

**Town of Pittsboro**  
**Water and Sewer Charge Adjustment Policy**  
**Effective \_\_\_\_\_**

1. When a water leak exists for a customer that has water and sewer service, and the leak is such that the water from the leak does not go into the Town sewer system, an adjustment will be made to the sewer charges per the adjustment calculation described below. Release of such charges is for significant leaks only. Fifty percent (50%) increase of more over Normal Use is considered a significant leak. The adjustment amount is calculated as follows: the customer's average sewer bill over the past twelve months is calculated and the amount of the average bill is deducted from the high bill. This difference is then multiplied by ten percent and added to the customer's average bill. The number that is calculated is deducted from the sewer charges on the high bill.
2. When a water leak exists at a location that is not connected to Town sewer and the leak is such that water from the leak does not go into the Town sewer system, an adjustment will be made to the sewer charges per the adjustment calculation described below. Release of such charges is for significant leaks only. Fifty (50%) increase or more over Normal Use is considered a significant leak. The adjustment amount is calculated as follows: the customer's average water bill over the past twelve months is calculated and the amount of the average bill is deducted from the high bill. This difference is then multiplied by ten percent and added to the customer's average bill. The number that is calculated is deducted from the water charges on the high bill.
3. Normal Use will be determined by average monthly water and/or sewer use based on past twelve (12) months sewer usage. If twelve (12) month sewer use data is not available, fewer months of data may be used.
4. Customers may receive only two (2) adjustments per fiscal year.
5. A customer may request an adjustment within sixty (60) days from the date billed if the customer can provide a plumber's invoice, receipt for repair parts, or other proof that a repair has been made.
6. Payment schedules are available upon request.
7. Leak adjustments are not provided for leaking faucets, toilets, air-conditioning cooling towers, ice-makers and faucets left on for an extended time. The items mentioned here are examples and do not represent a complete list of problems to be considered ineligible for a leak adjustment.

8. The Town of Pittsboro does not reimburse customers for any plumbing bills, property damage, or other expenses related with a water leak or sewer problem.
9. Sewer charges may be waived for customers purchasing water for swimming pools no more than once (1) per year. Customers must verify their place of residence – residents of the Town of Pittsboro shall be charged normal water rates; customers from outside of the Town of Pittsboro shall be charged two (2) times the residential rate. Contractors unable to provide proof of residence shall be non-residential rates.

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