



ADMINISTRATIVE POLICY AND PROCEDURE

Title: Water Leak Adjustment Policy		Subject: Catastrophic Water Leaks		
Effective Date		Page	Index Number	Board Approved
05/03/2017		1 of 2		05/02/2017

Purpose

The purpose of this policy is to outline the policy and procedures for customers that have experienced unforeseen catastrophic water leaks and therefore may request a billing adjustment.

Water Leak Adjustment Policy

1. The City of Cleveland Water Department, in conjunction with Severn Trent, Inc. monitors customer water consumption per the Mi.Net meter reading web portal. In the event Mi.Net provides notification of a leak, the customer will be notified with the placement of a door hanger at the residence. The customer shall repair leaks promptly and may request an adjustment.
2. Before a leak adjustment can be considered, the customer's usage shall be at least one hundred percent (100%) above the customer's normal usage (Determined by meter readings). The customer's normal usage is determined by averaging the consumption of the prior two (2) months.
3. The customer must complete the **Leak Adjustment Request Form** to include documentation of the leak, as well as proof of repair (invoice, statement of work) and proof of payment (receipt, check copy, bank statement) for the repairs. If the repair was made by the customer, receipts for any material used in the repair will be considered proof.
4. A leak adjustment is usually made on the basis of two (2) months usage, as an undetectable leak will overlap two (2) billing periods. However, the adjustment may be made for only one (1) month.
5. The customer's normal usage is determined by averaging the consumption of the prior two (2) months. If the customer has no prior usage history, the normal usage will be determined from average customer usage for the customer classification, (i.e. commercial, residential). The adjustment shall be made for half the leak amount above the normal usage. For example, if normal usage is ten thousand (10,000) gallons and the total usage including leakage is fifty thousand (50,000) gallons. The leakage amount is forty thousand (40,000) and the adjustment shall be made for half or twenty thousand (20,000) gallons and the customer shall pay for the adjusted usage of thirty thousand (30,000) gallons (Normal usage plus half (1/2) of the leak).

Adjustments will be made to water consumption charges only. However, sewer charges will be adjusted if the leak did not flow into the sewer system. As such, sewer adjustments for leaking toilets will not be allowed.

6. The customer must continue to pay their normal usage charges during the processing of the leak adjustment to avoid service interruption. Failure to remit such payment prior to the 21st of the month will result in the disconnection of services.

7. Only one (1) leak adjustment shall be made for a customer in a 12 month period.