

### **City of Marmaduke Leak Adjustment Policy**

Leakage adjustments will be offered by the City of Marmaduke to **residential customers** as an accommodation for high water use caused by a leak on the customer's service lines. For the purpose of this policy, a leak is defined as water flow from a water line or fixture break on the customer side of the meter. The City will **not** make adjustments for leaking faucets or toilets.

Usage for a single billing period is compared to the same billing period from the prior year.

If the usage from the previous year is greater than the current year, no leakage adjustment will be granted.

The amount of usage (billing units) for the selected billing period the prior year is subtracted from the usage for the same billing period in the current year. The difference is divided in half, with the City and the customer each taking responsibility for half of the calculated additional use (assumed to be a result of the leak).

All adjustments will be calculated according to the same process and will not exceed \$1500.00 per adjustment.

#### **Example of Adjustment.**

##### **Billing for July 2015**

8,000 gallons used,  
\$250.00 charged for water and sewer

##### **Billing for July 2014**

2,500 gallons used  
\$50.00 charged for water and sewer

##### **Adjustment for July 2015**

8,000 gallons – 2,500 gallons = 5,500 gallons  
\$250.00 - \$50.00 = \$200.00  
\$200.00 difference / 2 = \$100.00 Adjustment

**Amount due from the Customer \$150.00**

#### **Terms of the adjustment:**

- Only **one** adjustment per customer will be granted at a single property every 2 years.
- The adjustment will apply to one billing period **only** (if the leak occurred over more than one billing period, the customer will have the option to decide which billing period the adjustment will be calculated and applied to).

The adjustment cannot be applied to late charges or re-connect fees, only water and sewer usage.

- **The adjustment will be made only after proof of the repair is presented and the meter has been read by a City Employee to confirm that no leak is present.**