

JEFFERSON COUNTY RURAL WATER DISTRICT #13
1951 Wellman Rd. Lawrence, KS 66044
785-842-1502

Customer Water Leak Adjustment Policy

When a Benefit Unit Owner (customer) advises the Water District that a leak has occurred through a particular Benefit Unit, the following policy and procedure for adjustment of the billing shall be followed:

1. The Water District will first determine if the leak meets certain criteria and will require documentation from the customer regarding the leak:
 - a) The leak was undetectable by the customer (usually underground) and was not the result of a readily detectable leak (usually above ground) i.e. leaking faucets, toilets, hydrants, etc. that should be detected quickly by the customer.
 - b) The customer shall provide repair receipts from a plumber/contractor or copies of bills for plumbing materials used to repair the leak to show that the repair work has been completed, and or the Water District Manager is able to inspect the leak area at the time repair is made.
 - c) The Water District Manager agrees that a leak adjustment is deemed pertinent to the event and has justified the customer's request.

2. If the above criteria are met and proper documentation is received by the Water District Manager or Office Manager, the customer shall make written request for adjustment of the account billing as follows:
 - a) The owner of the Benefit Unit Certificate of Title (customer) shall give written request, on their own behalf or on behalf of the current user (renter) of the Benefit Unit, for the adjustment of the leak by completing and signing a copy of the Water District's Leak Adjustment form. The customer shall, by signing the Leak Adjustment form, agree that no additional claim for adjustment for this Benefit Unit shall be made for this occurrence.

3. If all the above criteria are approved by the Water District Manager or Office Manager, the following procedures for account adjustment shall apply.
 - a) A maximum of 2 billing cycles will be approved for adjustment. The Water District Office Manager will review the account to determine the probable time that the leak occurred in order to decide whether one or two billing cycles qualify for the adjustment. If the leak has been ongoing for a long period, the most recent months will apply to the adjustment.

- b) The Water District Office Manager will determine the average usage of the service in question. Average usage is determined by reviewing the 3-month period prior to the leak event or averaging a 3-month period during the same seasonal period in the previous year using the highest average calculated.
- c) After the Water District Office Manager determines the average usage, the chart that follows shall be used to determine the minimum billing amount to be paid above the average normal usage.

Average Usage	Minimum Billing	Cost > Min. Billing
0 – 5,000 gallons	15,000 gallons	\$2.28 per 1,000 gallons
5,001 – 10,000 gallons	20,000 gallons	\$2.28 per 1,000 gallons
10,001 – 15,000 gallons	25,000 gallons	\$2.28 per 1,000 gallons
15,001 – 20,000 gallons	30,000 gallons	\$2.28 per 1,000 gallons
20,001 – 25,000 gallons	35,000 gallons	\$2.28 per 1,000 gallons
25,001 – remaining	10,000 gallons > avg. usage	\$2.28 per 1,000 gallons

Example 1: Customer “A” receives a bill that reflects a usage of 50,000 gallons. Upon request executed by Customer “A”, the Water District will review the matter; The Water District decides that an adjustment is pertinent. The Water District determines the average water usage by Customer “A” is 7,000 gallons. According to the above table Customer “A” would pay the first 20,000 gallons of usage at the regular cost, thereby leaving 30,000 gallons remaining that would be charged at the reduced cost of \$2.28 per 1,000 gallons.

Example 2: Customer “B” receives a bill that reflects a usage of 30,000 gallons. Upon request executed by Customer “B”, the Water District will review the matter. The Water District determines that the average water usage by Customer “B” is 16,000 gallons. The Water District decides that an adjustment is not pertinent since according to the above table Customer “B” would pay the first 30,000 gallons at the regular cost. Because the amount of the leak fell within the minimum billing range, no adjustment would be made.

Customer Signature: _____ Date: _____

District Employee: _____ Date: _____

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Calculation:

Gallons of Water from Leak:

Month #1 _____

Month #2 _____

Total Gallons Leaked: _____

Average Monthly Usage: _____

Minimum Billing (From Chart): _____ x \$5.90 = _____

Monthly Minimum Charge: _____ \$34.00

Remaining Gallons from Leakage: _____ x \$2.28 = _____

New Bill Total: _____

Original Bill Total: _____

Credit Amount: _____