



## City of Baldwin – Leak Adjustment Policy

**The following shall serve as the City's leak adjustment policy, effective November 14, 2011 by City Council vote.**

A utility customer may be granted an adjustment to a high bill that results from a leak on the customer side of the meter. The adjustment will only be granted upon written request by the customer and shall be administered as follows:

- A customer may not be granted more than one adjustment at the same residence within a two-year period, although a maximum of two months may be adjusted if the leak spans two billing periods.
- A customer may be granted more than one adjustment in a two-year period if the customer moves during the two year window, and the adjustment is approved by a supervisor.
- An adjustment will not be granted until the customer provides proof the leak was found and repaired. The proof may be in the form of receipts (for the purchase of plumbing parts) or a plumber's invoice identifying where the leak was found and the date it was repaired. The customer must make the adjustment request in writing (with the back-up documentation attached indicating when the leak was repaired).
- If the customer is on the City's sewer system and the leak entered the sewer, 40% of both the water and sewer bill that represents the leaked amount will be written off by the City.
- If the leak did not enter the City's sewer system, the entire leak amount of the sewer portion of the bill will be adjusted off, as well as 40% of the water portion of the leak.
- The City will write off 40% of the leaked amount, which will be considered to be the amount of the customer's bill that is greater than the most recent six month average bill (prior to the leak).
- The adjustment calculation provides a fair calculation that treats all customers equally (inside or outside city, residential or commercial rates)
- As with other adjustments, all credits greater than \$49 must be approved by a supervisor before being applied to a customer's account.
- No sewer credit will be given for water used to fill pools or for other outside uses (such as watering lawns or pressure washing sidewalks). Customers may purchase a second meter to be used for irrigation purposes only, upon paying the appropriate meter and connection fees.