



LOWER RIO GRANDE

Public Water Works Authority

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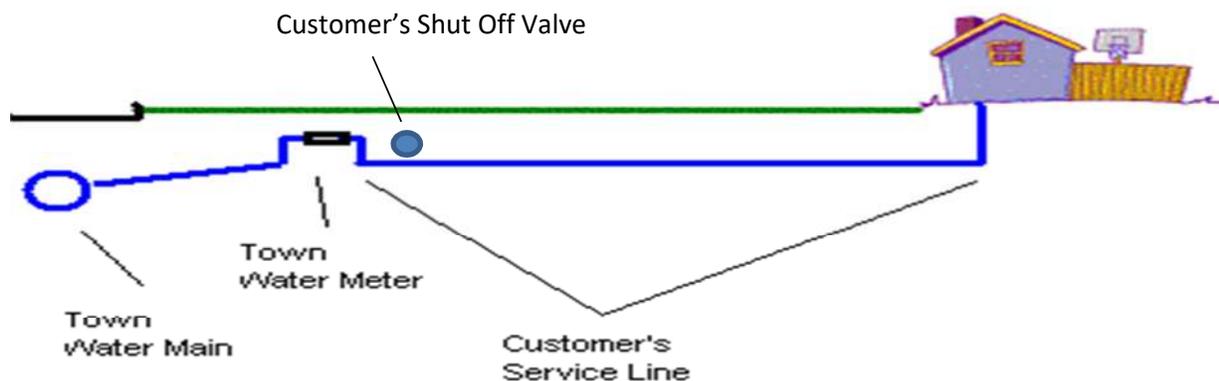
<http://LRGauthority.org>

Water Leak Adjustment Policy

The General Manager of the Lower Rio Grande Public Water Works Authority or Designee may authorize an adjustment to a customer's water/sewer (if applicable) bill when a leak has occurred underground on the customer's service line. In the case of an emergency water service line break which is beyond the control of the customer, this policy also applies.

This policy does not cover malfunctions or leaks in faucets, irrigation systems, toilets, water heaters, or any other plumbing or appliance inside or outside the residence, nor does it cover high usage from filling a swimming pool or accidentally leaving water running.

Only a water leak on the customer's service line will be considered for adjustments. A "service line" is defined as the water line running from the water meter to the residence as illustrated below.



Service line leaks on the customer's side of the meter

Leak adjustments are limited to once every three (3) years per account/meter site, and it is the customer's responsibility to request a Leak Adjustment Form from the Lower Rio Grande Public Water Works Authority, complete and return the form with documentation of repairing the leak. Repairs must include the installation of a shut-off valve on the customer's side of the meter if one is not already in place. The General Manager or Designee may obtain site verification of the leak status from the Operations Manager, and the customer must provide the information required on the Staff Assessment form within sixty (60) days of the billing date when the excessive usage was posted.

A leak adjustment will be determined by averaging the customer's water usage for the previous twelve (12) months and applied to one monthly bill. If it is determined that the leak covers a time period involving more than one monthly billing, the highest bill will be the one adjusted.

If a customer is notified that they have an apparent leak as described above and does not make repairs within five (5) working days, the customer will not qualify for a leak adjustment.

Adjustments for sewer bills when a leak has occurred in the water service line will be made by averaging the last six (6) months of usage.

In order to avoid a late penalty or disconnection of service while the water/sewer (if applicable) bill review is pending, the customer must pay the bill by the due day or negotiate a payment agreement with the Customer Service Specialist. If the General Manager authorizes the leak adjustment, it will take effect during the next billing cycle.

WATER LEAK ADJUSTMENT REQUEST FORM

Request Date: _____ Date of Leak: _____

Name: _____

If Renter, also include name and phone number of Property Owner

Account : _____ Phone: _____

Service Address: _____

Explain request/cause of leak: _____

Describe repairs, date & attached documentation: _____

I hereby authorize a representative of the LRGPWWA to inspect the property at this address.

Signature

Staff review & notes (attach Staff Assessment form): _____

WATER LEAK ADJUSTMENT REQUEST FORM – STAFF ASSESSMENT

Upon receipt of a Water Leak Adjustment Request Form, the Authority will review the water/sewer (if applicable) BILL. To be eligible for the review and potential bill adjustment, the following information must be provided within sixty (60) days of the billing date when the excessive usage was posted:

1. Name of customer (and property owner if different)
2. Phone number of customer (and property owner if different)
3. Address of property where leak occurred
4. Owner occupied or rental?
5. Vacant or occupied?
6. Date customer became aware of leak
7. Date leak was repaired
8. Copies of repair invoices or receipts provided?
9. Sketch of the exact location of the leak
10. Photographs of leaking pipe (if available)
11. Authorization for a LRGPWWA representative to inspect the property where the leak occurred.
12. Does sewer bill also need to be adjusted? If so, explain
13. Has customer had a prior request for a Water Leak Adjustment? If so, note date and result of that request.
14. Additional notes:

Assessment performed by: _____

Upon completion of the Water Leak Adjustment Request form by the customer and Assessment by staff, the General Manager will review the information provided and determine if an adjustment will be made.