

## Residential Water Leak Policy

### **This policy applies to RESIDENTIAL WATER ACCOUNTS ONLY.**

A customer with a larger than usual water bill due to a qualifying water leak may apply for a water payment adjustment one (1) time every 12 months.

#### **1. Terms:**

- a. No one is allowed more than one (1) adjustment in a twelve (12) month period;
- b. The customer's account must be in good standing with no payments or late fees pending;
- c. At the time of the adjustment request the customer must present written documentation that the qualifying leak has been repaired from either a licensed plumber or receipt showing purchase of parts;

**2. Qualifying Leaks:** The following are considered "qualifying leaks" for purposes of this policy:

- a. A line break on the customer's side of the meter;
- b. A faulty or broken plumbing pipe or plumbing fixture (such as a toilet, water heater or faucet) inside the home on the property;

#### **3. Non-Qualifying Leaks:**

- a. Water loss caused by leaving the water running inside or outside the home, through either a tap or hose;
- b. Filling a swimming pool, hot tub or other outdoor water toy or water feature such as fountains or ponds; (customers filling personal swimming pools can receive an adjustment for sewer charges associated with the pool fill once every twelve (12) months);
- c. Watering lawns or gardens;
- d. Washing cars, windows or siding;

#### **4. Adjustments:**

A user with an account in good standing, after providing evidence of a qualifying leak and repair receipt, shall receive an adjustment as follows:

- a. The charges for sewer on a customer's bill will be adjusted to zero (0.00). The user will have to pay the water charges in full up to \$300.00. Any amount over \$300.00 will be paid on a four (4) month written payment plan. Payment in full may be made at any time without penalty.

#### **5. Payment Plans:**

The payment plan will divide any amount over \$300.00 into 4 equal payments. Interest and late fees will still be applied to any outstanding amount. The extra payments and fees will be added to the customer's regular monthly charges and will appear on their regular monthly bill. The additional charges will be due and payable at the time the regular monthly payment becomes due. During the payment plan period if the account becomes delinquent for any reason the payment plan will be null and void and the entire amount will become due and payable or the water service will be disconnected and all amounts owed including any required reconnection fees must be paid in full before service will be reconnected.