

The City of Canton Utility Department may, upon request and subject to the policy outlined below, adjust the customers billing for a leak that occurs on the customer's side of the meter.

## Leak Adjustment Policy

**What-** A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes, or irrigation equipment at a customer's residence or non-residence site that results in a customer's bill being higher than the customer's typical consumption for water service. For purposes of this policy, an adjustment must be in excess of one month's average\* consumption or 10,000 gallons, whichever is less, to be considered.

**Adjustment Process** – Customers must first ensure that the source of the leak has been identified and repaired. The City wants to ensure a customer's bill is not impacted by the same leak on future bills. Once the leak has been fixed, customers should fill out and submit a Request for Adjustment Form, attaching any relevant receipts or invoices. A standard form is available on the City's website and/or at Customer Service located in City Hall. The customer must show sufficient proof of leak repair (e.g. invoice, sales receipt, written detailed statement of repair by a licensed plumber, etc.).

**Timeliness On the Part of the Customer** - The Customer must apply for the leak help within 30 days of the customer's identification and repair of the a leak to be eligible for leak help. To encourage prompt repair, adjustment will generally be provided for no more than 2 billing periods during the period the leak occurred unless unusual circumstances are clearly demonstrated by the customer.

**How Much** - Customers can receive help on a high water bill due to a leak on the customer's side of the meter no more than once every two (2) years (rolling two year timeframe starting from the date of the last leak help the customer received); however, the City Manager upon receipt of substantiating justification may authorize additional adjustments. **Leak help means that the water volume above the customer's average bill\* will be charged at the wholesale rate.**

\* Average historical usage is defined as the average usage of the preceding twelve (12) months, or the actual period of service if less than twelve (12) months; Irrigation will be the average consumption of the seasonal consumption months. If there is no consumption history to consider, consumption will be calculated by using an average of 3,000 gallons per household member per month.

**Customers on Public Sewer** - Customers who receive leak help may receive forgiveness of sewer charges in excess of the customer's average bill\* if the customer demonstrates (determination of the Customer Service Manager) that the water from the leak did not enter the sewer system.

**Customer Payment Accommodation** - Customers who receive an adjustment may receive (at the discretion of the Customer Service Manager) an extended payment period over which to complete paying for the impacted bill(s). A customer may not receive payment accommodation if the account is delinquent (not referencing the leak-caused bill).

**Unexplained Water Usage** – When a customer cannot establish the “Threshold Criteria” for the Leak Adjustment Policy, the Customer Service Manager may in his/her sole discretion make an adjustment for unexplainable, unusual, non-repeating water usage that may have been caused by a sticking toilet, pressure blow off valve or other relief valve as is deemed justifiable by the Customer Service Manager.

**Pool Fill or Other Sewer Only Adjustments** – Customers should notify the City of Canton prior to the start and upon completion of projects that may require sewer only adjustments. Meter readings before the start as well as after the completion of the project should be completed so that an accurate adjustment can be determined. Furthermore, customers should complete a Pool Fill Adjustment Form found on the City’s website. Failure to notify the City of the beginning and ending of the project may invalidate any request for adjustment. Pool fill consumption adjustments will be applicable only to sewer charges. Customers will only be eligible to receive a sewer adjustment if, (1) they are on the city sewer system, (2) the pool drain lines **do not** drain into the city sewer system and (3) The Pool fill consumption is more than 5,000 gallons over average monthly consumption. Customer may only receive one pool fill adjustment per year.

**Authorization of Adjustments** - The Customer Service Manager has authority to approve all pool fill adjustments as well as any other eligible adjustment if not in excess of 50,000 gallons. Adjustments in excess of 50,000 gallons which are not pool fill adjustments require City Manager approval.