

WATER SERVICE
RULES AND REGULATIONS

Rule 29 – Water Leak Procedures

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When the Utility determines that a customer has ‘high usage’, the Utility will notify the Customer by phone, email or on their bill. If the high-use is caused by a leak, the Customer may request a leak adjustment for customer-side leaks, once every twenty-four (24) months for a maximum of two billing periods. The Utility will issue a leak credit by adjusting the Customer’s bill using the following procedures:

1. Customer-side leak repairs shall be completed within 60 days after the initial notification of high usage. If additional time is needed, a customer may request an extension. For customer-side leaks, customers shall provide the Utility with proof of repairs (e.g., receipt, invoice).
2. Upon customer request and presentation of proof of repairs, the Utility will estimate the Customer’s ‘projected normal usage’ during the relevant period(s).
3. The Utility will recalculate the bill by multiplying the results of Step 2 by one-fifth (20%) of the Schedule 1 usage rate for the appropriate meter size.
4. The leak credit will be the difference between the original bill for the relevant period(s) and the recalculated bill described in Step 3.

‘High Usage’ - a property’s higher-than-average metered water consumption as evidenced by a customer’s utility service bill. For the purposes of this rule, higher than average water consumption is considered approximately 50 percent or more than the previous year’s usage for the same period.

‘Projected Normal Usage’ – an estimate of the Customer’s water consumption had there been no leak. This estimate will be based on the previous year’s usage for the same period.

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Rule 31 – Collection Costs

Should legal action be necessary to collect any sums due the utility, the costs of suit, including, but not limited to attorney fees, accounting fees, and collection costs may be recoverable. The Utility will not refuse service pending recovery of these fees but may refuse service for other reasons.

Rule 32 – Credit for Interruption to Service

1. Allowance for Interruption of Service – When. In the event of an interruption to the service which is due to causes beyond the control of the Customer, an allowance will be made, upon request, if the interruption continues for more than twenty-four hours from the time it is reported to the company.
2. Allowance for Interruption of Service – How Calculated. The allowance will be the prorated portion of the monthly rate for the service or the portion of the service made inoperative and will begin twenty-four hours after the time the interruption to the service was first reported to the company.