

CSC201414
Leak Adjustments
Section 15.48.180 of the Governing Ordinance

RECEIVED
DEC 4 2014
METROPOLITAN
CLERK

BASIS OF CONSIDERATION:

Metro Water Services will adjust for concealed leaks once they have been repaired. Consumers will receive one month's water and sewer credit during a twelve month period. Consumers with underground leaks that have been repaired will be eligible for an additional month sewer credit.

POLICY:

Metro Water Services will credit for one month's water and sanitary sewer billing when a concealed leak has been discovered and repaired. Underground or under home leaks are typically undetected until the monthly billing, causing a delay in repairs. The water loss does not return to the sanitary sewer system. Due to the detection and repair timeframe Metro Water Services will grant an additional month sewer credit for the water loss not returning to the sanitary sewer system. For consideration, the repairs must be made within the second month's billing period and the request submitted within 90 days of the repair date.

In all situations, adjustments will be considered up to the limits prescribed in the Metropolitan Code.

Effective Date: 11/17/2014

RECOMMENDED:

_____, Date: _____
Assistant Director

[Signature], Date: 11/19/14
MWS Deputy Director

[Signature], Date: 19 NOV 14
MWS Director