
Subject: WATER LEAK ADJUSTEMENTS**No. 60.2****Date: June 29, 1992****Page: 1 of: 2**

PURPOSE:

To establish guidelines for providing water leak adjustments to customers under specific water wastage circumstances.

SCOPE:

Applies to all water customers who have underground leaks occurring between the meter pit and the residence.

POLICY:

The City Commission of the City of Kalamazoo authorizes the Director of Public Utilities to review and approve water bill adjustments pursuant to the following leak adjustment policy:

1. Owners and/or tenants will remain responsible for the private plumbing fixtures in their buildings.
2. Adjustments will be considered on high bills due to underground leaks occurring between the meter pit and the house only where the following circumstances have been met:
 - a. The owner and/or tenant must show that the underground leak was repaired within three (3) days following notification by the Department of Public Utilities.
 - b. If the owner and/or tenant fails to have the service repaired within the specified days, the Utility Director has the authority to discontinue water service to that property to prevent further water wastage.
 - c. The request for the adjustment must be in writing giving the required information as to how the wastage developed and what steps were taken to eliminate the wastage.
 - d. Copies of all receipts for repairs should be furnished.
 - e. Water consumption must be shown to have returned to normal after the repairs were completed.
 - f. The customer will be billed based on an average three year usage for that property.
 - g. Adjustments will be permitted only for the billing period where the leak was discovered and the prior quarter, when deemed applicable.

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h. Only one adjustment will be made, per owner, for the property.

i. This policy shall be administered by the Director of Public Utilities or his/her designee.

EFFECTIVE DATE: June 29, 1992

SEE ALSO:

Resolution No. 92-82.

HISTORY: