

## Leak Adjustments

Customers are responsible for the service lines on the customer side of the meter. This is defined as that point at which the customer's plumbing connects to the meter box. This includes a customer's shut off valve connected directly to the meter box. The City does not maintain lines or repair leaks on the customer's side of the water meter. The customer is responsible for all metered usage, including usage caused by leaks. The City of Hendersonville may allow an adjustment for utility charges resulting from leaks on the customer's side of the meter. All of the following apply:

1. An adjustment may be extended to the customer's account/property only once every 36 months upon approval.
2. Leak adjustments will be calculated up to a maximum of 2 highest usage billing cycles per account. The two highest billing cycles will be determined by City staff after staff determines the end of the abnormal usage caused by the leak through review of meter data. If staff is unable to determine that the abnormal usage has been resolved, the adjustment may be denied. The customer is responsible for all charges related to abnormal usage that occurs for greater than the two highest billing cycles.
3. Leak adjustments will not exceed \$1,000. If the leak exceeds the allowable adjustment, the bill will be recalculated using the lowest available water volumetric charge. Customer will be responsible for the billed amount that exceeds the maximum adjustment after the bill is recalculated.
4. The customer must submit a Leak Adjustment Request Form for approval to receive an adjustment. The Leak Adjustment Request Form must be submitted within 90 days after the leak is corrected as determined by City staff. Staff will review meter usage data to determine the correction of the leak.
5. Customers are responsible for paying the entire amount due within the normal payment period or enter into payment arrangements for the billed amount to remain in good standing on all current billings. If payment is not received on time, the customer is subject to all current and applicable collection processes and procedures, including but not limited to disconnection of service.

6. If a residential customer is approved for a leak adjustment, they will be billed for their meter base charge and any amounts exceeding the maximum adjustment plus the usage flat rate outlined in the table below. Customers with sewer service will be billed their sewer base amount plus the usage flat rate below in addition to their water. The sewer related to the leak will be adjusted off and is not included against the maximum allowable adjustment. The adjustment will be applied as a credit on the Customer account unless that Customer account is no longer active. Residential customers with a meter that provides service to more than one structure (Master Meter) will be treated as commercial under this policy.

Water: Residential Inside 3/4”-\$ 20.00  
Residential Outside- 3/4”-\$ 25.00

Residential Inside 1”or larger - \$ 30.00  
Residential Outside 1” or larger - \$ 35.00

Sewer: Residential Inside 3/4”-\$ 30.00  
Residential Outside- 3/4”-\$ 37.50

Residential Inside 1”or larger - \$45.00  
Residential Outside 1” or larger- \$ 52.50

7. Adjustments for commercial customers are calculated based on one and one half (1 ½) times the commercial customer’s average consumption. Average consumption is based on the previous twelve (12) month usage. If previous consumption is less than 12 months, the City may require up to an additional 3 months of billed usage before an adjustment will be processed.

8. Leak adjustment will be applied to the customer account as a credit. Payments made prior to adjustment that do not exceed more than 3 months normal billed activity will remain as a credit on the account unless the account is no longer active. Amounts paid greater than 3 months normal billed activity may be requested to be refunded by the Customer. Any credits or payments received may be applied to outstanding Customer balances.