

**WATER & WASTEWATER AUTHORITY OF WILSON COUNTY  
AMENDMENT TO RULES, REGULATIONS AND POLICIES PERTAINING TO  
LEAK ADJUSTMENTS**

**JUNE 9, 1994**

1. It is the intent of the Board of Commissioners of the Wilson County Water and Wastewater Authority (hereinafter referred to as the Water Authority) to allow for adjustments to water bills in extreme cases of hardship.
2. This policy shall apply in those cases in which the Water Authority is not at fault in causing the leak.
3. The Water Authority has no obligation to notify customers of a suspected leak.
4. As an aid to collection of accounts and to promote good relations between the Water Authority and its customers, Water Authority personnel may notify customers of a suspected leak. The Water Authority shall have no responsibility for any expenses incurred by the customer in determining if a leak is present.
5. A customer is obligated to keep all pipes and plumbing on his side of the meter in good working order. Upon the customer having any reason to suspect a leak, the customer is obligated to act immediately to repair the leak.
6. If a customer desires to request an adjustment to his water bill because of a leak, the customer shall file a written request with the Water Authority Executive Director or his designee. The request shall set out the date and manner in which the customer first suspected a leak was present and a description of how the leak occurred.
7. No adjustments shall be made unless the following conditions are present:
  - A. The amount of the bill alleged to be due to the leak must exceed \$250.00
  - B. The customer carries the burden of proof that a leak did in fact occur.
  - C. The customer carries the burden of proof that the leak was repaired or the water cut off immediately after a reasonable person should have suspected a leak.
  - D. The customer has not received any other leak adjustment of the bill on the same meter in the twelve months previous to the date on which the customer first suspected or should have suspected that a leak was present.
  - E. The customer has paid all uncontested amounts owing the Water Authority.

- F. The customer acted in a timely manner to discover the leak, repair the leak and to request an adjustment of the bill.
  - G. The customer filed the written request for an adjustment prior to the delinquency date of the first bill from the Water Authority occurring after the leak.
8. If a customer alleges that a meter has functioned improperly, the customer may obtain a test of the meter upon posting a deposit of Fifty Dollars for residences and Three Hundred Fifty Dollars for commercial and industrial accounts. Water Authority personnel shall then disconnect the meter and obtain an independent test of the meter. If the meter proves to have an accuracy within guidelines established for used meters by the American Water Works Association, it shall be deemed to be accurate. If the meter tests accurate, the customer shall forfeit the meter testing deposit and shall be responsible for any costs of the test in excess of the deposit. If the meter does not test accurate according to the same guidelines, the Water Authority shall refund the meter testing deposit and repair or replace the meter without charge to the customer.
  9. If an adjustment of the customer's bill is warranted under this policy, the amount of the adjustment will be established by first determining the value of the leak. Unless other evidence is deemed more reliable, the customer's average water bill for the last twelve months shall be deemed to be the amount if the bill attributable to regular water usage had the leak not occurred. Said amounts shall be deducted from the total bill. Second, the sum of Two Hundred Fifty Dollars shall be deducted from the value of the leak. Third, the bill shall be reduced by a sum equal to fifty percent (50%) of the remaining amount.
  10. No adjustment shall be made for any value of the leak occurring after a reasonable person should have suspected and repaired the leak.
  11. No adjustments shall be made for leaks caused by any of the following reasons:
    - A. Routine dripping faucets, leaking commodes or faulty customer plumbing.
    - B. Premises left or abandoned without reasonable care for the plumbing system.
    - C. Filling of swimming pools.
    - D. Watering of lawns or gardens.
  12. The utility shall not have any obligation to extend the penalty date or the time for paying bills because the customer disputes the amount of the bill.
  13. The Executive Director or his designee shall have authority to adjust the bill of any customer qualifying under this policy by attaching to the customer's written request a signed and dated memo setting out the determination of the merits and amounts involved. If the requested adjustment is denied, the reasons for the denial

shall be likewise set out in a signed and dated memo attached to the customer's written request.

14. If the customer differs with the action of the Executive Director or his designee, the customer shall file a written request to appear before the Board, setting out therein the reasons why the Executive Director or his designee has erred. The customer shall be notified of the next meeting of the Board and shall have the opportunity to appear and present his case to the Board.
15. The Board shall not approve any adjustment which does not qualify under the terms and conditions of this policy.
16. This policy shall be effective immediately upon its approval by the Board and shall be applicable to all requests for adjustments received after this date. This policy shall also apply to all customers who have previously appeared before the Board requesting a leak adjustment and whose cases are unresolved upon the date of the adoption of this policy and to all requests filed since the last Board meeting. As to all requests presently pending, the written request of the customer is waived.
17. This policy is adopted as an amendment to the Rules and Regulations of the Water Authority.