

# **WATER LEAK BILLING ADJUSTMENT PROCEDURE**

## **Definition:**

A water leak is an equipment failure that causes a loss of potable water.

A curb stop or meter pit is the line of demarcation between the utility and the customer line.

## **Policy:**

For a leak, which is not metered but which occurs on the customer's side of the curb stop, (i.e. between the curb stop and an inside-located meter), a 30 day period from discovery and notification, (i.e. door hanger notice, first class mail, phone notice), by the utility is allowed before water service will be disconnected. Leak must be repaired prior to having service reinstated.

For a leak which is metered, (i.e. An inside leak after an inside located meter, or an inside or outside leak after a meter located in a pit), a 30 day period from discovery and notification (i.e. door hanger notice, first class mail, phone notice), by the utility is allowed before water service may be disconnected. Leak must be repaired prior to having service reinstated. If repairs are completed by the customer and confirmed by the utility within 30 days of discovery and notification, the customer may receive a credit equal to one-half (50%) of the water charges in excess of the normal usage. The normal usage will be determined by the utility, using an average of the preceding twelve months usage. If the customer does not have a twelve month history at the address of the leak, the utility will use history available, any other factors and assign an average usage for calculating the credit.

## **Procedure:**

Either the customer or the utility may observe the leak. A record of the discovery of the leak will be kept by the utility. The date of the discovery and notice will be in accordance with the utilities records. If repair of the leak has not been made by the customer within 30 days of the discovery and notice as determined by the utility, no adjustment will be made. No adjustments will be made for leaks that occur on a service line that crosses property other than that owned by the customer, except that the customer is a renter, and then the service line may not cross property not owned by the landlord. No adjustment will be granted for a leak that is less than four times the customer's average usage as determined by the Utility. No more than one adjustment shall be made in any twenty four-month period. The adjustment is limited to a maximum of two billing periods. No adjustment will be made on any wholesale account.