



## LOSS OF WATER BY CUSTOMER POLICY

**Water** has always been a **precious commodity**. The City Council of the City of Leonard wants to ensure that the Citizens be afforded the primary needs for safe drinking water. It is necessary to adopt wise environmental practices to help preserve the precious commodity of water.

It is the citizen's responsibility to report any/and all water loss on their side of the meter to City Hall in a timely manner. The following procedure will be used to determine the entitlement of a credit to a customer's utility account.

1. Customer will be entitled to a credit on utility account if:
  - a. Customer request and completes a Loss of Water Form
  - b. Customer must show proof there was an excessive water loss.
  - c. Customer must provide evidence of a repair, by producing a repair bill, or receipt from hardware store for supplies to repair the leak.
  - d. Customer's loss must be 125 percent or greater of a customer's "greatest normal usage" in the past twelve (12) months.
  - e. Loss of Water is due to excessive loss by a hidden water leak or other water loss beyond the customer's control.
2. Adjustments are limited to one per customer or service location per every twelve (12) months.
3. It may take up to three months to identify the loss of water and to see your usage return to "normal". Your history is used to calculate normal usage. The gallons exceeding normal are attributed to the loss and will be considered for credit.
4. To avoid disconnection during the review period, payment in full must be made by the bill's due date. If necessary, please contact our office to discuss a payment arrangement.
5. Turning off sprinkler system does not constitute a repair.
6. No adjustments are made to bills for leaks or other water losses due to construction or excavation activity by customers on their side of the meter.

Calculation for loss of water to Utility bill will be as follows:

The number of gallons used to calculate the loss rate adjustment shall be arrived at by averaging the water consumption for the prior six (6) months, or whatever history the customer might have at the location of the loss if less than six (6) months. All consumption above the average shall be billed at one-half the rate of the per gallon rate for consumption after applying the base usage of 1,000 gallons.

**The decision as to whether the customer shall be eligible for an adjustment shall be at the discretion of a committee composed of the City Administrator, Director of Public Works and Utility Billing.**

Due to the extensive research and calculations that are inherent for Loss of Water adjustments, please allow up to ten (10) business days before adjustments are made.