

# *CASSATT WATER*

Kershaw County and Lee County Regional Water Authority

## LEAK ADJUSTMENT POLICY

*ADOPTED FEBRUARY 19, 2018- EFFECTIVE MARCH 1, 2018*

## PURPOSE

The purpose of this policy is to provide a credit adjustment to the water account of a customer who has experienced an abnormal situation involving the loss of metered water. The excess water metered will have occurred as a result of a condition beyond normal and reasonable control of the customer or other parties responsible for the use, care and maintenance of fixtures and devices that are a part of the customer's water service system. Although there is no obligation for the Authority to make any type of leak adjustment for water that passes through the meter to the customer's side, it is our desire to encourage customers to make prompt repairs and to help minimize the impact of an unexpected circumstance.

## CUSTOMER RESPONSIBILITY

1) The customer must provide information describing the abnormal situation or circumstances that resulted in the leak. This should include the cause of the water loss, when the problem was discovered, what action was taken to stop the loss of water, and the arrangements made for repairs.

2) Once a repair is completed, the customer must provide a copy of the plumber's bill. If the customer performed the repairs, a signed statement of repairs made and materials purchased, and any receipts (if available) must be submitted.

## ADJUSTMENT PROCEDURE

1) Upon receipt of the customer's statement describing the water loss and/or copies of invoices or receipts documenting repair, a Customer Service Representative will evaluate the circumstances surrounding the water loss.

2) The Customer Service Manager will calculate and/or approve the adjustment under the following guidelines:

## AVERAGE BILLING DETERMINATION

a) All adjustments for water charges will be based on a 3 month average consumption history from a similar period in the previous year, where no

abnormal water loss was recorded during the corresponding month(s). This amount will be deducted from the total usage in order to obtain the amount of gallons leaked.

b) If a similar period average is not available (new residential customer), the average will be based on 3,000 gallons of usage per month in the household.

#### ADJUSTMENTS FOR WATER CHARGES

The adjustment for water charges shall be 50% of the amount in excess of the average billing for the customer based on the above guidelines. The remaining 50% will be calculated at the lowest block rate and added to the customer's average usage and the base fee.

- a) No adjustment shall be made for a period in excess of three (3) billing periods, and not more than one (1) such adjustment for any given twelve (12) month period per customer will be granted.
- b) No adjustment shall be made when the request for the adjustment is received more than ninety (90) days after the billing date of the bill to be adjusted in the case of an active customer, or thirty (30) days after the billing date of a final bill. Exceptions will only be made if there is proof for extraordinary mitigating circumstances.
- c) Adjustments will not be allowed for water loss arising from carelessness, negligence or lack of due diligence on the part of the customer, as it is the customer's responsibility to promptly discover and stop the loss of water.
- d) No adjustments will be made until the consumption has returned to the customer's normal ranges. This will generally be the read period that occurs after the leak is repaired. During the interim periods customers will make a payment that is close to their normal billing. Any late fees that were accrued during the interim period between the billing and the leak adjustment will be removed.

- e) All proposed adjustments will be reviewed and approved or denied by the Customer Service Manager before a credit adjustment is made to the customer's account.
- f) Once the adjustment has been made to the customer's account, the Customer Service Representative will notify the customer via mail that the adjustment has been made.
- g) For abnormal situations involving the loss of metered water that fall outside the guidelines outlined above, these adjustment requests will be reviewed on a case-by-case basis. Such circumstances include, but are not limited to, more than one legitimate repairable leak within a 12-month period for the same customer, large leaks that have gone undetected by the customer for more than the allowable 3-month adjustment period because of construction or landscape aspects of the property, or leaks reported beyond the 90-day period for active accounts or 30-day period for final accounts because of extenuating circumstances.

### Ineligible Accounts.

Leak adjustments are not eligible for the following:

- a) Developer or builder accounts
- b) Requests within 90 days of installation of new landscaping
- c) Requests within 90 days of completion of new home construction
- d) Requests for an adjustment for filling pools/fountains/hot tubs/waterbeds or for watering lawns, gardens, horses
- e) Requests where the data from meter is reviewed and it is determined to be inadequate to support the leak claim, as determined by management.
- f) Requests where there is a recurring pattern of negligence by the customer, as determined by management.

## PAYMENT ARRANGEMENTS FOR OVERAGE DUE AFTER LEAK ADJUSTMENT

### APPLIED

Customers who are in good standing may pay the balance due after any approved adjustment due to a leak by entering into a payment arrangement allowing for a maximum of twelve (12) equal monthly payments. The customer must pay the customer's monthly bill in addition to 1/12th of the leak adjustment balance by the due date shown on the bill. Failure to do so will result in disconnection and disqualification of the payment arrangement.

### Leak Adjustment Example:

Customer receives a bill for \$798.56 for 125,000 gallons of water usage.

Customer's average usage is 25,000 gallons.

125,000

-5,000

120,000 gallons of leakage

X 50% = 60,000 gallons eligible for leak adjustment

The 60,000 gallons eligible for leak adjustment and then the remaining 60,000 gallons is then multiplied by the the lowest block rate (see rate schedule for current rate)

So  $60,000/1000 \times 4.66^* = \$279.60$

Average  $5000/1000 \times 4.66^* = \$23.30$

Base Fee = \$19.01\*

Total Revised Bill = \$321.91

Leak adjustment (credit to you account) would be  $\$798.56 - \$321.91 = \$476.65$

\*current rates as of 3/1/2018-see rate schedule for updated rates

Cassatt Water  
Leak Adjustment Request Form  
2638 Old Stagecoach Road, Cassatt, S.C. 29032  
Fax (803) 432-8341 Phone (803) 432-8235  
[www.cassattwater.com](http://www.cassattwater.com)

Please fill in the form below and sign. Incomplete requests will not be processed.

ACCOUNT NUMBER: \_\_\_\_\_ PHONE # \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

The leak was located at (exact location of repair on property) \_\_\_\_\_

\_\_\_\_\_

Repairs were made on: \_\_\_\_\_

Repairs were made by: \_\_\_\_\_  
(Attach receipts associated with the repair if available)

Approximate date of leak: \_\_\_\_\_  
(In most cases this will be the date of the first bill where you noticed an unusual increase in your bill)

Please note that any adjustment issued will not be reflected on your bill until the month in which we are able to see your usage declining towards your average usage. You will be notified by mail regarding the outcome of your leak adjustment application.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
(office use only)