



Water Leak Adjustment Policy

The City may grant a utility billing adjustment as a **courtesy one time a calendar year** to any utility customer who requests an adjustment for a water leak because of an obvious or latent defect in the customer water supply system by filing a written application with the Utility Billing Department within 30 days of being billed by the city. **The utility customer must have consumption usage history in the preceding twelve (12) months of the water leak.**

Upon receiving customer's request for adjustment, the Utility Billing Department will review the account history and work with the customer to determine whether the high usage is caused by a leak or by a qualifying Unexpected Excessive Usage event. Water leaks that qualify for adjustments typically happen in the line between the water meter and the customer's home. Unexpected Excessive Usage adjustments are allowed when high consumption is caused by an issue the customer was unaware of until they received their water bill. A broken toilet flap that has produced no visible signs of damage is an example of an event that would qualify for Unexpected Excessive Usage adjustment. Adjustments will not be allowed when high usage is caused by a customer's water usage habits. Hot tubs and watering plants during dry weather are two examples of water usage habits that can be excepted to use a significant amount of water and do not qualify for an adjustment.

To qualify for an adjustment, the leak must be identified, repaired within 30 days of discovery notification and customer's water usage must have returned to normal levels within two (2) billing cycles. The customer is required to provide repair receipts to the City. The adjustment will apply to one (1) monthly bill.

If it is determined the high usage qualifies for an adjustment the adjusted bill will be calculated as follows:

1. Average past 12 months' usage of customer's history
2. Subtract average water usage from actual billed usage for the month of leakage. The difference in usage is the *adjustment usage*.
3. The *adjustment usage* will be multiplied by the adjustment rate, which consists of the Seabrook purchase price of water from Pasadena plus \$.05.
4. Sewer adjustment is based on the water adjustment usage multiplied by the current sewer rates.