

Exhibit B  
Utility Customer Service  
Leak Adjustment Policy

- All customers may request a “one-time every ten years” leak adjustment credit to their water utility account with the City of Burleson. Any request for adjustment may be initiated by submitting an acceptable form of documentation of the water loss incident. Acceptable forms of documentation may include but are not limited to:
  - A. A receipt for repairs accomplished by a licensed plumber
  - B. Receipt showing parts purchased by homeowner
  - C. Documentation by city records which reflect date and time called in for shutoff of water meter for repairs
- All dates on documentation or city work orders must coincide with dates of high water usage.
- Failure to submit an acceptable form of documentation will normally result in denial of the “one-time every ten years” credit, but may be appealed to the Public Works Director.
- The “one-time every ten years” credit will be applied to the water usage above the last 12 months average monthly water consumption, with the amount exceeding the 12 month average to be charged per one-thousand gallons of water to the City of Burleson by the wholesale water provider (City of Fort Worth). (Months in which the leak occurred will not be used in the calculation of the 12 month average).
- A credit may apply for two months usage if documentation or usage shows that the leak ran during two consecutive billing periods.
- No credit for sewer charges will be made to residential accounts since the City uses “winter quarter averaging”.
- Sewer credits may be made to commercial accounts if the documentation shows that the leak occurred outside of the building and did not enter the sanitary sewer system.