

LEAK CREDIT 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 the leak has resulted in a qualifying level of usage within a billing period, defined as triple, 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.

Water Customers:

Qualifying water customers may be extended a credit equal to $\frac{1}{2}$ of their use above the average use of the three previous billing periods.

<u>Example:</u>	Average Use:	2,000 gallons
	Leak Use:	10,000 gallons
	Average Bill:	\$23.00
	Original Bill:	\$56.84
	Credit:	$\$56.84 - \$23.00 = \$33.84 / 2 = \text{credit of } \16.92
	Adjusted Bill:	\$39.92 (29.76% reduction)

Water & Sewer Customers:

Customers with both water and sewer service shall be eligible for a credit equal to the sewer portion of their bill for use above the average use of the three previous billing periods.

<u>Example:</u>	Average Use:	2,000 gallons
	Leak Use:	10,000 gallons
	Average Bill:	\$46.00
	Original Bill:	\$113.68
	Credit:	$\$56.84 - \$23.00 = \$33.84$
	Adjusted Bill:	\$79.84 (29.76% reduction)