records). Estimated readings: For leaks that enter the sewer system, where a meter was not read (estimated reading) and a leak is discovered in a subsequent month, the adjustment may be made to the residential consumer for **three-quarters (0.75)** the water used in excess of the previous 12 month's monthly average, and for **threequarters (0.75)** the sewer charges for water used in excess of the previous 12 month's monthly average. In instances of estimated readings, commercial customers (including owners of rental property) will only be reimbursed for **threequarters (0.75)** of the sewer portion as described above.

2.28.4 Leaks that extend over multiple billing cycles:

A maximum of two adjustments will be made for the same leak, if it extends over multiple billing cycles. A maximum of two total adjustments shall be granted to any customer at one address during any consecutive twelve-month period, regardless of the number of leaks.

2.28.5 Filling of Swimming Pools

Filling of swimming pools will not count against the two adjustments for leaks when the pool is properly permitted and filled in accordance with section **2.23** of the policy and procedures handbook.

2.28.6 Appeals of Leak Adjustments /Extenuating Circumstances:

An Adjustment Review Committee shall determine a fair and equitable adjustment for any instance where the customer feels the adjustment policy is not fair due to extenuating circumstances. Inability to pay the bill is not a factor that the Committee will consider. Customers will be asked to submit a form describing the location, identifying the responsible party, and detailing the circumstances of the leak. The committee will use this form to document and process any adjustment given. The three-member Adjustment Review Committee shall consist of one representative of the Water Distribution Department, one representative of the Wastewater Collection Department, and one City Administrator. The Committee will meet as needed, and shall have full discretion to consider extenuating circumstances and make equitable adjustments. Decisions of the Committee shall be final.

2.28.7 Credit due to faulty metering equipment:

In the event of electronic failure of the read components of a residential meter, credit will be given as **one half** of water charges, and **one half** of sewer charges used in excess of its previous twelve-month average. In the event of mechanical failure of the meter, customer will be billed in accordance with their previous 12-month average. In the event of a failure that results in more than a fifty percent increase in a customer's bill, a repayment agreement may be established at customer's request. Commercial and Industrial customers are subject to be exempt from credits for water or sewer charges dependent upon type of city services received (e.g. Customer has a sewer deduct meter, or a lower contracted water rate). Exemptions will be determined by the Adjustment Review Committee. If there are significant variations in water use from month to month, the adjustment may be modified at the discretion of the Department Superintendent, his designee, or the Adjustment Review Committee (e.g., where there are high seasonal variations evidenced in the billing records). Credits given due to faulty metering equipment do not count against the customer for their two credits in a 12-month period.

2.28.8 Reporting:

All Leak adjustments/credits that are given under the conditions of this policy shall be reported to the Water Distribution Department and Wastewater Collection Department on a monthly basis. Each report shall include a copy of all customers statements, plumbing bills, etc. that was used to process any adjustment/credit.



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VERIFICATION OF LEAK REPAIR

This is to certify that I have repaired a water leak and I am requesting an adjustment for my water bill. I understand that by requesting this adjustment that any other leaks that may occur during this calendar year may not qualify for another adjustment and that this is just a request and not a guarantee that credit will be issued.

Customer Name: _____

Customer Phone: _____

Address of Leak: _____

Type of Leak: _____ Underground _____ Spigot _____ Toilet _____ Faucet

_____ Crawlspace _____ Water Heater _____ Other (specify)

Repaired by: _____

Repair date: _____

Other Information: _____

Customer Signature: _____ Date: _____

Account Number: _____ Clerk: _____