

Water Leak Adjustment Policy

In cases when a utility bill is impacted by a water leak, a customer may qualify for an adjustment. Written proof (receipt, invoice, etc.) that the leak actually existed and that it has been repaired would need to be submitted to the Customer Care Department by the customer. The Department may require two (2) billing periods to monitor the consumption and to determine if an adjustment is due. The Department may verify that the repairs have indeed been made if the consumption has not returned to the average usage.

Adjustments due to water leaks will be handled according to the following:

Leak Type	Time Period To Which Adjustment Will Be Applied	Water Bill	Sewer Bill
Meter Leaks	Unlimited	100% of the excess bill	100% of the excess bill
Underground Leaks	Two (2) billing periods ***	None	100% of the excess bill
Vandalism	Two (2) billing periods ***	None	100% of the excess bill
Toilet/Faucet Leaks	None	None	None

*****Within a 12-month period**