

TOWN OF WARRENTON LEAK ADJUSTMENT REQUEST GUIDELINES

Customers are responsible for monitoring their monthly usage and for promptly repairing any faulty water lines or fixtures. Failure to make timely repairs may result in termination of service until repairs are made.

OUTSIDE UNDERGROUND LEAKS

The town will allow an adjustment of the charges over the annual monthly average for leaks that occur underground between the meter and the house.

REQUIREMENTS

- Leaks must be repaired promptly.
- A request for an adjustment must be submitted in writing.
- This request must include details on the leak and include **the date discovered** and **the date the repair was completed**.
- **A copy of the repair bill, or receipts for parts if you do the work, must be included with the request.**

It may take a few weeks before the adjustment can be processed, and a delay until the next regular monthly reading can be obtained may be required. Once the town has received your request, your account will be flagged so you get no late fees and, provided you are making a monthly payment, you will not be subject to cut-offs. You may pay an estimate of your average normal bill. You will receive a letter in the mail with details on the approved adjustment.

If you are on auto-draft and your automatic payment will be excessively high, you may request we temporarily remove you from the auto draft. This request must be made before the 15th of the month.

INTERNAL LEAKS

The town will provide a courtesy adjustment of 50% off the excess charges from internal leaks resulting in an increase of at least 150% over the average annual usage, and that fall within the guidelines. **Only one courtesy adjustment per customer per 3 years will be granted for internal leaks.**

REQUIREMENTS

- Any known leaks must be repaired promptly, and there must not be any ongoing leaks.
- The leak **must have resulted in an increase of at least 150% over the average annual usage**. For example, if your average is 4000 gallons, your leak must have used at least 10,000 gallons.
(Please note the increase must be 150% over the usage, not the dollar amount.)
- The customer must not have been granted a courtesy adjustment in the past 3 years.
- Repairs must have been made within 30 days of the billing for the high usage. **There must have been a repair of some type to fix and/or prevent a reoccurrence before an adjustment will be approved.**
- Requests must be received in writing within 60 days of the billing for the requested adjustment.
- Requests must include an explanation for the high usage, and include details of what was done to remedy the leak.
- Requests **MUST** include the **date** of any repairs and copies of any repair bills, or receipts for purchased parts if the homeowner does the repair.
- A maximum of 2 months will be considered for adjustment.

It may take a few weeks before the adjustment can be processed, and a delay until the next regular monthly reading can be obtained may be required. Once the town has received your request, your account will be flagged so you will get no late fees and, provided you are making a monthly payment, you will not be subject to cut-offs. You are still required to pay an estimate of your average normal bill plus approximately 50% of the higher amount. You will receive a letter in the mail with details on the approved adjustment.

If you are on auto-draft and your automatic payment will be excessively high, you may request we temporarily remove you from the auto draft. This request must be made before the 15th of the month.

TOWN OF WARRENTON CODE OF ORDINANCES

ARTICLE II, METERS AND SERVICE RATES

Sec. 17-47. Estimate of consumption through defective, etc., meter.

- a) If any water meter at any time shall be found to have been tampered with or for any reason shall fail to register or shall be found defective in registering since the last previous reading, the water consumption for such period may be estimated by an average of previous readings through the same or from future readings.
- b) **The town manager may adjust the bill for charges under this chapter where a leak has developed underground on the premises of such user and an excessive use of water has shown on the meter as a result of such leak which leak has been due to elements beyond the control of the water user, but only after due compliance with section 17-78.**
- c) **In the event of a loss of water due to an inside leak, resulting in a usage increase of at least 150% over their average usage, the customer can request a courtesy adjustment of 50% off the excess charges for usage over their average usage. Only one courtesy adjustment per customer, per 3 years, will be granted for inside leaks. Any known leaks must have been repaired promptly and there must not be any ongoing leaks; it is to be verified by the meter report if available and/or a meter check by the meter department.**
 - 1. **Requests must be received in writing within 60 days of the billing for the requested adjustment. Repairs must have been made within 30 days of the billing for the high usage.**
 - 2. **Requests must include an explanation for the high usage, and include details of what was done to remedy the leak.**
 - 3. **A maximum of two (2) months will be considered for adjustment.**
 - 4. **Only one (1) adjustment per customer per three (3) years**
 - 5. **Failure to repair leaks in a timely manner may result in termination of service until repairs are made.**

(Code 1981, § 19-33)

- **Sec. 17-78. - Leaks.**

- a) The town shall not be responsible for any leaks which may develop or occur in water service pipes on premises of consumers of town water, whether or not such leaks occur on premises within the town or outside the town.
- b) **If any consumer of water sold by the town is notified by the town manager that a leak or breakage of any kind exists on the water service line on the premises of such consumer of and such consumer shall fail to repair the same within twenty-four (24) hours after the receipt of such notice, the town manager shall cause the water from the town's water system to the premises of such consumer to be cut off and the same shall remain cut off until the town manager is furnished with satisfactory proof that such leak or breakage in the water service line has been completely repaired or otherwise remedied.**
- c) **It shall be unlawful if any hydrant, cock or other fixture is found leaking and the owner or occupant of the premises shall refuse or fail to have the necessary repairs made.**

(Code 1981, § 19-33)