

## Leak Adjustment Policy

1. Leak adjustments shall only be provided to customers that have proof of a leak repair. Request for leak adjustment must be in writing and include name, address, account #, bill amount, water used, leak repair date, what was repaired and by whom. Shall also include any original receipts from plumber or store from which supplies for leak repair were bought if repaired by customer. Receipts for materials bought from store shall be retained by Iredell Water. Copies shall be made of plumber's receipts and verified with said plumbing company.
  2. Adjustments will only be provided once within a twelve month period. 12 month period begins on day adjustment is made not when leak occurred.
  3. Adjustment will only be made to one monthly bill.
  4. Only residential, non-irrigation accounts that are metered individually can receive an adjustment. Meters connected to irrigation system can not receive any leak adjustment for any reason. Multiple users receive no adjustments. This includes Motels, Hospitals, Trailer Parks, Commercial, Industrial users, etc.
  5. Any adjustments over \$100.00, the customer must arrange meeting with field staff to verify repairs have been performed and that there are no other leaks before adjustment can be made.
  6. IWC Manager has option to request meeting with customer to verify repairs have been completed before adjustments are made. IWC Manager has final judgment on all adjustments.
  7. No adjustments for any reason when account is 90 days past due.
  8. No adjustments for leaks older than 90 days.
  9. Adjustments will be calculated as follows: Customers average usage shall be subtracted from the usage on the billing which includes the leak. Then the remaining amount will be divided in half and multiplied by the current water rate. That amount will be subtracted from the bill. Example: Normal Customer usage is 5,000 gallons. Usage on bill with leak is 55,000 gallons.  $55,000 - 5,000 = 50,000$ .  $50,000 \div 2 = 25,000$ .  $25,000 \div 1,000 = 25$  multiplied by \$2.60 (water rate) = \$65 adjustment.  
  
Average bill in example above is \$23.00 (\$10 min., \$13 of water), Leak bill is \$153 (\$10 min., 143 of water). Adjusted leak bill will be \$88 ( $\$153 - \$65 = \$88$ )
- The customer's average usage is calculated by taking the past 12 months usages, then taking out the highest usage, add the other 11 together and then dividing by 11.
10. If data logging proves that customer had no leak, customers account shall be flagged to never receive leak adjustment as long as they hold an account with IWC. (Example no constant usage of water such as found to be filling pool or irrigating)
  11. Adjustment amount must be \$25.00 or greater. There will be no adjustments made that are less than \$25.00.

## **Payment Plan for extremely high usage because of leak**

1. Customer Must request to be set up on payment plan after leak is fixed.
2. IWC will wave late fee for a period not to exceed 3 months.
3. Customer's adjusted bill is to be paid over next 3 months. Customer must also pay regular monthly bill on time.
4. Before adjustment leak bill must be 10 times more than average regular bill.
5. Adjusted leak bill must be over \$300.00.
6. The 3 month payment plan is for adjusted leak bill only. All previous bills must be paid in full.
7. Customer must be property owner. Renters must pay in full, no payment plan.
8. Only Residential customers are eligible. Commercial, Industrial, Institution, Irrigation accounts are not eligible.

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