

Town of McBee Utility Department
Leak Adjustment Policy

As a courtesy to its customers, the Town of McBee may, upon request and subject to the policy outlined below, adjust customer water billing for leaks that occurred on the customer's side of the meter.

Policy

Once a customer notifies the Town of McBee Utility Department about a possible high bill that may be related to a leak, the Town policy is to provide consideration for a leak adjustment for water usage charges caused by a leak that occurred on the customer's side of the meter.

A leak adjustment may occur only after **all leaks** have been repaired or any exceptional unexplained consumption has been verified by a plumber and/or the Town's Water Department personnel, usage has returned to its previous norm/average, and a verified meter read by the Town's Water Department personnel.

- Customers are responsible to pay the entire amount due within the normal payment period or enter into payment arrangements for the billed amount in order to remain in good standing on all current billings.
- If this does not occur, the customer is subject to all current and applicable collection and termination of services, processes, and procedures.

APPLICABILITY

Water loss due to theft, vandalism or construction damage is not covered under this policy. Resolution of these instances is the responsibility of the account holder or property owner.

Water loss due to coupling leaks on the property side of the meter will be adjusted based upon the water usage during the same time period of the previous year. If no history is available, the Town will obtain meter readings to project normal usage. If a projection is not possible, the Town will use class averages to bill the account.

The consumption will need to exceed twice the average monthly usage over the previous twelve (12) month period, excluding zero usage billing cycles.

This monthly average will not include any bills that have been estimated or for periods of zero usage and/or non-occupancy of premise.

To qualify for a leak adjustment, the following conditions must be met:

- a) The leak must have been concealed and not readily detectable by a reasonable person such as a leak in an underground water service line between the meter and the exterior of a building or within walls or under floors of a building.
- b) The customer must submit proof to the Water Department that the leak has been located and repaired. The customer must present the Department with an affidavit or written statement from a licensed plumber that the leak has been located and repaired unless the Town's Water Department determines that the customer was capable of repairing the leak and the customer presents proof that such repair was made.
- c) A leak must be repaired within 30 days of the due date of the bill which shows the customer has a water leak. When a customer is notified of a leak by the Water Department, the leak must be repaired within 30 days of receiving such notice.
- d) The customer must submit an official leak adjustment request form to the Water Department which is available at the Water Department or online at www.townofmcbeesc.com
- e) When the customer has a chronic leak, the Water Department may require the replacement of the pipe before a leak adjustment is made.

No leak adjustment will be made for the following:

- a) Leaking faucets and toilets;
- b) Faucets, hoses and other water outlets left running;
- c) Leaks from frozen pipes;
- d) Water used for filling swimming pools, washing cars and irrigating lawns and gardens;
- e) Leaks from swimming pool systems and from irrigation systems; and
- f) Leaks in the customer's service line or plumbing past the water meter within one year after the customer occupies a newly constructed residence or business.

Adjustment Limitation

Only one bill, or two consecutive bills if the leak affects two billing cycles, will be adjusted in any consecutive **12 month** period. The leak adjustment will only be made in the billing cycle in which the leak is repaired.

The leak adjustment will be calculated as follows:

An "average" for the customer will be calculated from the customer's **six** preceding monthly billing for **water usage**. When a customer does not have **six** months of prior water usage with the Town, an adjustment is not offered. Customer is billed for the amount of the average.

This average will not include any bills that have been estimated or for periods of zero usage and/or non-occupancy of premise.

The Town Administrator may approve bill adjustments for leaks which qualify for a leak adjustment under this rule. If the customer disagrees with the action taken by the Administrator on a leak adjustment, the customer will be advised of the customer's right to have the leak adjustment request heard and acted upon by the Town Council. If the customer requests a review of the leak adjustment, the customer's request for review will be scheduled for consideration at the Council's next regularly scheduled meeting, and the customer shall be informed of the time and place of the Council meeting.

All water adjustments in excess of **\$200** must be brought to the Council for consideration. The request for review will be scheduled for consideration at the Council's next regularly scheduled meeting.

Definitions:**Leak:**

A “leak” is defined as a physical break, malfunction, or failure in any outside service line, irrigation system or other underground piping system located on the premise, as well as but not limited to the internal plumbing system of the home, that unintentionally allows water to escape outside of the closed water system.

Leak Adjustment:

Leak adjustments are financial adjustments to water usage charges on a customer’s utility bill caused by a leak on the customer’s side of the meter or exceptional unexplained consumption that has been verified by a licensed plumber and/or the Town’s Water Department personnel.

Preventable/accessible leaks:

Examples of readily available water pipes or hoses include but are not limited to; toilet leak, leaking faucet, leaking hose bib, etc.

Explained/non-accessible leaks:

Examples of non-accessible leaks include but are not limited to underground lines, pipes within walls, hot water heaters, etc.

Exceptional unexplained usage:

Usage that after a plumber’s review and/or the Town’s Water Department personnel testing of meter, meter flow search results, and/or meter investigation and no repair has been made and the cause cannot be determined and the usage returns to the monthly average.

Excessive Water Bill:

The amount of which exceeds by at least **\$25**

And at least 100% the average water usage of the particular customer and location during the twelve month period immediately preceding the complaint.

Monthly Average: Choose the number of months

Calculated by taking the previous **6 month** that do not include the estimated readings or that have fewer days than the normal billing cycle, or for periods of zero usage.

Vacant Premises:

Premises are considered vacant when being without occupant.

**Town of McBee
Leak Adjustment Calculation**

Customer Name: _____ Account Number: _____

Date of Request: _____ Billing Period: _____

Previous Leak Adjustment: No _____ Yes _____ Date of Adjustment: _____

Type of Leak Reported: _____

Verified Leak Repaired: Yes _____

Calculation

Print "History Report" for the previous 12 months, excluding any months with zero usage or estimated usage. To qualify for an adjustment, current billing usage must exceed twice the average usage.

Total Usage for Previous 12 months: _____

12 Month Usage Average: _____

Current Billing Usage: _____

Current Usage exceeds twice the average usage: Yes _____ No _____

Water Billing History:

Total Billing for Previous 6 months: _____

Deduct Fee for Garbage – 6 months: _____

Water Billing for Previous 6 months: _____

6 Month Average for Water billing: _____

Attach this form to the Water Billing Adjustment Report

Town of McBee
Leak Adjustment Request

Leak Adjustment Guidelines

As a courtesy to its customers, the Town of McBee may, upon request and subject to the “Leak Adjustment” policy, adjust customer water billing for leaks that occurred on the customer’s side of the meter.

General Guidelines

To ensure that your application gets processed in a timely manner, please carefully review the following “Leak Adjustment” Guidelines:

- Water Account active for a minimum of **6 months**.
- Submit a completed “Water Leak Adjustment” request form.
Form is available from the Town Hall office or you can download the form from the town’s website **www.townofmcbeesc.com** located on the “Water Department” page.
- Water Account has not had an adjustment within the past **12** consecutive months.
- The Town of McBee retains the right to make field verification before approving the leak adjustment request.
- Documentation verifying that the leak has been repaired is to be attached to the “Water Leak Adjustment” request. Documentation is to provide the following information:
 - Property Address of leak
 - Date of Repair
 - Type of Repair
 - Company / Individual that made the repair
- No leak adjustment will be made for the following:
 - a) Leaking faucets and toilets;
 - b) Faucets, hoses and other water outlets left running;
 - c) Leaks from frozen pipes;
 - d) Water used for filling swimming pools, washing cars and irrigating lawns and gardens;
 - e) Leaks from swimming pool systems and from irrigation systems; and
 - f) Leaks in the customer’s service line or plumbing past the water meter within one year after the customer occupies a newly constructed residence or business.

**Town of McBee
Leak Adjustment Request**

Date of Request: _____ Account No.: _____

Customer Name: _____ Phone No.: _____

Property Physical Address: _____

Date Leak Discovered: _____ Date Leak Repaired: _____

Professionally Repaired: _____ Self Repaired: _____

Description of Leak and repair:

Please Note: Completion of this form does not guarantee an adjustment will be made to your account. All adjustments are issued based on a calculation of your previous 12 month usage and previous 6 month water billing. Once your request has been reviewed, you will be notified of the results from the Utility Department.

Please submit this completed request with documentation attached, if applicable, to the Town of McBee Utility Department.

I certify that I am the account holder of this account and I have read, understand, and agree with the leak adjustment guidelines.

Signature: _____ Date: _____

For Office Use Only

Date Received: _____ Documentation Received: Yes _____ No _____

Billing Month to adjust: _____ Original Bill Amount: _____

Adjustment Offered: _____ Approved: Yes _____ No _____

Approval Signature: _____