



## COMMISSION POLICY

### Water Leak

Category: <b>Business Services</b> <b>Water</b>	Subcategory: <b>Customer Billing and Programs</b> <b>General</b>	Policy Number: <b>3.2.003</b> <b>5.1.004</b>
---	--	--

### Section I - Introduction

This policy was developed to be used as a guide by Grand Rapids Public Utilities (GRPU) personnel and to provide GRPU customers the greatest practicable latitude in the use of utilities services consistent with reliable, economical and safe service to all customers. The result of using this policy should be consistent, logical and fair treatment of GRPU customers in regard to water and wastewater (sanitary sewer) discussions.

Legal ramifications of these policies are addressed in various parts of the Municipal Code.

### Section 2 – Policy

It is the responsibility of the customer or property owner to maintain the service line from the curb stop to the building as dictated in Water Policy 5.1.000 Jurisdictional Boundaries. Therefore, any leaks found on private property are the responsibility of the customer to locate and repair. Water leaks can be costly and quickly cause damage so customers shall repair them expeditiously. Customers shall notify GRPU within 24 hours of any water leak found on private property. GRPU staff is prepared to work with customer and contractor to help isolate water leaks within the distribution system.

Water leaks that are detected after the curb stop but before the water meter will take a coordinated effort between GRPU and the customers contractor. The costs associated with the water repair are the responsibility of the customer, however, the customer will not be billed for the water that was lost before the water meter. Once the leak is determined, the customer will have 72 hours to provide a plan to GRPU Water-Wastewater manager for the necessary repair. The time frame allowed for said repair will vary depending on the severity of the leak and what time of the year the leak is detected.

At its discretion, GRPU may shut off water service if it is determined that property or system infrastructure damage is likely to result from the leak or if there is a threat to public safety or water quality.

Water leaks that are detected after the meter have a high likelihood of causing damage to customer building and will require immediate attention. Customers should locate and close

the main shut off valve in the building and make the appropriate repair. If there is not a main shutoff valve or the customer cannot locate it, GRPU can shut off the water at the curb so the repair can take place.

Customers are required to pay for the quantity of water and the wastewater charges associated with any water leak that was metered. GRPU does offer a one-time wastewater billing adjustment per residential customer at the leak location in the form of a credit applied to the customer utility bill when a significant increase in water consumption occurs due to a pipe break, fixture leak, vandalism or similar situation.

Customers must provide document(s) that the leak was repaired and document that the water did not go into the wastewater collection system for treatment. The customer must provide repair or parts receipt, pictures of leak area, written narrative of the request and explanation of the leak. Additionally, the following criteria must be met:

- The customer's utility account must be current (can't have an outstanding balance).
- Consumption on the utility bill in question must be at least three times more than the average of the previous two months.
- Permanent repairs must be made within 60 days of the due date of the utility bill in question and one-time wastewater billing adjustment submitted within 60 days of the due date
- Properties under construction, being renovated, abandoned or vacant without proper care do not qualify.

If all the criteria are met, then the one-time wastewater billing adjustment for that month will be reduced to the average of the previous two months and billed accordingly. The General Manager has the discretion to waive a criterion with an unusual or extraordinary circumstance.

Any damage done to a hydrant meter, water meter, node, hydrant, valves, valve boxes, or water main or any other component of the water distribution system will be repaired by GRPU (with its own or hired contractor). The cost of such repair will be billed to the party or parties responsible for the damage.

---

Tom Stanley  
GRPU President

---

Luke Francisco  
GRPUC Secretary

**POLICY HISTORY:**

Adopted: August 16, 2023