

CITY OF WOODWAY

POLICY ON WATER USE CHARGES RESULTING FROM CUSTOMER LEAKS

This policy authorizes the City Manager, or his designee, to adjust the amount charged for excessive water consumption in accordance with this policy. **All water shall be paid for and if any adjustments to customer billing are warranted they shall be made in accordance with policy outline below.**

- I. Conditions Precedent - An adjustment to water use charges may be made after all of the following conditions have been met:
 - A. A regular bill has been issued by the City of Woodway indicating the water consumption for the winter quarter average billing period in question.
 - B. The customer's consumption in gallons for the billing period for which an adjustment is required exceeds by 50% or more the five month seasonal average consumption (the two months immediately preceding and the prior year for that month, the month before, and the month after).
 - C. A written request is submitted on a form provided by the City, signed by the person in whose name the account was listed as of the billing date shown for the month for which the claim/request is made. Any such request must be submitted within sixty-five (65) days of the billing date shown on the utility bill for the billing period for which an adjustment is requested.
 - D. Customer has shown due diligence and care in making immediate repairs to eliminate the cause of the leak and loss of water.
 - E. The cause of excessive water consumption must have resulted from a clearly identifiable factor generally considered to be beyond the reasonable control of the claimant or any occupant of the premises, and for which claimant received no beneficial use. The cause must not have been the result of claimant's negligence. Causes for excessive water consumption which cannot be specifically identified and corrected shall not be the basis for an adjustment to the water charges. An example of negligence is leaving water hoses running. An example of beneficial use could be a water sprinkler system running longer than intended by the owner.
 - F. Customer must provide proof that the problem which caused the high consumption has been corrected. A receipt from the plumber who made the repairs is considered acceptable proof, provided that the work done is related to the cause of the water loss.
- II. Calculation of Adjustment - When all of the conditions specified above have been met to the satisfaction of the City Manager, or his designee, then an adjustment may be made to the billing for water use. The following method shall be used to calculate the amount billed:
 - A. First, calculate the water charges using the average of water consumption during the months specified in Section I.B. above.
 - B. Then, take the difference between the number of gallons calculated under Section II. A. and the number of gallons billed for the month for which an adjustment is requested. The difference shall be billed at the lowest approved water rate which does not include a base rate amount. For example, as of the date of this policy, the lowest rate which does not include the base rate is \$1.10 per thousand gallons.

- C. The water charges for which the customer is responsible is the sum of the amounts derived from Section II. A. and II. B. Any other charges which would normally be added to the water bill remain payable.

III. Payment of Utility Bill

- A. The filing of a request for an adjustment to the water bill does not relieve the customer of payment by the due date of the remainder of all other utility charges which are not based on the amount of water consumed or used.
- B. The City shall provide a response to the customer within ten business days of receipt of customer's written request to adjust the water bill under the provisions of this policy.
- C. Upon notification of the City's decision and the amount due, the customer shall make immediate payment if after the due date shown on the original utility bill.

- IV. Other Adjustments - The City Manager shall have the authority to interpret the provisions of this policy as they may pertain to situations not covered or anticipated in this policy and to make such other adjustments as are determined by him/her to be fair, reasonable, and in the City's best interest.

V. Effective Date

- A. This policy shall become effective on the day following passage.
- B. This policy shall not become the basis for claims/requests which predate the provisions of Section I. C. above.

- VI. Policy approved by City Council Minute Order on October 8, 1990.