

## **LEAK ADJUSTMENTS**

A. All water which passes through a customer's water meter shall be purchased by the customer. Customers are responsible for keeping their plumbing repaired and in good working order. If a leak does occur and the District has knowledge of the leak, the District will attempt to notify the customer. The District is not, however, responsible for nor obligated to detect leaks on the customer's side of the meter. The failure to make timely repairs may result in a customer not being eligible for a leak adjustment, or not being covered under the ServLine Leak Adjustment Program.

B. For non-residential customers, the customer may obtain an adjustment to his bill on account of a leak only by following the procedures set forth in this paragraph. Before the District will consider making a leak adjustment, the bill for which a loss is included must be at least two and one-half ( 2 ½) times the average of the customer's three preceding bills. If the customer has not received three preceding bills, no leak adjustment will be considered unless the customer's bill exceeds 2,250 gallons or 300 cubic feet per person, per household, per month. Provided the customer meets the threshold level for a leak adjustment, the customer must establish to the Manager's satisfaction that the customer has located the leak and repaired the same. No adjustment will be made for filling of swimming pools, watering of lawns and gardens, washing cars, and other water use not related to a leak in the water distribution system. No adjustments will be allowed for leaks in a customer's irrigation system, nor are irrigation meters and taps eligible for leak adjustments.

C. For non-residential customers who meet the requirements in Paragraph B, an adjustment will be made as follows. The amount of the water bill will be reduced by subtracting the customer's average water bill for the three preceding months from the bill, producing an overage amount. One-half of this overage amount shall be added to the customer's average water bill for the three preceding months.

D. Only one leak adjustment is available during any twelve month period. Leak adjustments will normally be made in the billing cycle in which the leak is repaired; however, the District recognizes that a leak may occur over two billing periods before it is detected. In such case, the adjustment will cover both billing periods. In addition, if the customer has a larger and second leak within a twelve month period, upon request the District may allow the customer to buy back the first leak by paying that full amount of the unadjusted bill and then obtain an adjustment for the second leak.

E. Beginning March 1, 2016, the District has implemented the ServLine Leak Adjustment Program. Residential customers must make any requests for billing adjustments due to leaks through the ServLine Program. Customers who opt out or decline to participate in the ServLine Leak Adjustment Program will not be eligible for a leak adjustment. Customers who qualify for leak adjustments through the ServLine Leak Adjustment Program will be responsible for paying their twelve month average bill. ServLine will then pay up to \$2,500.00 of any excess water bill resulting from a qualified leak. As set forth in Paragraph B, no adjustment will be made for swimming pools, watering of lawns and gardens, washing cars, and other water use not related to a leak in the customer's water distribution system. No adjustments will be allowed for leaks in

a customer's irrigation system, nor are irrigation meters and taps for residential use eligible for leak adjustments.

F. For residential customers with leaks in excess of \$2,500.00, the District will consider adjusting any amounts over \$2,500.00 in accordance with the leak adjustment policy as it applies to non-residential customers. A leak adjustment for amounts in excess of the \$2,500.00 limitation through ServLine will not be automatic, but will be at the discretion of the General Manager.

G. At a duly called meeting on October 13, 2015, the District voted to implement the ServLine Leak Adjustment Program. Residential customers of the District will automatically be enrolled in the program, but any customer may opt out at any time at their discretion. Opting out of the program is only effective when a customer contacts ServLine at 615-470-0191 and provides the customer's name, billing address, and account number and clearly states that it is the customer's desire to opt out of the ServLine Leak Adjustment Program. For the customer's protection, all calls to the ServLine number requesting that the customer opt out of the program will be recorded. The cost for coverage through the ServLine program is \$2.10 a month per customer and will be automatically added to a residential customer's bill each month unless the customer opts out of the program. The amount of coverage provided is up to \$2,500.00 per occurrence and on an annual basis. The amount of coverage and the cost per month per customer may vary from time to time, as determined by the District. **Residential customers who opt out of the ServLine Leak Adjustment Program are not eligible for leak adjustments for any leaks occurring during the time that the customer is not a participant in the program.**