

Water Bill Adjustment

Adjustments presented to the water committee will be reviewed with the following guidelines:

- A. **Underground Leaks:** In those instances where excessive usage of water results from a leak in a customer's water service line (from the meter to the dwelling foundation), and such leak is underground, concealed, and impossible for the customer to have had knowledge of, the Plant Board, at its discretion may bear the expense of one-half of the estimated cost of the excessive usage for the two (2) most recent bill cycles that the leak occurred, upon the presentation of evidence of the detection and repair of the leak. The amount of excessive usage will be based upon the previous 12 months average usage. If 12 months of billing information is not available, the average of the available water usage data will be utilized. Only one water adjustment will be made per calendar year per account.

- B. **Faulty Inside Plumbing Leaks:** In those instances where excessive usage of water results from faulty inside plumbing (i.e. faucets, toilets, water heaters, etc.) the Plant Board, at its discretion may bear the expense of one-half of the estimated cost of the excessive usage for the bill cycle that the leak occurred, upon presentation of evidence of the detection and repair of the leak. The amount of excessive usage will be based upon the previous 12 months average usage. If 12 months of billing information is not available, the average of the available water usage data will be utilized. Adjustments for leaks created by faulty inside plumbing will not be considered unless usage exceeds 300 percent of the average usage. Leaks that occur must be repaired within one (1) billing cycle by either the customer or the property owner in order to be considered. Leaks reported to Landlords and not repaired within one (1) billing cycle will not be considered. Leaks not repaired within one (1) billing cycle may be considered for adjustment if customer was out of town or away from home during occurrence and can provide documentation to prove out of area (i.e. plane ticket, receipts for gas while out of town, or for rental car, etc.) Only one (1) adjustment for faulty inside plumbing will be made per calendar year per account.

- C. Adjustments for empty rental properties or vacant homes will not be considered – water should either be turned off or adequate heat should be in structure.

- D. Adjustments for vandalism will not be considered – customer should report to insurance agency if owner – or property owner if renting.

- E. Adjustments for gardening/lawn maintenance will not be considered.

- F. Adjustments for filling swimming pools will not be considered.