

TOWN OF PITTSBORO



Leak Adjustment Policy

PURPOSE: The Town of Pittsboro is not required to provide adjustments to Water and Sewer charges due to a leak. Under common law, the Town may not do a leak adjustment (or make any other changes to a customer's bill) unless there is a valid, utility-based reason for doing so. Additionally, any adjustments must be based on a policy that applies to all customers equally.

GUIDELINES: A leak adjustment is an adjustment to water and/or sewer usage charges on a customer's bill caused by a leak on the customer's side of the meter. Leak adjustments will be based on one (1) month of high usage. Customers may receive one (1) adjustment every 12 months.

To be eligible for an adjustment:

- The utility bill to be adjusted is at least 50% more than the average bill for the proceeding twelve (12) month period. If twelve (12) months of data is not available, an average of the months available may be used.
- Customer must request adjustment in writing within sixty (60) days from the date billed (high bill).
- Customer required to provide a plumber's invoice, receipt for repair parts, or other proof that a repair has been made.

No adjustments will be provided where any of the following situations exist:

- Leaking faucets, toilets, air-conditioning cooling towers, ice-makers and faucets left on for an extended time.
- High usage due to watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, power washing, etc.
- Leak was caused by a third party from whom the customer can recover their costs. Examples include, but are not limited to, theft, vandalism, negligence and construction damage, unoccupied or vacant properties.
- The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a Town of Pittsboro employee and that action results in loss of water.
- A leak adjustment was issued with the past twelve (12) months for the same premise.

The items mentioned here are examples and do not represent a complete list of problems to be considered ineligible for a leak adjustment.

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.

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 charged non-residential rates.

Payment schedules/plans are available upon request.

ADJUSTMENT CALCULATION:

The adjustment amount is calculated as follows: the customer's average water and sewer bill is calculated using the past twelve (12) months of bills (not including the high bill). The average amount of the water and sewer bills is deducted from the high bills. These differences are then multiplied by twenty-five percent (25%) and that calculation is added to the customer's average water and sewer bills. This is the amount of the customer's adjusted bill. The customer will receive a credit to their account for the difference between the high bill and the adjusted bill.

AUTHORIZATION: The Finance Director will review the request for a leak adjustment to determine eligibility.