

## Water Leak Adjustment Form

Date: \_\_\_\_\_ Account #: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Leak Type:

- Main Line/Pipe
- Hot Water Heater
- Toilet Repair
- Faucet Repair
- Irrigation
- Other: \_\_\_\_\_

Date Discovered: \_\_\_\_\_

Date Repaired: \_\_\_\_\_

### The Town of Mount Pleasant water leak adjustment is made using the following criteria:

- Account must have water and sewer with the Town.
- The leak has to not only be stopped but also repaired.
- Copy of bill for parts to repair or plumber's bill attached to form.
- Adjustment is based on a 6 month water average of the account. If there is less than a 6 month history, the existing time period will be averaged.
- Only one leak adjustment will be made during a 12 month time period.
- Adjustment can only be made to current bill, not previous.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Office Use Only

Date: \_\_\_\_\_ Account # \_\_\_\_\_

Adj. Amount \_\_\_\_\_

## **Town of Mount Pleasant Adjustments for Leaks Customer Service Policy**

1. High bills due to leaks may be eligible for an adjustment, if the following criteria are met:
  - a. The Water Superintendent must verify that the high bill is due to a leak in the customer's plumbing.
  - b. The leak must result in a meter reading with water usage 400 50 percent above the customer's average consumption for the prior 6 months.
  - c. The customer must show proof (parts purchased or plumbers receipt) that the leak has been repaired and **completes the Leak Adjustment Form**.
  - d. Only one modification may be granted to a customer within 365 days.
  - e. If the water leak has occurred before the water has gone into the sewer system, the Town can forgive the excess sewer charges over the customer's 6 month sewer average.
  
2. If the bill meets these criteria, then the bill may be reduced to the current purchase rate for the same amount of water paid by the Town to its whole sale water provider for treated water. (Section 5-1016).