



Leak Credit Policy

Easton Suburban Water Authority

July 2009

Overview

On rare occasions, a leak may occur as a result of a crack, breach, or flaw in the property owner's system that the owner could not reasonably have known about with normal diligence. In certain conditions, Easton Suburban Water Authority may grant a one time leak credit to relieve possible financial hardship on residents and businesses caused by no fault of their own. The intent is to provide some relief for catastrophic losses of water but not high uses caused by lack of maintenance or a change in activity at the home or business.

Policy

It is the customer's responsibility to properly maintain his or her water system and any irrigation sprinkler system connected to such system. Customers are responsible to locate and repair any leak in their system and to limit the amount of water loss through a leak. A leak in the customer's water system is the sole responsibility of the customer.

A one-time leak credit will be considered in the event of a "major" leak. A major leak is one where the excess usage:

- Can be reasonably documented,
- Is for a first time leak at the property,
- Is not the result of a leak caused by weather conditions that could have reasonably been foreseen and prevented. (i.e. frozen meters)

Credits will only be granted under the following conditions:

- The water leak must not have occurred as a result of a willful or negligent act on the part of the customer.
- No credits will be issued for leaks caused by contractors or companies breaking the customer's water lines or other appurtenance on the customer's premise.
- The customer has been diligent in discovering and repairing the leak and the leak has been repaired. Proof of repair to Easton Suburban Water Authority's satisfaction will be required before a credit is granted.
- The customer is not in violation of any of Easton Suburban Water Authority's Rules and Regulations and their balance is paid and up to date.
- A credit may only be applied to one bill or billing cycle. If a leak occurs over two different billing cycles, the credit will be applied to the billing cycle with the most usage.
- No previous credit has been given. The one-time leak credit can only be issued one time in a five year period.
- In no case shall the amount of any credit exceed \$500.

Procedures

Once a leak is discovered, it must be reported to Easton Suburban Water Authority. A Leak Credit Adjustment Form must be completed in its entirety and submitted to Easton Suburban Water Authority if the customer would like to be considered for a credit. The form must be submitted within thirty (30) days of the date of receipt of the high water bill. The amount of the credit will be determined by calculating how many units of water were used above the location's normal usage. Those units will be billed to the customer at the rate it costs Easton Suburban Water Authority to produce the water. If the leak credit is granted, the customer will be contacted by mail with the dollar amount being credited.

The customer will be responsible for paying the remaining amount by the due date of the current bill. If additional time is needed to pay the water bill, the customer must contact Easton Suburban Water Authority and make a payment agreement in writing.