

10. Leak Adjustment Policy

The Board of Commissioners (the “Board”) recognizes that water leaks on private property may result in unusually high water bills, and the Board finds it necessary to adopt a fair and uniform policy governing leak adjustments while ensuring that costs are not inequitably distributed among all customers.

SECTION 1. CUSTOMER RESPONSIBILITY

Customers shall be responsible for maintaining all plumbing systems in good repair and working condition. The DISTRICT may attempt to notify customers of known leaks; however, failure to provide such notice shall not relieve the customer of responsibility for all water passing through the meter. Customers shall maintain current contact information with the DISTRICT.

Failure to make timely repairs may disqualify a customer from receiving a leak adjustment.

SECTION 2. ELIGIBILITY AND CALCULATION

Each customer shall be eligible for no more than one (1) leak adjustment within any twelve (12) month period. Only the highest monthly bill during the leak period shall be considered for adjustment, and that bill must be at least one hundred dollars (\$100.00) to be eligible for adjustment.

Leak adjustments shall be calculated as follows:

1. Starting with the bill to be adjusted, exclude estimated or calculated usage attributable to irrigation or fire protection and recalculate the bill using the applicable mid-tier rate per 1,000 gallons, including applicable taxes;
2. Determine the average bill for the preceding four (4) billing periods;
3. Subtract the average bill from the recalculated bill;
4. Divide the resulting amount by two (2); and
5. Deduct that amount from the total original amount of the bill that is being adjusted.

The mid-tier rate in effect at the time of the leak shall be used in this calculation.

Payment arrangements may be made in cases of hardship for a period not to exceed six (6) consecutive months unless otherwise approved by the Board.

SECTION 3. QUALIFYING LEAKS

Leak adjustments shall be granted only for leaks that have been repaired. Customers must submit a completed leak adjustment application along with documentation, including photographs of the leak and repair, and receipts for parts or services.

To qualify, the leak must:

- a. Occur in the underground service line between the meter and the structure or within concealed plumbing (including behind walls, under floors, or above ceilings);
 - b. Not be readily noticeable by a reasonable person under normal conditions; and
 - c. Not be disqualified from a leak adjustment by Section 4 below.
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SECTION 4. NON-QUALIFYING CONDITIONS

Leak adjustments shall not be granted for the following:

- a. Faulty plumbing fixtures or appliances, including but not limited to water softeners or filtration systems;
- b. Faucets, hoses, or outlets left running;
- c. Filling or maintaining swimming pools;
- d. Vehicle washing;
- e. Any irrigation usage or irrigation system leaks. The irrigation system is defined as beginning at the point of connection between the customer's main service line and the irrigation piping, including any part of the fitting, coupling, or other appurtenance used to make that connection. No leak adjustment shall be granted for any leak, break, malfunction, or usage occurring at or beyond this point, and no exceptions shall be made to this policy;
- f. Fire protection systems, including sprinkler systems or private hydrants;
- g. Premises left unattended without reasonable care;
- h. Leaks not repaired within two (2) billing cycles, regardless of notice to the customer;
- i. Leaks not repaired within ten (10) business days after the DISTRICT notifies the customer of high usage or a potential leak by speaking to the customer, by leaving a written notice at the customer's billing address on file with the District, by leaving a voice message at the customer's phone number on file with the District, by sending a text message to the customer's phone number on file with the District, or by sending an email to the customer's email address on file with the District. Customers are responsible for giving the DISTRICT their current contact information.

No adjustments shall be made for irrigation-related usage or leaks under any circumstances.

SECTION 5. APPLICATION REQUIREMENTS

A written request for a leak adjustment must be submitted within sixty (30) days after the due date of the bill for which the adjustment is requested. The customer must have maintained the account in the customer's name and occupied the property as a residence or business for a minimum of one (1) year prior to the leak.

SECTION 6. THIRD-PARTY PAYMENT

No leak adjustment shall be granted if any portion of the bill is paid by a third party, including but not limited to contractors, responsible parties, or insurance providers.

SECTION 7. APPROVAL AUTHORITY

Leak adjustments of less than one thousand dollars (\$1,000.00) may be approved by the General Manager. Adjustments of one thousand dollars (\$1,000.00) or greater must be approved by the Board of Commissioners.

SECTION 8. POLICY REGARDING IRRIGATION

The DISTRICT's primary obligation is to provide potable water for essential use. Irrigation is considered a secondary, non-essential service. Infrastructure planning, including system capacity and upgrades, accounts for irrigation demand; however, irrigation revenue is seasonal and limited.

After evaluation of system costs and impacts to all ratepayers, the Board has determined that adjustments for irrigation usage are not appropriate, as such costs would be borne by all customers.

Customers are encouraged to utilize commercially available water monitoring devices to assist in managing consumption and detecting leaks.

SECTION 9. EFFECTIVE DATE

This Resolution shall take effect immediately upon its adoption, and all prior policies or portions thereof in conflict with this Resolution are hereby repealed.

ADOPTED this ____ day of _____, 2026.

NOLENSVILLE/COLLEGE GROVE UTILITY DISTRICT

President

Secretary