

PROCEDURE FOR CUSTOMERS FOR LEAK ALLOWANCES

- 1) When a customer has a leak at his or her residence, it is their responsibility to have the leak repaired and bring in either a copy of the actual receipt or letter about the repair. The Billing Department can not make any adjustments to customer's account unless proof of repair has been made.
- 2) Only part of one month (the month of the leak) will be adjusted. The usage has to go down (decrease) by 50% in order to qualify for the allowance. EXAMPLE: If bill for the month of the leak is \$100.00 and the customer's regular usage is \$25.00, the allowance could not be more than \$75.00.
- 3) The customer should pay any outstanding balance plus what they usually would have paid for the month of the leak. On their next bills (all of them until allowance is reflected) the customer should not pay the previous balance but should pay whatever the water, sewer, and garbage add up to be.
- 4) The allowance cannot be given until the usage has become steady. If the usage keeps going up and down no allowance can be done because that would indicate that the leak was not fixed properly.
- 5) **If the customer does not follow these guidelines they are in danger of cutoff.**

Ordinance Reference

Article II Section 25-40 (d) (1)