



**TOWN OF PALMER LAKE
BOARD OF TRUSTEES - AGENDA MEMO**

DATE: February 8, 2024	ITEM NO.	SUBJECT: Authorize Staff to Provide Relief for Excessive Water Leaks
Presented by: Town Administrator		

Background

The Board modified the water usage tiers in the fall of 2023. With the modification of the tier structure to the water billing, when a customer experiences an excessive water leak, the consequence can create a financial hardship. The town is empathetic to this situation, when the customer becomes aware, repairs the leak issue, but could use assistance with the financial burden of water not used due to the leak.

The current town meters do not have the technology to alert department technicians or homeowners to the leak; however, there are resources for homeowners to add such a tool to their service line.

Currently, following the reading of meters, the water department personnel review the high usage report and check out the water lines of those accounts that increase substantially.

It is typical with other water utilities to offer a credit once the customer provides proof of the leak and a receipt that the repair is fixed.

Recommended Action

It is suggested that staff be authorized to provide relief for that portion of water not used that falls above the tier 2 level with evidence of a water leak, typically confirmed by water personnel. This relief will not occur a second time for the same issue, as the homeowner is responsible for repair of the leak.