

## PURPOSE

If customers experience a substantial leak within their water system that creates a large, atypical increase in a customer's quarterly bill, this policy allows the Authority to provide a Courtesy Leak Adjustment resulting from an accidental water leak.

While it is desirable to provide relief for excessive usage due to leaks that may occur, it is not the purpose of this policy to provide relief for usage when the cause of the leak is not promptly resolved and repaired by the property owner upon notification or identification of the leak.

## POLICY

### I. Courtesy Leak Adjustment Request

Any LCWSA customer who has experienced a water leak must complete a "Courtesy Leak Adjustment Request Form". Completion of this form does not guarantee an adjustment will be made to a water and/or sewer bill. The Courtesy Leak Adjustment request must be submitted within 30 days of notice from the Authority of a high use condition **or** the date of the water/sewer bill in which the high use condition occurred.

To be eligible for a billing adjustment the following conditions must be met:

- Water leaks must be fixed promptly (within 30 days) and properly when detected.
  - Customers are responsible for all service lines, from the curb stop to the property, and plumbing within their property boundaries, except for the Authority issued water meter.
- Provide written proof of repairs in the form of copies of receipts for materials and/or labor associated with the repair and/or an invoice from a contractor and/or plumber.
- The cause of the leak must be repaired before adjustments will be approved.

### II. LCWSA Water Customers

If a customer completes a Leak Adjustment Form and meets all conditions listed above, then the following billing adjustment may be made:

The LCWSA will calculate the average quarterly water use from the previous 4 quarters and bill this water use at the current retail rate for that customer.

The additional water use above the quarterly average will be billed at the current wholesale rate for that customer's district. For example:

$$\text{Customer's current Water use} - \text{Calculated Quarterly Average} = \text{Water to be charged at current wholesale cost}$$

### III. LCWSA Sewer Customers (Accounts Billed Based on Water Consumption)

If a customer completes a Leak Adjustment Form and meets all conditions listed above, there are two possible adjustments for Sewer Billing.

**Option #1:** The customer can provide documentation (photographs, videos, and/or copies of private contractor repair invoices, etc.) demonstrating that 100% of the water leak did not enter the sewer system, then the following calculation will be done for sewer billing:

Average usage for the previous year (4 quarters) - Current Allowance = Total Sewer use to be charged at the current sewer rate

**Option #2:** The customer's water leak did in fact contribute to additional sewer flow:

Average sewer use - Current Allowance = Sewer use to be charged at the current retail rate  
**PLUS**

Customer's current sewer use – Current Allowance - Sewer use charged at retail rate = Sewer use to be charged at 1/2 of the current sewer rate.

### IV. Courtesy Leak Adjustment Conditions

Any/All water and/or sewer debt/capital fees will be based on the actual water use based on water meter readings.

Billing adjustments will NOT be made if any of the following conditions exist:

- A leak adjustment has been made within the past 5 years.
- There is still an active leak on the customer's water system.
- The leak was not repaired promptly by the property owner.
- The leak adjustment form was not submitted within the timeframe specified.
- The request is incomplete or missing supporting documentation as requested.
- The high-water use was caused by seasonal activities such as watering lawns, gardens, filling pools, washing vehicles, etc.

Courtesy Leak Adjustment Forms will be processed within the billing cycle they are received. If payment is not made by the billing due date while an adjustment is under review late penalties may be waived once a leak adjustment has been approved.

Leak Adjustment Example

LCWSA will adjust the water and sewer bill as follows:

Water Bill Calculation:

Current Quarterly Water Use (when leak occurred) = 100,000 gallons

Quarterly water use billed without adjustment = \$395

Quarterly Average based on the prior 4 quarters = 25,000 gallons

25,000 gallons to be billed at current rate of \$3.95 / 1,000 gallons.

$$25,000 / 1,000 \times \$3.95 = \$98.75$$

100,000 – 25,000 = 75,000 gallons to be billed at current wholesale rate of \$2.19 / 1,000 gallons

$$75,000 / 1,000 \times \$2.19 = \$164.25$$

$$\$98.75 + \$164.25 = \$263 \text{ (discount of } \$132)$$

Sewer Bill Calculation:

Quarterly Sewer use billed without adjustment = 100,000 – 14,000 (allowance) = 86,000

$$86,000 / 1,000 \times \$6.14 = \$528.04$$

Adjusted Sewer Bill Calculation:

$$25,000 - 14,000 = 11,000 / 1,000 \times \$6.14 = \$67.54$$

$$86,000 - 25,000 = 72,000 / 1,000 \times \$3.07 = \$221.04$$

$$\$67.54 + \$221.04 = \$288.58 \text{ (discount of } \$239.46)$$

**Total Adjustment/Discount given to customer if water + sewer = \$371.46**