

Subpart A - CODE OF ORDINANCES

Chapter 26 - UTILITIES

ARTICLE IV. WATER AND SEWER SERVICE

Sec. 26-128. Adjustments in bills for losses from hidden water leaks.

- (a) *Definitions.* The following words, terms and phrases, when used in this section, shall have the meanings ascribed to them in this subsection, except where the context clearly indicates a different meaning.

Excess usage means the difference in the greatest normal usage of water at a service location and the actual amount of water metered and billed in the billing month for which the adjustment is requested at the service location.

Greatest normal usage means that amount of water metered at the customer's service location in the billing month of greatest consumption during the previous twelve (12) consecutive billing months or, if there is less than twelve (12) prior billing months, the greatest consumption during any prior billing month, prorated to the number of days in the billing month for which the adjustment is requested.

Hidden water leak means any leak of a water pipe or water line caused by deterioration, corrosion, natural forces or other similar cause which is not immediately and reasonably detectable from the surface of the ground. The term "hidden water leak" does not include any leak to a customer's fixtures, or appliances, or equipment. Included in the term "fixtures, appliances, or equipment" are leaks related to the following, without limitation: a sprinkler system, or washing machine, or water heater, or lavatory, or toilet.

Substantial increase in water usage means an increase in the amount of water metered and billed at the customer's service location for the billing month for which the adjustment is requested which is in excess of fifty (50) percent of the greatest normal usage for that service location.

- (b) *Request for adjustment.* Any customer who is billed for a substantial increase in water usage during any one (1) billing month due to a hidden water leak may request and receive an adjustment in the amount billed for water and sewer usage for that month in accordance with the provisions of this section.
- (c) *Written request.* Any customer requesting an adjustment pursuant to this section shall make the request in writing to the customer service department on forms provided for that purpose. A request for an adjustment based upon a hidden water leak shall state the location and cause of the leak, the date it was first discovered and the date of, and the person making the repair, with attached copies of itemized, paid repair bills. All requests shall be submitted no later than thirty (30) days of the due date of the monthly bill for which an adjustment is sought.
- (d) *Adjustment allowed.* A request for an adjustment in a monthly bill for water and sewer usage shall be granted if it meets all of the following conditions:
- (1) A request, with all required information, is filed within the required time, and
 - (2) The requested adjustment is for a monthly billing in which there was a substantial increase in water usage resulting from a hidden water leak, and
 - (3) There has not been an adjustment made in the monthly billing for water and sewer usage at the same service location within the prior thirteen (13) months under the provisions of this section; and
 - (4) Previous adjustments were not given at the same service location for leaks of the same nature as leaks which are the subject of a claim under this section.
- (e) *Amount of adjustment.* If an adjustment is granted under this section, the customer's account shall be credited by billing the customer for the excess usage of water and sewer at the service location for the month in which the adjustment is granted at a reduced rate established by the city council and which rate is on file in the office of the city secretary.