

Water Regulations

1023

Customer Water Leak Adjustments

EFFECTIVE DATE: September 10, 2020

The purpose of this policy is to provide a basis for the MPWC to adjust high bills caused by leaks in water lines or equipment on Customers' property that the user could not reasonably have known about with normal diligence. The reason for providing a policy for reducing these bills is to relieve possible financial hardship on residents and business caused by no fault of their own.

Leak Threshold Considerations

Leak adjustments to water bills will be considered only if the following conditions have been met:

- The leak adjustment threshold is 150% above the account's average water usage based on the previous four (4) quarters of usage history.
- The Customer must complete the MPWC's "Leak Adjustment Request Form" and attach written report or detailed/itemized statement from a licensed plumber that;
 - Describes presence, size and location of the leak
 - Provide documentation that the leak was repaired within 15 days of discovery (by either the MPWC or by the Customer), or receipt of bill, whichever is earlier.
 - If Customer fixes leak, the MPWC must verify that the leak is no longer indicated and any additional costs incurred by MPWC as a result of such verification will be billed to the Customer.
- The MPWC will not consider lack of proper maintenance or negligence by account holder (or third party, such as a renter, contractor, etc.) which culminates in water loss as being eligible in approving any Leak Adjustment to the bill;
- The Customer must request the Leak Adjustment before the due date of the bill;

MERCHANTVILLE-PENNSAUKEN WATER COMMISSION

- The Customer account for which the Leak Adjustment is requested must be up to date and the Customer must pay at least the average bill based on usage history from previous four (4) quarters, while the Leak Adjustment Report is in review;
- The Customer has not applied for and received a Leak Adjustment within the last three (3) years;
- Adjustment requests will not be granted for changes in water usage patterns such as watering a garden or lawn, filling a swimming pool or hot tub, having guests, etc.;
- Adjustment requests will be allowed for only one (1) billing cycle. A special exception may be considered if the leak occurs over two (2) consecutive billing cycles as long as the leak did not cover the full cycle of either bill.

The MPWC assumes no responsibility for damage, repairs or inspections necessitated and/or caused by leaks. If the above conditions are met, leak adjustments will be issued as follows:

Water Account Adjustments

1. Water charge will be adjusted by applying a credit of 50% of the excess water usage charge above 150% of the average usage history based on the previous four (4) quarters of usage history.

Upon receipt a Leak Adjustment Request Form and all other required documentation, the account shall be reviewed by the Customer Service Director and then submitted to the Chief Operating Officer for review prior to any consideration. Any recommendation for an adjustment of charges shall be brought to the Commission for consideration and approval. Customers shall have the right to attend an open public meeting where their account and any proposed recommendations will be discussed. Any decision made by the Commission shall be final.