



## Leak Adjustment Policy

The City of Senolia is committed to water conservation and encourages customers to do their part to reduce lost water by repairing leaks in a timely manner. In addition, there are significant costs in producing clean water and delivering it on a continuous basis to your home or business. The City of Senolia is responsible for providing water to its customers at each meter location, customers are responsible for maintaining their water system, and any irrigation system connected to their side of the meter. The customer (account holder) is responsible for any water lost due to leaks or breakage of their lines. The City of Senolia may grant a leak adjustment, at its sole discretion, subject to the following qualifications:

- Following notification by the City of Senolia or detection by the customer, leaks must be repaired within ten (10) calendar days or any adjustment, granted at the City of Senolia's sole discretion, will be forfeited.
- The leak causing the high consumption must be repaired and city technicians must confirm the repair.
- A request for a leak adjustment must be submitted to the City of Senolia within thirty (30) days of the notification by the City of Senolia or the detection by the customer of the leak.
- No leak adjustment will be given for any reason other than a leak. As an example, events that do not qualify for an adjustment any longer include but are not limited to; filling a pool, leaving a hose or faucet on or overuse of irrigation systems does not constitute a "leak" under terms of this policy.
- Customers must make a written request for a leak credit by fully completing the "Leak Adjustment Request" form (located at [www.Senolia.com](http://www.Senolia.com) – Forms/Applications – Leak Adjustment Form). **Proof that the leak has been repaired must be provided in the form of a receipt for supplies purchased (if repaired by the customer) or a bill from a licensed plumber.** No leak credit will be issued without the submission of all appropriate documentation.
- A prior leak adjustment must not have exceeded the allowable amount during the past twelve (12) months. The twelve (12) months starts over on the date the City of Senolia verifies the leak is repaired and the allowable yearly amount has been exhausted.

- Customer's account at the City of Senoia must be paid in full and in good standing.
- Customer must pay **at least** the average monthly payment over the last three (3) months while the leak adjustment is considered by the City of Senoia.
- Adjustments will be applied towards a maximum of two (2) consecutive bills that were affected by the leak, which **must** include the date of repair.
- Where there are less than three (3) months of a billing history, the adjustment will be calculated from a base monthly average of 5,000 gallons.

Abuse of this policy is strictly prohibited. Any customer abusing this policy will have their leak adjustment reduced and/or denied. The City Manager retains the final discretion on all leak adjustments.