

Leak Adjustment Policy

The previous Ordinance read as follows:

Sec. 18-3.10. (b)

“Upon report of a water leak on the customer's side of the meter, together with proof of the repair of the leak by the customer, the customer shall be entitled to an adjustment in accordance with the water bill adjustment policy of the water department.

Sec. 18-4.11. - Adjustment for sewer charges resulting from filling of swimming pools.

A customer shall receive an adjustment/rebate to the sewer charges for water consumption of 10,000 gallons or more required for the filling of a swimming pool; however, such adjustment shall be made only once during a calendar year. Said adjustment/rebate shall be calculated by determining the average sewer charge of the three months immediately preceding the month in which the pool is filled and reducing the sewer charge on the bill in the month in which the filling occurs to that average amount.

Proposed Leak Policy

The City of Pell City water leak credit policy is authorized by the City Council under the authority of Ordinance 2017-4737. While it is the sole responsibility of the customer to properly maintain his or her water system the City recognizes that leak credits may be extended under certain circumstances.

In order to qualify for consideration, the customer must fill out a Leak Adjustment Request Form, and it must be verified that all of the following circumstances must exist:

- a) That leak has resulted in a qualifying level of usage, defined as double, or more, than the average use during the preceding three billing periods; and
- b) That the leak could not have been readily detectable within reasonable diligence; and
- c) That the leak did not result from negligence on the part of the occupant or property owner; and
- d) That the leak has been properly repaired and proof of the repair documented.

If the aforementioned criteria are satisfied, a credit may be extended, however, a credit may only be extended once every three years for a specific address. A change in occupancy shall not disallow the three year limitation. Under no circumstances shall the period of adjustment exceed two consecutive billing cycles.