



## WATER ADJUSTMENT POLICY JULY 2011

Consideration for leak adjustments is based upon excess usage resulting from a leak that cannot easily be detected. Excess usage is defined as consumption that exceeds the customer's historical consumption by 50% or greater. The historical average consumption is determined based upon previous usage for a similar time period.

Adjustments are limited to difficult to detect leaks, typically underground, including:

- Broken pipes
- Underground leaks including valves & pipes cracked by freezing, corrosion, etc.

The following types of leaks will **not** be considered for adjustment:

- Leaking or malfunctioning fixtures including faucets, toilets, etc.
- Malfunctioning appliances including hot water heaters, improperly adjusted water softeners, etc.
- Leaking sprinkler heads
- Incompletely closed valves including sprinkler valves and stop & waste valves
- No adjustments will be given for any type of irrigation leak during a water emergency.

Leaks must be repaired within 30 days of the date the leak was identified or the owner was notified to be eligible for a bill adjustment. The credit amount will be calculated after a copy of the leak repair bill is received. The receipt serves as verification that the repair was completed within the 30-day requirement and that the item repaired qualifies per the leak policy.

Adjustments are determined as follows:

- Usage in excess of the customer's historical average amount is calculated and credit is given for 50% of the total excess gallons used.
- If the leak occurs during the winter months, the usage is credited at \$4.95 per thousand gallons. In the summer months, the appropriate tier rate is used for calculation.
- If the water usage exceeds 325,000 gallons per month or billing read period and pertains to the winter months, the following rules apply: The customer's historical average consumption is deducted from the first 325,000 gallons consumed during the period. Credit is given for 50% of the difference at \$4.95 per thousand gallons. The gallons in excess of 325,000 are then credited at the rate of \$0.52 per thousand gallons.

It is the responsibility of the property owner to identify water leaks on their property; however, leaks may be brought to the attention of the Water Department by anyone who observes the leak. As an added Customer Service, the Water Department also looks for indicators of potential leaks in monthly meter read edit lists. Unusual consumption is identified by the Billing Clerk and is verified by the Water Department. If the Water Department discovers the leak during a monthly review, the consumer may be contacted by either phone or letter.

When a customer's water service line is susceptible to freezing, an extra 5,000 gallons per winter month (November through March) will be allowed for preventative freezing efforts *after preauthorized by the Park City Water Department*. Consumption in a single winter month of less than 5,000 gallons does not qualify for a freeze credit. The maximum credit given over the winter months of November through March is \$123.75 per meter or \$24.75 per meter per qualifying month. All customers that are identified with freezing problems receive written notice in October each year. Those who wish to keep their water running must contact the Customer Service Coordinator by calling (435) 615-5328.

If an error is made in the calculation methodology for a water bill, the City can back bill a property

owner for three years per Utah Code UCA § 78-12-25.