

Leak Adjustment Policies:

External Leaks: This policy only describes adjustments for a leak that results in a high water and/or sewer bill where the source of excess consumption is clearly identified and repaired.

- The leak must be outside of the building being served, and be either in an enclosed crawl space or in the underground service line going to the building and the water did not enter the sewer system..
- “Average consumption” shall be computed from the 12 months water billing records prior to the leak. If there is not 12 months of data then the staff will calculate an estimate based upon the data available or use 7,500 gallons per bill for a typical residential connection.
- Upon receipt of proof of repair and verification by Authority staff the sewer portion of the bill will be adjusted back to an “average” billing amount based upon the “average consumption”
- The water bill will also be adjusted by ½ of the excess water used as compared with the “average consumption” for the 12 months prior to the period(s) during which the leak occurred.
- To encourage prompt repair, adjustments will not be given for any more than 2 billing periods.

Other High Consumption Adjustments:

Adjustments may be given for other leaks or unexplained high uses which cause the billed consumption to exceed 3 times the “Average Consumption”.

- The request for an adjustment must be made in writing.
- After investigation and at the determination of the Executive Director, up to ¼ of the excess consumption may be adjusted off and the bill recalculated.
- Adjustments will not be given to customers who have multiple penalties or are repeatedly turned off for nonpayment.
- If circumstances warrant, and at the discretion of the Executive Director, credit may be given for all excess sewer billing.

Only one adjustment will be given for any reason every 18 months for a customer.

Adopted By Board Action: December 15, 2011