

Purpose

This leak adjustment policy was created to assist those customers (residential and commercial) who suddenly find themselves with a large bill because of a water leak.

The policy provides for an adjustment to an eligible water bill in the form of partial payment of metered water use charges using funding allocated to the utility's leak adjustment account.

The leak adjustment account will be incorporated into the SPRWS budget.

Justification

The leak adjustment policy is a customer relations policy. It demonstrates the utility to be one of caring and concern for the individual customer who is suddenly confronted with an unusually high bill due to a leak.

Leak Education Plan

Once a customer has experienced a leak and received a leak adjustment, SPRWS will seek to show the customer how to troubleshoot to determine if a leak is in progress, impacts of leaking fixtures, and simple ways to examine their own fixtures regularly to avoid such an occurrence again.

Most customers do not realize how much impact even a small leak can have on their bill. What appears to be a small leak accumulates into a substantial amount of water when running 24 hours a day, seven days a week.

Eligibility Guidelines

To be eligible for a leak adjustment, a customer must meet the following guidelines:

- The applicant must be the property owner (not a tenant)
- The leak must have resulted in water usage at least two (2) times more than the water used for corresponding billing cycle of previous year
- There is no evidence that the excessive use was due to the intentional or negligent act of the customer (i.e. failure to have heat on during winter months)
- The customer promptly repaired all known or apparent water leaks and future meter readings have returned to previous historic usage
- A property owner is limited to one (1) leak adjustment per property once in a five (5) year rolling period

- The leak must have occurred after the adoption of the policy by Board of Water Commissioner's resolution No. _____ dated _____ and implemented on _____.

Determining Bill Adjustments

The calculations will be done with the following guidelines:

- The calculation of the adjustment will be 50 percent of both Water Usage Charge and Water Main Replacement Surcharge that is two (2) times more than their use in the corresponding billing cycle of the previous year
- Where a property has not established a use history the following calculations will be used:
 - Residential accounts – Two (2) times over what the average family uses based on number of people in the home based on nine (9) units each per quarter
 - Commercial accounts – Two (2) times over their average use over preceding months
- No adjustment shall be made for any period longer than a maximum of two (2) billing cycles
- Application must be made within sixty (60) days after the utility notifies the customer of the excessive use
- A leak adjustment will not exceed \$1,500.00 per event
- The leak adjustment only applies to the Water Usage Charge and the Water Main Replacement Surcharge. The adjustment does not apply to additional services on the bill