



## LEAK ADJUSTMENT POLICY

1. The Department collects the average water and sewer bill and all of the water charges in excess of the average and may drop the sewer charges in excess of the average. Average to be determined by previous three months of normal registration.
2. The policy applies to leaking commodes or fixtures, underground leaks, hidden leaks, frozen or burst pipes on the customer's side of the meter.
3. Only one leak adjustment per customer per 12 consecutive month period.
4. In the event a leak goes undetected or initial repairs are not successful and the leak extends into multiple billing periods, an adjustment can be made on up to four consecutive billing periods that are impacted by the leak.
5. One adjustment per 12 consecutive month period may be allowed for sewer charges in excess of the average sewer charges for water used to fill swimming pools.
6. There shall be no adjustment for lawn watering or irrigation other than as allowed by Section 33-51 of the Murfreesboro City Code.
7. To be entitled to a leak adjustment a written request must be made to the Customer Service Manager for each adjustment stating the necessary information for a determination to be made. Forms are to be furnished by the Department. Acceptable documentation may include but is not limited to: a Leak Adjustment Form from a plumber certifying the repairs have been made; a plumber's itemized invoice; repair parts itemized receipt; a repair order from a property manager; or, other documentation acceptable to the Department proving that repairs have been made. The Department may require an onsite inspection of the repairs. If it is determined that a form was falsified, charges will be reinstated.
8. In the event a customer has only water service (sewer not available to property) an adjustment is not permissible.
9. For customers with a consumption history of 37,400 gallons (5,000 cubic feet) or less and the consumption is equal to, or greater than, ten (10) times the normal consumption, it shall be deemed a catastrophic leak. For customers with a consumption history greater than 37,400 gallons (5,000 cubic feet) per month and if the consumption is equal to, or greater than, three (3) times the normal consumption, it shall be deemed a catastrophic leak.
10. The normal bill shall be the average of the previous twelve months of normal consumption or other period which may be determined by the Department as representative of normal. For catastrophic leaks the water and tax charges in excess of the average shall be reduced by fifty percent (50%). Sewer charges in excess of the average of the period representing normal consumption shall be dropped.