

LEAK ADJUSTMENT POLICY

PURPOSE

To provide an opportunity for members (property owner/customer) to request adjustments to water charges where a leak has been repaired in the water system on the customer's side of the water meter in a reasonable timeframe.

Jefferson Regional Water Authority Trustees, upon written request of a JRWA member will review members water bill for adjustment in the case of loss of water due to circumstances beyond the reasonable control of such member. JRWA will consider adjustments for the following reasons:

- Leaks underground or in the walls
- Frozen or burst pipes
- outdoor spigot leaks
- faulty water heaters or pressure reducing valves
- vandalism to plumbing verified with a police report
- Toilet leaks

A determination of whether an adjustment is granted shall be made by majority vote of the Board of Trustees. In making the decision, the trustees may take into account the cause of the water loss, the member or occupants opportunity, if any, to detect it, any negligence or fault of the customer in connection therewith, and the promptness with which the water loss was discovered, stopped and repairs made.

No adjustment shall be considered when the request for the adjustment is received more than 90 calendar days after the billing date of the bill. Exceptions will only be made if there is proof for extraordinary circumstances.

REQUIREMENTS

- An adjustment may occur only after all leaks have been repaired and verified with an actual water meter read by JRWA utility worker. Customer needs to contact JRWA office when repairs are completed. JRWA utility department will verify usage has returned to normal.
- Reasonable efforts to locate the leak and initiate repairs must be taken by or on behalf of the customer within 30 calendar days after the initial notification of increased water usage.
- The member of record for the property where the water leak exists must complete and sign an application for hearing form and provide documentation of repairs within 90 calendar days after the date of final repair.
- There is no extension of the due date or the time for paying water bills because of a water leak. Customers are advised to pay the entire amount due with the normal payment period. Any adjustment received will be in the form of an adjustment to the water bill. No cash/check/card refunds will be issued.
- It is the customers responsibility to repair leaks on service plumbing. It is recognized that a high water bill resulting from an unintentional water leak can present financial hardship to a customer. If leak occurs and member has a water bill over \$200 after adjustments are applied(if approved for adjustment) customer may apply for a repayment agreement for a maximum of 10 months.
- If board determines qualifications for bill adjustment is approved, the maximum adjustment will be for 50% of one billing period. No adjustment will be granted lower than the customers average water bill.

DEFINITIONS

JRWA: Jefferson Regional Water Authority

Trustee: Jefferson Regional Water Authority Governing Board

Notification: Courtesy Phone call, email, door tag left at property or water billing with higher than historical average water usage for property in question.

Average bill: Customer billings for the 3 months prior to leak divided by 3.

Average usage: Customers usage for the 3 months prior to leak divided by 3.

Leak adjustments are discretionary and will only be granted as follows:

- If an adjustment is granted, member may not receive more than one water leak adjustment per twelve month period per water service.
- water usage must exceed 2 times the average usage at property
- adjustments will be for no more than 50% of one billing period and not exceed \$500 or cause reduction in water bill below customers average bill.
- Application for hearing form is completed and submitted to the JRWA office within 30 days following the completed repair.
- Application for hearing forms should be turned into the JRWA office by close of business two business days prior to JRWA meeting for consideration that month.
- Proof of the repair is submitted in the form of a receipt for repair and/or receipt for purchase of material related to the repair.

Adjustments for water usage due to leak will not be considered for adjustment when the leak was caused by a third party from whom the member is able to recover their costs.

No adjustment for builder for new construction.