

Leak Adjustment Policy (adopted 4/25/17)

1. A new SERVLINe Leak Program shall be implemented on August 01, 2017. This program automatically enrolls every Residential Customer into the program at a cost of \$1.30 per month.
2. This policy covers water adjustments only. Sewer adjustments are covered under a separate policy.
3. Any residential customer may opt out of the Leak Protection Program by calling 931-386-3885. Any customer opting out of the program shall be documented. This customer shall then be responsible for the full amount of their bill with no adjustments being made.
4. All requests for billing adjustments must be made through our ServLine Program.
5. Customers who qualify for leak adjustments through our ServLine Program will be responsible to pay their 12 month average bill. ServLine will pay up to \$1000 of an excess water bill resulting from a qualifying leak. Amounts in excess of \$1000 will continue to be the responsibility of the Customer.
6. It is the customer's responsibility to keep their plumbing system in good working order. All repairs are the customer's responsibility.
7. **No customer shall receive more than one adjustment during any one calendar year. The leak will be applied to the calendar year of the meter reading date.**
8. SUD will first determine that the meter was properly read. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of utility equipment, adjustments may/shall be made by the manager or his/her designee.
9. If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable.
10. If a customer questions the accuracy of a meter, they shall pay the meter testing deposit specified on the District's Rate Sheet. The District will remove the meter and have it tested by a third party, or in the case of a 2 inch or larger meter, have the meter tested on site by a recognized meter testing company.
11. If the meter proves to be within the accuracy guidelines established for used meters by the American Water Works Association (AWWA), it is deemed to be accurate. If the meter tests accurate, the customer forfeits the meter testing deposit and must pay the bill in question. If the meter does not meet AWWA standards, the District shall refund the deposit and repair or

replace the meter. It should be noted that as most meters age they usually tend to record less water than actually passes through them.

12. To be adjusted, the leak must not be readily evident to a reasonable person (such as leaks that are underground, within walls or under floors) or the leak must occur while occupants are away from the premises.
13. Adjustments on WATER bills will NOT be made on the following:
 - A. Routine dripping faucets, or any type of faulty customer plumbing;
 - B. Premises left or abandoned without reasonable care for the plumbing system;
 - C. More than one occurrence per calendar year;
 - D. Filling of swimming pools; and
 - E. Watering of lawns or gardens.
14. SUD may make adjustments to bills under certain conditions that will not count against the customer as an adjustment. Examples include, but are not limited to the following:
 - A. Damaged meters;
 - B. Damaged AMR devices;
 - C. Frozen meters;
 - D. Leakage on the customer's side of the meter that is caused by the utility.
15. If an adjustment of the customer's bill is warranted due to an inaccurate meter or due to the failure of equipment that is the responsibility of SUD, the amount of the bill will be determined based on an average for the billing period for the last twelve (12) months.
16. Customer's leak consumption must be double their twelve-month average (do not count the month of the leak or if the leak is over two months, do not count second month), before an adjustment can be made.
17. If a customer's leak consumption is over a two month period, (two consecutive months), then both bills can be adjusted, if the criteria for an adjustment is otherwise met. The maximum leak consumption period is two months, (two consecutive months).
18. If a twelve month billing average is not available, SUD must have at least two months of water usage before adjusting the account for a leak.
19. The customer must show proof that the leak is fixed before any adjustment can be given, Examples include but are not limited to the following:
 - A. invoice of repairs or;
 - B. receipt where parts were purchased;
 - C. customer writes a statement explaining they had parts and fixed the leak.

20. SUD is under no obligation to extend the discount or due date or the time for paying any bills because the customer disputes the amount of the bill. While the bill is in dispute, no penalties will accrue on the account.
21. SUD shall not be obligated to make adjustments of any bills not contested within thirty (30) days from the due date of the bill contested.
22. SUD shall not be obligated to make adjustments of any bills if paragraph sixteen (19) of this policy has not been met within sixty (60) days from the due date of the bill contested.
23. SUD may allow a customer to make payments on their water bill if they have a water leak and do not qualify for a leak adjustment or if the allowed adjustment does not cover the entire amount of the leak. The following rules apply to the payment plan:
 - A. Water bill for a leak must be \$500.00 or more;
 - B. The customer must pay 20% down of the bill that the leak is billed for, for the first payment;
 - C. Payment plan shall not exceed twelve (12) months, including first payment;
 - D. The payment plan may be considered on two (2) consecutive months if the request meet all the other conditions of this policy;
 - E. Customer must pay their bill that is due each month plus the payment plan amount;
 - F. The customer is to provide documentation that the leak has been fixed;
 - G. SUD will verify the leak has been fixed, before allowing the customer to receive a payment plan;
 - H. If customer is terminated for non-payment, the customer must pay all fees, unpaid water bills, payment plans, etc. in full before service is restored.
24. SUD may give a leak adjustment for a fire, man-made disaster, or natural disaster that results in a total loss of the dwelling. The customer must provide proof of the total loss by a letter or other documentation from their insurance company or from a government agency, examples include but are not limited to the following: Codes Enforcement, State Fire Marshal Office, Local Fire Chief, Emergency Management, Office of Emergency Services, SUD will determine if the appropriate government agency meets the above examples. The customer shall pay an average bill or if the customer does not have a billing history the customer shall pay a minimum bill. At a minimum, the customer shall pay the utilities "Minimum Bill."