




ELECTRIC WATER SEWER STORMWATER

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www.HANNIBALBPW.org



POLICY:	Water Leak/Sewer Adjustment	DEPARTMENT:	Business Office
APPROVED:		REVIEWED / REVISED:	06/05/24

Description:

To establish a policy for financial adjustment when a leak is found on the customer side of the meter.

Guidelines:

Water and/or sewer charges may be eligible for adjustment when a leak is found on the customer side of the water meter.

A leak adjustment is a financial adjustment to water and/or wastewater (sewer) usage charges on a customer's bill caused by a leak on the customer's side of the meter or an exceptional unexplained increase in consumption that a licensed plumber and/or HBPW staff has validated.

The adjustment will reduce the excessive bill(s) for water and/or sewer usage to be outlined below. Leak adjustments will cover no more than three (3) consecutive months. Only one (1) financial adjustment associated to billed usage will be allowed during a rolling 12-month period per location.

When available, the HBPW will use the AMI system to determine if a leak persists. If AMI metering is not available, a service order will be issued for a crew member to retrieve a meter reading and determine if the leak persists.

No adjustments will be made until the leak is repaired. Documentation, including receipts or a statement from a licensed plumber, may be required.

For a leak that occurs underground, between the meter and the home:

The HBPW assumes half the leak over and above the average water bill. The sewer is adjusted to an average bill based on the customer's average charges during the prior 12-month history.

For a leak that occurs within the house or basement:

A water leak adjustment is generally not allowed, though the HBPW reserves the right to examine instances on a case-by-case basis. The HBPW may adjust the sewer based on the customer's average charges during the prior 12-month history if the leak is located in an area where the water would not have drained into the HBPW sewer

Should multiple service requests (turn-on or turn-off) for the same location be made, the Water Department Supervisor will be informed of the request prior to assigning a crew member. The Supervisor will examine the episode and use discretion as to applying additional service charges during regular business hours. Should the caller agree to install a private shutoff valve, the service charges may be waived.

Originated / Revised History

- Originated – 07/08/92
- Revision 1 – 10/14/09
- Revision 2 – 11/10/09
- Revision 3 – 06/05/24