

## **Leak Adjustment Request Policy**

This document is intended to clarify and standardize specific methods for the adjustment of billing amounts due to leaks, meter errors, service provided, and account maintenance. To provide an opportunity for account holders to request adjustments to water and sewer user charges when a leak or error occurs in the utility systems on the customer side of the meter or when the meter is in error;

To describe conditions when a leak adjustment request will be considered, establish repair expectations and ensure the consistent application of leak adjustments to accounts, account maintenance, and procedures.

Leak Policy Statement: City of Tennille may under unusual and/or special circumstances, non-reoccurring, and rare in nature, provide reasonable adjustments based upon such mitigating conditions, which appear to require such adjustment to a utility bill. The burden of proof shall rest with the customer.

The policy shall address the following areas of concerns:

### **Qualification of Adjustments**

1. Define conditions that qualify for adjustments.
2. Define conditions where a leak adjustment would not apply.
3. Procedures for filing an adjustment claim.
4. Method of Adjustments for customer-side leaks.
5. Frequency of adjustments.

A leak is defined as an unintentional water loss caused by a broken and/or malfunctioning plumbing fitting or pipes being underground or within the walls of the structure. The leak must create an increased water usage of 50% above the twelve (12) month average from the previous year's water use and must be five thousand (5000) gallons of greater.

- Leak adjustments will only be considered for residential customers.
- Ineligible accounts: Leak Adjustments are not eligible for the following accounts:
  - Developer accounts, builder accounts;
  - Requests within ninety (90) days of installation of new landscaping; and
  - Requests within ninety (90) days of completion of new home construction.
- Following notification by City of Tennille or detection by the customer, leaks must be repaired within 14 calendar days or any adjustment, granted at City of Tennille sole discretion, will be forfeited.
- The leak causing the high consumption must be repaired.

- No leak adjustment will be given for any reason other than a leak. As an example, filling or maintaining a pool, pressure washing, leaving a hose or faucet on or overuse of irrigation systems does not constitute a “leak” under the terms of this policy.
  - No adjustment will be given for visible leaks such as leaking faucets, toilets running, water heaters, or exposed plumbing (including pipes in an under-sink cabinet for example). No adjustment shall be given for water loss due to human error.
  - Customer must make a written request for a leak credit by fully completing the following:
    - Leak Adjustment Form
    - Proof that the leak has been repaired must be provided in the form of a receipt for supplies purchased (if repaired by the customer) or from a licensed plumber. No leak credit will be issued without the submission of all appropriate documentation. If no receipts can be provided, please attach an explanation as to why.
  - A prior leak adjustment must not have been granted during the past twelve (12) months at any account or any service location billed to the customer.
  - Customer’s account must be paid in full and in good standing at the time of leak adjustment request. No adjustments for inactive connections or inactive accounts.
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- Adjustments for residential accounts will be based upon excess water usage above average consumption.
  - If a leak adjustment is granted, it will only be given in the form of an account credit.
  - Abuse of this policy is strictly prohibited. Any customer abusing this policy will have their leak adjustment reduced and/or denied.
  - **City of Tennille retains final discretion on all leak adjustments.**

**Method of Leak Adjustments:**

If a leak adjustment is granted, it will only be given in the form as follows:

Once the claim is verified, the customer's past twelve months water usage shall be averaged and subtracted from the total amount of the usage in question. This amount shall be reduced by seventy-five percent (75%), becoming the amount of the adjustment.

- Resident with BOTH water and sewer, the credit will be made their sewer account.
- Resident with water ONLY, the credit will be applied to the overage amount.

Example:

600.00 - current bill

350.00 – 12 month average

250.00 – difference

250.00 – 187.50 (75% credit) = 62.50

350.00 (12 month avg.) + 62.50 (25% of overage) = 412.50 payment due

- Hardships: The City of Tennille may provide a payment option for customers with financial hardships as approved by City Council.

**Filing a Leak Adjustment Claim:**

The customer must complete and submit the required Adjustment Request form within thirty (30) days of the billing due date for the period in question. The form may be picked up at Tennille City Hall, 106 Park Street, Tennille, GA 31089.

**Request for Meter Testing:**

Request Guideline: Customers having questions regarding the accuracy of the water meter servicing their address may request that the meter be checked for accuracy.

Adjustments: Should a water meter be found inaccurate or outside the standard accuracy range; the bill will be adjusted by taking the last twelve (12) months usage and deriving an average monthly usage to determine the utility bill.

## Adjustment Request Form

City of Tennille Utilities adjustment policy is designed to assist a customer with a high water bill resulting from a leak on the customer's side of the service. However, the leak adjustment will still be higher than your normal bill. In effect you pay your average normal bill plus (+) twenty-five percent (25%) of the excess amount.

In order to receive an adjustment, the following criteria must be met:

- The leak must be repaired.
- The leak must not be due to human error.
- No more than one (1) leak adjustments per twelve (12) month period.
- In order to receive an adjustment, you must complete and return form within 30 days of billing date with proof of repairs from licensed plumber, receipts for parts, and/or plumber's statement/invoice:

City of Tennille  
106 Park Street  
Tennille, Georgia 31089

Date: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Check One: Inside Repair: \_\_\_\_\_ Outside Repair: \_\_\_\_\_

Date of Repair: \_\_\_\_\_

Customer's Signature \_\_\_\_\_

***Please attach all receipts***