

EXHIBIT A

CHAPTER 50 – UTILITIES; ARTICLE II. – WATER; DIVISION 2. WATER SERVICE

Sec. 50-46. ~~Leak on customer's side of meter.~~ Leaks & Leak Adjustments

(A) Responsibility for water leakage:

The contract between the customer and the city is for the delivery of water to the customer's side of the meter and the customer will be billed for and held responsible for water delivered through the meter. The city shall not be responsible for the loss of water or damage to property by reason of leaks in pipes or plumbing on the customer's side of the meter; and if the water so delivered and billed by the city is not paid for in accordance with the rates provided in appendix A to this Code when it becomes due, service shall be discontinued by the city water department and not turned on again until all fees and penalties are paid. In accordance with the City's Water Leak adjustment policy, customers may make a written request for an adjustment due to a Hidden Water Leak as defined in the policy by completing the request form and submitting it to the Utility Billing department. All requests are subject to City Manager or designees' approval.

(B) Water Leak Adjustment Policy:

- 1) Customers who have experienced water loss due to a HIDDEN WATER LEAK may request an adjustment to their account. A Hidden Water Leak is defined as a water leak where **there is no visible evidence of a leak**, which is found to exist on the private side of the meter in the following circumstances:
 - a. Underground
 - b. Behind walls
 - c. In or under a concrete slab or pavement
- 2) The adjustment must be received in writing with proof of repairs (plumbing invoices or receipt of plumbing supplies) and the daily water meter readings must show that the leak no longer exists. The request for this adjustment must be made within 3 months of the repair date.
- 3) The adjustment will be made at one hundred percent (100%) of the calculated Leak volume. The leak volume shall be calculated by subtracting the average metered water use from the total metered water use during the leak period. The average metered water use shall be determined by averaging the metered water use over the six months prior to the leak period, with consideration of prior years' usage during the same months, as applicable to account for seasonal water use.
- 4) Current water rates will be used to determine the amount to be adjusted to the customer's account.

CITY OF PORT LAVACA
CODE OF ORDINANCES

- 5) The adjustment is available only as a credit to the customer's account. Accounts receiving a leak adjustment are ineligible for another water leak adjustment for the next 12 months.
- 6) An account may not qualify for a water leak adjustment if during the high-water volume period the customer:
 - a. Failed to provide documentation that a leak was repaired,
 - b. Filled a swimming pool,
 - c. Established new landscape (New sod, new trees, shrubs, etc.), or
 - d. Received a water leak adjustment in the previous 12 months.

(Ord. No. G-4-08 , § 9, 9-9-2008)

END OF EXHIBIT A