

## LEAK ADJUSTMENT POLICY

### I. Overview

The Isle of Palms Water and Sewer Commission (IOPWSC) sets rates and fees to collect money to cover the cost of providing water and sewer service to its customers. Billing will occur for water that passes through each meter and if applicable, a sewer charge is applied to cover the sewer processing cost. If an irrigation meter is installed, no sewer charge is applied to water that passes through the irrigation meter. Each customer is responsible for the maintenance and repair of their system from the water meter to and throughout their property. Therefore, adjustments for water leaks must be restricted. This policy applies only to residential and irrigation account. The IOPWSC will ***only adjust up to two (2) consecutive billing cycles if applicable***. The Commission will review commercial accounts on a case-by-case basis. If the customer feels an adjustment is warranted, it must be requested in writing.

### II. Definitions

- 2.1 Catastrophic Leak: A catastrophic leak is defined as a leak, which causes one month's consumption to exceed the customer's highest three (3) months' usage in the past twelve months.
- 2.2 Excess Usage: Excess usage is the actual amount of water consumed for the month less the single highest month's consumption during the past six (6) months.
- 2.3 Monthly Average Usage: Total water usage in the past six months divided by 6.
- 2.4 Negligence: an act or instance of being negligent (i.e. lawn irrigation and/or water loss through irrigation systems; spigot/faucet, hoses, and/or outside shower turned on and left on by unknown or known causes).

### III. Process

- 3.1 You must submit a completed Leak Adjustment Request Form provided by the IOPWSC. Leaks must be repaired prior to review of the account.
- 3.2 No more than one leak adjustment per 12-month period will be approved.
- 3.3 Your account must be paid in full and kept current until the leak adjustment is reviewed and a decision is made. Contact a Customer Service Representative to make a payment arrangement before your due date, if necessary.
- 3.4 Paid receipts of repair and/or materials must be submitted.
- 3.5 Non-eligible requests include: negligence or unreasonable delay in making plumbing repairs, and leaks older than 6-months.
- 3.6 A credit may be given for the excessive water Tier 2 through Tier 5 rates and surcharges. If your account demonstrates change of season usage during the same period from the previous year, that usage will be used.
- 3.7 An adjustment may be given for sewer charges when applicable. When a request has been approved for a sewer adjustment, your average normal monthly use is calculated based on prior usage history. If your account demonstrates change of season usage during the same period from the previous year, that usage will be used.

#### IV. Qualifications

- 4.1 WATER ADJUSTMENT: No adjustment will be made for volume consumption caused by leaks unless the criteria of a CATASTROPHIC LEAK are met. The adjustment will be made on the excess usage as previously defined. If an adjustment is granted, the excess usage will be billed at the lowest prevailing tier in accordance with the current rate schedule. The balance of the usage will be billed at the prevailing respective tier rates. If applicable, Surcharges will only apply to the monthly average usage.
- 4.2 SEWER ADJUSTMENT: Sewer adjustments will be made for verifiable leaks that do not go into the sewer system. Adjustments will be for the difference between the consumption billed and the monthly average usage. The adjusted volume will be billed at the corresponding tier rate. If applicable, Surcharges will only apply to the monthly average usage. Leaks such as stuck toilet flush valves, washing machines, leaking faucets, etc; that do not qualify for a sewer adjustment, as defined above, will be billed at the lowest prevailing tier in accordance with the current rate schedule.