

Leak Adjustment Guidelines



If you suspect a problem, it is recommended to start investigating right away. You are financially responsible for water that passes through the meter. The City owns the water lines from the water treatment plant to the meter. A leak after the meter is on private property and is the responsibility of the Account Holder to locate and fix. To encourage prompt repairs and lessen the financial impact of a substantial leak, the City may provide some financial relief if a qualifying leak is repaired.

The City will consider granting an adjustment under the following circumstances:

- More than double the water use on the meter compared to last year for the same month
- Repairs must be made on the supply line of the private infrastructure. This would be the pipes or plumbing fittings that are below ground or in the walls.
- The account is current, unless prior arrangements were made
- No leak adjustments were issued within the past 12 months
- Submit the leak adjustment form and proof of repair within 30 days of discovery
- Non-qualifying residential water leaks between November and March can qualify for an adjustment to the winter average. This will prevent your sewer cost from increasing in April.

Leak repairs that do not qualify:

- Irrigation Systems or Drip Systems- ex: repairs, breaks, malfunctions, overwatering
- Backflow Devices – ex: valve replacement or repairs, adapters, valves left open
- Any leaks that should have been discovered with routine monthly maintenance/inspections
- Plumbing Fixtures- ex: faucets, showers, toilets, hose bibs, or sprinkler heads
- Appliances- ex: hot water heater, dishwasher, washing machine, or refrigerator
- Negligence- ex: Valves left open (faucets), or improper installation/maintenance of automatic fillers/float valves.
- Additional Items- ex: pools, hot tubs, and water features

Credit for Leak Adjustment Calculations:

- Adjustments are for 50% of excess usage for a maximum of two consecutive billing periods
 - If no history exists, an average will be determined based on property and account type
- No reimbursements are allowed for investigative research, inspections, or repairs
- The maximum water credit is \$1,500
- The maximum sewer credit is \$1,500. In lieu of a credit, residential customers will get an adjusted winter average in April.
- The City does not issue refunds for a credit balance due to a leak. The credit will be automatically applied to future invoices.

Example of Credit Calculation:

To determine the leaked amount:

Take the current use minus last year's use for the same month $40 - 8 = 32$

The City splits the cost of the excess usage: $32 \div 2 = 16$

The City would cover the cost of 16 units

The customer would pay for the normal use plus half of the excess. $8 + 16 = 24$ units