

## City of Denton Water and Sewer Leak Adjustment Program

### General Considerations:

City of Denton water customers who have experienced high bills due to a water leak may be eligible for a partial billing adjustment (reduction) of excess charges

The City of Denton Water and Sewer Leak Adjustment Program is set forth in City Ordinance Sec. 26-128 (“Adjustments in bills for losses from water leaks”). For the purposes of the program, leak means any loss of billed water due to failure of a plumbed line or fixture. Water loss due to theft, vandalism, negligence, or any unidentified source is not considered a leak and is not covered.

Customers may be eligible for a partial billing adjustment of up to 100,000 gallons of excess usage. Billing adjustments are limited to one (1) leak adjustment credit in the previous 12 months based (determined by the month of leak usage) and may cover up to two (2) consecutive months of water and/or sewer charges which meet program criteria.

Leaks in non-essential outdoor water system components, including but not limited to sprinkler systems, swimming pools, and water filtration units, are not covered by the program and do not qualify for a water bill adjustment. However, a sewer charge caused by a non-qualified leak type may be considered for adjustment so long as the lost water can be verified not to have entered the City’s sewer system.

The following criteria must be met to qualify for an adjustment:

- (1) All leaks must be repaired fully prior to program application;
- (2) Any required plumbing permits must be obtained; and
- (3) Repairs requiring permit must pass inspection.

### Leak Adjustment Application Deadline:

Upon discovery of a leak, repairs should be completed within one month of detection. Upon repair completion, the customer has 60 days to submit proof of repair with the City of Denton Leak Adjustment Form either electronically or in writing.

### Leak Adjustment Calculation:

Usage during the period in which an adjustment is requested should be 50% higher than the customer’s normal usage. Normal usage is calculated based on the following:

Customer Account History Available	Normal Usage Calculation
2+ Years	Average usage for the same month the previous two years
1-2 Years	Usage for the same month the previous year
6-11 Months	Average usage for the most recent 6 leak-free months
Less Than 6 Months (Leak Free)	Application will be held until 6 leak-free months available

	Leak Usage Calculation
Excess Usage Less Than 100,000 Gal.	Total billed usage is used
Excess Usage Greater Than 100,000 Gal.	Lower of billed excess usage or the normal usage plus 100,000 Gal.

Using the same rate as the bill for the leak month(s), water charges will be calculated for both the normal usage and the leak usage. Normal charges will be deducted from the leak charges and fifty percent (50%) of the excess charges will be credited to the customer’s account to apply toward any new or outstanding balances. An example calculation is below:

Excess Charge Calculation		Adjustment Calculation	
Calculated Leak Charges	\$75.00	Excess Charges	\$50.00
Calculated Normal Charges	- \$25.00	Adjustment Percentage (50%)	X .50
Excess Charges	\$50.00	<b>Account Credit</b>	<b>\$25.00</b>

In the above example, the customer would be credited \$25.00 to their account. The same method is applied for issuance of commercial sewer rate adjustments.

**Adjustment Timeframe & Customer Payment Responsibility:**

All adjustments will be issued as a credit to the customer's account. Adjustments will not be applied to a customer's account until one full, leak-free month of service has been billed. Therefore, adjustments may take 2-3 billing periods to show on a customer's account. To avoid penalties, interest, and/or interruption during the adjustment process, customers must follow standard payment processes which may include payment of billed charges or entering a payment arrangement.

The City of Denton Water and Sewer Leak Adjustment Program is provided as a courtesy to customers and is not an entitlement. Customers are responsible for any billed charges which are not covered under the Program or do not qualify for bill adjustments as set forth in Denton City Charter, Sec. 12.02 which prohibits the provision of free service. Application for a leak adjustment under the Program does not remove a customer's financial responsibility for service.