

Leak Repair Refund Policy

Purpose

To establish guidelines for City staff and the public regarding the responsibilities of water consumption and necessity of early detection of water leaks.

Background / Legislative Requirements

The water service pipes from the main, submain or lateral to and including the meter box shall be the property of the city, and all the pipes, fittings, and fixtures beyond the meter shall be furnished by and be the property of the owner of the premises and shall be kept in good repair and protected from the frost and freezes. The occupant or owner of the premises must prevent all unnecessary waste of water.

Sec. 46-41, Code of Ordinances, City of Andrews

Customer leaks. Through its customer billing system, the City of Andrews monitors water consumption, inspects meters which vary significantly from previously established norms, and assists the customer in determining a leak in their system.

Sec. 46-154(d)(1), Code of Ordinances, City of Andrews

Policy

Operating in conjunction with the aforementioned ordinances, the City of Andrews grants an allowance for water lost through a concealed or hidden leak in the private water service of customers. The Allowance will be granted provided:

- The leak was not due to the neglect of obvious defects in the private water service;
- The customer engaged the services of a licensed plumber to repair the concealed leak; and
- The private water service is repaired with the documentation provided herein and with the acceptance by the City of Andrews.

Customers who have made repairs within a reasonable time period shall be credited for excessive charges accumulated due to a leak according to the following:

- Repairs made within 30 days of the leak will receive 50% credit back for the amount in excess of the three months average use prior to the leak.
- Repairs made within 60 days of the leak will receive 30% credit back for the amount in excess of the three months average use prior to the leak.
- Repairs made after 60 days will not be eligible for credit.
- A maximum allowance of \$250.00 per property may be granted within a 24 month period.

Procedures

To be considered for a credit under this policy, the customer must submit a claim in writing to the Director of Finance. The claim should include:

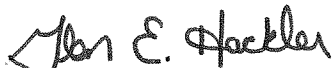
- The date the customer became aware of the leak
- The location of the leak
- The possible cause of the leak
- A copy of the licensed plumber's invoice for repair. The invoice should include the date of the repair, the location / address of the repair, the details of the repair, and the amount paid for the repair.

Upon receipt of the claim, the City will perform an interrogation on the customer's meter to verify an increase in usage around the reported date of the leak and a decrease in usage after the repair date. If confirmed, a credit will be placed on the customer's account based upon the rates stated in the aforementioned policy.

Policy Approval



Director of Finance



City Manager

2/21/11

Date
February 21, 2011

Date