

## **POLICY TO PROVIDE CREDIT FOR SERVICE LEAKS**

### **INTENT:**

- A) Set the standard for credit and/or reimbursement to customers who have high water bills due to water leaks.
- B) Provide a fair method of adjustment which benefits both the customer and the city.

### **LIMITS:**

- A) It is the customer's responsibility to repair household water leaks as quickly as possible. This includes leaks in the house service line downstream of the meter, piping within the house, faucet and toilet leaks.
- B) Before a credit is considered:
  - 1) The volume of the leak must be more than twice (2 times) the regular use for the time of year the leak occurs.
  - 2) The customer must show honest effort to repair the leak quickly, and convince the city this effort has been made.
  - 3) The customer has not received a credit or reimbursement for a water leak within the previous twelve (12) months.
- C) Credit will be given based on one-half the difference between the total amount used due to the leak and an average of the previous three (3) months use. The city will provide credit for one-half the excess amount. The customer will pay the other one-half. The city will credit the city's water service with the customer. The city will not issue cash nor checks for the credit.
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  - 1) The city will make every effort to notify customers of a suspected water leak, however; the city will not be held liable for failure to notify of a possible leak.
  - 2) This policy does not apply to commercial accounts.

### **EXCEPTIONS:**

- A) There may be extenuating circumstances where the policy limits require modification to apply the policy fairly. The "circumstances" are not defined, and it is up to the department head to provide a fair interpretation of the circumstances.