

REQUEST FOR LEAK ADJUSTMENT

Date _____ Customer Number _____ Phone No. _____ Cost of Repair \$ _____

User Name _____ Adjustment for These Two Months _____

Date Detected _____ Date Repaired _____ Repair Work By _____

Description of Leak and Repair Work _____

Under certain circumstances, this Water Authority provides its customers the opportunity to request a leak adjustment in their water bill. The criteria to request leak adjustments are: (a) name, address and phone number of customer; (b) description of how leak was discovered; (c) date leak was discovered; (d) nature and location of leak; (e) date leak was repaired; description of repair work when completed. **ALSO, the number of gallons must be at least three (3) times higher than the average of your usage during your previous twelve (12) monthly billing cycles.**

Customer shall provide any other information the General Manager deems necessary or appropriate to: (1) establish the circumstances of the alleged leak and/or related repairs; and (2) verify customer's eligibility for an adjustment. The adjustment period for undetected leaks cannot exceed two (2) consecutive billing cycles.

Customers with one individual account shall be eligible to receive a leak adjustment every twenty-four months, as determined by this section. Customers with more than one (1) account (i.e. rental, business, etc.) shall be eligible to receive a leak adjustment every twenty-four (24) months for each account, as determined by this section.

If the General Manager, or his/her designee, determines, upon investigation, that a customer is eligible for a leak adjustment, then the General Manager, or his/her designee, is authorized to adjust the unusually high bill as follows:

1. Customer's bill shall be reduced to the customer's average monthly usage of water at the premises during the previous twelve (12) monthly billing cycles.
2. The adjustment to the bill will be based only on the "current water usage" shown on the bill(s) and will not include any fixed monthly charges such as tap fees, credit agreements and penalties, etc. appearing on the bill(s) in question.
3. In the event late fees have accrued during the eligible billing cycle, these late fees will be adjusted to the standard late fee for the adjusted water bill. (EXAMPLE: Water bill of \$150.00 + late fee of \$15.00 = adjusts to a water bill of \$50.00 + late fee of \$5.00).
4. The General Manager's determination of eligibility for a leak adjustment shall be the final disposition of the matter, except that any leak adjustment totaling \$3,000.00 or more shall be presented by the General Manager to the Board of Directors for final determination.

_____ Customer _____ Date

FOR ECBC USE ONLY:

LEAK ADJUSTMENT APPROVED YES _____ NO _____

Adjusted Months _____

Amount of Usage (Gallons) _____

Amount of Water Bill \$ _____

Adjustment Amount \$ _____

Adjusted Bill Amount \$ _____

LEAK ADJUSTMENT DECLINED YES _____ NO _____

Comments _____

For ECBC: _____ Date _____

**EAST CENTRAL BALDWIN COUNTY
WATER, SEWER AND FIRE PROTECTION AUTHORITY**

**22844 County Road 87
Robertsdale, AL 36567**

Phone 251-942-1242

E-mail: Office@eastcentralbaldwinwater.com

Fax 251-942-1459

Leak Adjustment Criteria

Under certain circumstances, this Water Authority provides its customers the opportunity to request a leak adjustment in their water bill. The criteria to request a leak adjustment are:

- a. Usage must be at least three (3) times customer's average monthly usage.
- b. Name, address and phone number of customer requesting adjustment.
- c. Description of how the leak was discovered.
- d. Date the leak was discovered.
- e. Nature and location of the leak.
- f. Date the leak was repaired.
- g. Description of the repair work when completed

The customer shall provide any other information the General Manager may deem necessary or appropriate to: (1) establish the circumstances of the alleged leak and/or related repairs; and (2) verify the customer's eligibility for an adjustment.

The adjustment period for undetected leaks cannot exceed two (2) consecutive billing cycles.

Customers with one, individual account shall be eligible to receive a leak adjustment every twenty-four (24) months, as determined by this section. Customers with more than one account (i.e. residential, rental, business) shall be eligible to receive a leak adjustment every twenty-four months for each account, as determined by this section.

If the General Manager, or his/her designee, determines upon investigation, that a customer is eligible for a leak adjustment, then the General Manager, or his/her designee, is authorized to adjust the unusually high bill as follows:

1. The bill shall be reduced to the customer's average monthly usage of water for this service during the previous twelve (12) monthly billing cycles.
2. The adjustment to the bill will be based on the "current water usage" shown on each of the twelve (12) bills and will not include any fixed monthly charges such as tap fees, credit agreements and penalties, etc. appearing on the customer's twelve previous bills.
3. In the event late fees have accrued during the eligible billing cycle, these late fees will be adjusted to the standard late fee for the adjusted water bill.

EXAMPLE: Water bill of \$150 + late fee of \$15.00 = adjusts to water bill of \$50.00 + late fee of \$5.00

4. The General Manager's determination for a leak adjustment shall be The final disposition of the matter, except that any leak adjustment totaling \$3,000.00 or more shall be presented to the Board of Directors for final determination.