



Town of Pecos City

Leak Adjustment Policy

The Town of Pecos City has adopted a Policy and Procedures for Leak Adjustment Credits (the “Policy”) under which the City will consider permitting a credit because of loss of water through an “excusable defect” in the customer’s water line. An excusable defect means but not limited to, a rupture in or leak from the customer’s water lines caused by freezing weather, settlement, corrosion, wear, or accident. The Leak Adjustment Credit is limited to a **maximum of three (3) consecutive billing cycles and must be requested within six (6) months of the date of the repair. Customers may apply for no more than one (1) leak adjustment in any twelve (12) month period.** Prior history will be screened on an individual basis to ensure that this policy is not being abused by individuals who do not fix their leaks or make necessary repairs to mitigate the leak prone to piping and expect adjustments every twelve (12) months.

Normal usage will be determined by the average of gallon usage history from the previous twelve (12) months. If twelve (12) months usage is not available, usage will be based on most recent usage prior to the leak. Temporary or construction water service is **not** applicable to this policy. Leak adjustment credits take an average or two (2) to three (3) months in order to be completed. The City must make field verifications before approving a Leak Adjustment Credit and bills after the repairs have gone back to the normal usage amounts.

Customer’s Responsibility

Customer will have leak repaired as soon as possible within three (3) months, provide documentation of the repair date, address, and type of repair. Acceptable documents include plumber’s statement/bill or a receipt for parts. Businesses with in-house maintenance may submit a statement signed by a minimum of two (2) employees who witnessed the repair. All documentation must be dated within the date(s) leak occurred. Customer will still be responsible to pay an average amount of their bill while pending leak adjustment. Average payment amount will be determined by the previous three (3) months bills. If average payments are not paid customer will still be subject to have services disconnected.

Special Circumstances

On circumstances where the leak occurred affecting more than three (3) months’ consumption, an extension may be granted to the consecutive month(s) affected at the discretion of the Finance Director. If within twelve (12) months another leak occurs a second adjustment may be considered at the discretion of the Assistant City Manager or City Manager.

Approvals

All leak adjustment credits will require the following approvals:

- Under \$1,000 approval of the Utility Supervisor
- \$1,001 to \$5,000 approval of Finance Director
- Over \$5,000 approval of Assistant City Manager or City Manager



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Leak Adjustment Acknowledgment

I am asking the Town of Pecos City to reduce the utility bill(s) for this account. There was a leak on the property and the leak has been repaired.

Please provide all required documentation listed below:

Account #: _____

Service address: _____

Leak start date: _____

Repaired date: _____

Receipts of parts purchased for repairs or plumber's statement/bill or a receipt for parts/repairs

I understand I will still be responsible to pay an average amount of my bill while pending leak adjustment. If average payments are not paid, I will still be subject to have services disconnected. Average payment amount will be determined by the previous three (3) months bills.

I have read and understand the policy presented to me.

Print Name: _____

Date: _____

Signature: _____

Phone #: _____

Average Monthly Bill \$ _____