



Leak Adjustment Policy

Effective: April 15, 2020

James City Service Authority Leak Adjustment Policy states:

Abatement; refund – The Authority is not responsible for water charges incurred due to leakage or for water wasted by water service pipes or fixtures either damaged or in despair which belong to the customer. However, in certain cases, the General Manager may at his discretion, determine a fair and reasonable settlement of the disputed bill, when, in his opinion, the circumstances justify such consideration and without which, an injustice to the consumer will result. However, in the event of broken water lines caused by excessively cold weather or an underground leak, and upon presentation of evidence that the leak has been promptly repaired; the utility bill shall be adjusted as follows:

1. One-half (1/2) of the amount in excess water reflected on the utility bill due to this cause, based on the average of the last three (3) bills; and
2. If connected to the public sewer, all of the estimated amount of water which did not enter the public sewer.

Underground/Behind Wall Leaks

The customer's billing history or rereads after repair date will be utilized to determine the customer's normal/average consumption without the leak. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected by the leak to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The excess consumption will be adjusted 50% for Water and 100% for Sewer. A maximum of two bills will be reviewed for possible adjustment. The minimum is 2,000 gallons per billing month.

Toilet Leaks and Water Purification Systems

The customer's billing history or rereads after repair date will be utilized to determine the customer's normal/average consumption without the leak. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected by the leak to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The consumption will be adjusted 50% for Water and 50% for Sewer. A maximum of two bills will be reviewed for possible adjustment. The minimum of 2,000 gallons per billing month.

Meter Leak Repaired by JCSA

The customer's billing history or rereads after repair date will be utilized to determine the customer's normal/average consumption without the leak. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected by the leak to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The excess consumption will be adjusted 100% for Water and 100% for Sewer.

Vacant

An adjustment can be provided for a "vacant" service address. Proper documentation would need to clearly indicate the exact dates the property was vacant. Billed consumption during the vacated timeframe will be adjusted 50% for Water and 50% for Sewer. If during this vacant timeframe it is determined that the property had an underground leak the billed consumption would be adjusted 50% Water and 100% Sewer.

Courtesy Adjustments

Visible Leaks -Visible leaks on an irrigation system that are captured on a submeter would be eligible for 100% sewer and HRSD adjustments. The submeter credit reading must be submitted on time for the credit to be applied. Adjustments for Hose bibs, hot water tanks, backflow devices, etc. would be eligible for a 100% credit of Sewer and HRSD charges. The water charges for this type of adjustment would not be approved. May be eligible for an adjustment limited to one every 3 years.

Unexplained High Usage -For unexplained usage, the customer's billing history or rereads after consumption has returned to normal will be utilized to determine the customer's normal/average consumption. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the

billed consumption resulting in the excess consumption above the customer's normal usage pattern. The excess consumption will be adjusted 50% for Water and 100% for Sewer. The unexplained is a one-time adjustment over the life of the account for a customer at a particular address. Unexplained high usage adjustments will need to be approved by JCSA General Manager.

The James City Service Authority (JCSA) reserves the right to decline an adjustment based on negligence, vandalism and unknown water loss. Negligence includes failure to repair a known leak promptly and/or within a reasonable amount of time. Any adjustment request that is not outlined above must be appealed to the JCSA General Manager.