



**CITY OF HILSHIRE VILLAGE
WATER LEAK ADJUSTMENT POLICY
ADOPTED BY COUNCIL ON 5/15/18**

Objective

The objective is to assist water customers who have experienced high water bills due to circumstances outside of their control.

Purpose

The purpose of this document is to communicate to our water customers the City's policy regarding water leak adjustments

Policy

The City may allow a water leak adjustment (credit) because of loss of water through an "excusable effect" in the customer's water line. In order to receive an adjustment, the customer must complete the Water Leak Relief Application and submit it and the required documentation to the City Administrator. A credit may be given for up to one-half of the rate charged for usage in excess of the yearly average. If the applicant has been a customer for less than one year, then the City may delay the adjustment for a sufficient period of time to calculate the average water usage. The adjustment is limited to a maximum of one (1) billing cycle consisting of two (2) months usage and must be requested within six (6) months of the repair of the leak. The adjustment will be a credit shown on the customer's next billing cycle after the adjustment is approved by the City. A customer may not apply for more than one (1) adjustments in any twelve (12) month period.

Eligibility Requirements

- A water line break or leak in the customer's plumbing lines causing additional cost in the bi-monthly billing to the home or business owner.
- Such leak has since been repaired and the plumbing lines restored within 48 hours of discovery of the leak.

Excusable Defects

Rupture or leakage caused by

- Weather
- Settlement
- Corrosion
- Wear
- Accident

Un-Excusable Defects / Events

Visible leaks such as faucet and hose leaks are ineligible
Failure to turn off faucets or outdoor water systems

Required Documentation

1. Completed Water Leak Adjustment Application
2. Copy of previous year's water bills (may be obtained from Inframark customer service 281-579-4500)
3. Copy of invoice from repair company detailing repairs made or receipts showing material bought to make repairs by customer

Russell Herron, Mayor

ATTEST:

Susan Blevins, City Secretary

City of Hilshire Village
Application for Water Leak Adjustment

Date of Application _____ Date of Leak _____

Address _____ Date Leak Repaired _____

Owner(s) _____ Owner(s) Phone # _____

Location of Leak _____

Type of leak on customer's side of meter: _____

Description of Repair: _____

Previous 12 months billing (billed bi-monthly):

Feb _____ Aug _____ Leak Bill Amt. _____

April _____ Oct _____ 12 Month Avg. _____

June _____ Dec _____ Difference _____

Required Documents for Submission to the City:

- Copy of previous consecutive year's water bills (may be obtained from Inframark customer service 281-579-4500)
- Copy of invoice from repair company detailing repairs made

The City retains the right to make field verifications before approving leak adjustments.

I, _____, am the Responsible Party for the account at the above service address. I am asking the City of Hilshire Village to adjust my account due to a water leak. The information submitted to the City herewith is true and correct.

Print Name: _____ Date: _____

Signature: _____

APPROVED BY _____ DATE _____

DENIED REASON _____