

ADMINISTRATIVE ORDER: LEAK ADJUSTMENT

It is the City's responsibility to deliver clean, drinkable water to its residents and to provide an accurate means to measure consumption. It is the responsibility of City residents to manage their water consumption in a prudent manner and to compensate the City for all water consumed.

If a resident believes their meter reading to be inaccurate, they may request a re-read in accordance with Ordinance 13.03.009 – "Meter re-reads".

If a resident believes their meter is not accurately recording their water usage, they may request the meter be examined and tested in accordance with Ordinance 13.03.008 – "Examination and test of meters".

If the reading is correct and the meter is recording accurately, no usage adjustment is possible, except as noted below.

Adjustment Due to a Leak:

As a courtesy, the City may offer an adjustment credit in limited circumstances. In order to qualify for an adjustment credit, the leak must be:

1. sudden, undetectable, or underground, and
2. the result of a break or defect in the potable water line.

Leaks that do not qualify for adjustment include:

1. Leaks or malfunctions in irrigation systems, regardless of location or origin.
2. Leaks related to faucets, spigots, toilets, valves, pools, water heaters, circulation pumps, or other mechanical or electrical equipment.

Adjustment Requests:

A request for a leak adjustment must:

1. be made within 90 days of the affected billing cycle, and
2. include a repair bill from a licensed plumber, or other qualified service professional.

Leak adjustment credits are limited to no more than two (2) billing cycles in any 12 month period, and four (4) billing cycles within any five (5) year period. If a leak lasts longer than two billing cycles, the adjustment will be based on the cycles where the greatest wastage occurred.

Adjustment Calculation:

The resident will be credited the difference between:

1. The amount as billed, and
2. An amount based on:
 - a. average consumption for the period (as calculated using the previous three months of consumption or the same period from the previous year, whichever is less), plus
 - b. actual consumption in excess of the amount calculated in a. above, at the City's wholesale rate.

The cost of plumbing repair is not reimbursable.