

Town of Windsor

Memorandum

May 14, 2013

TO: The Honorable Mayor and Town Council

FROM: Michael Stallings, Town Manager *MS*

SUBJECT: Water Leak Policies

I have received the water leak policies from Smithfield, Isle of Wight County, and Franklin. These localities do offer a credit for individuals that experience high water bills due to a leak. They require that the resident provide proof that the leak was repaired prior to giving the credit. They give a credit of 50% of the usage in excess of their "normal" usage.

I have attached a copy of each localities policy.

This is for Council's discussion and direction.

Water Leak Policies

Town of Smithfield

Sec. 82-41. - Water leak credit.

The town shall give a credit for water usage during a situation involving a leak at a rate of one-half off the average water gallons used over the average of the last three months or based on seasonal usage to be determined by the water and sewer department. The following criteria would have to be met:

- (1) A receipt showing payment for repairs to the piping would need to be submitted.
- (2) One credit per year per property. Any customer requesting more credit than that would go before the water and sewer committee for review.

City of Franklin

Under the current policy here, the average usage for the past 6-12 months depending upon the circumstances is calculated. The city adjusts the bill for both water and sewer for the full amount above two times the calculated average usage for that customer. The customer is required to provide a receipt from a plumber showing that the leak was repaired, or a materials receipt if the customer repaired it themselves.

Isle of Wight County

All water for which a charge is made under this section passing through a meter shall be charged for whether used, consumed or wasted; provided, however, that where underground or inside leaks, or both, occur in water pipes, and the owner or occupant of such premises or the consumer thereof, after receiving written notice of excess consumption, shall have all necessary repairs made promptly, shall furnish the county with a plumber's letter certifying that the repairs have been made and the date completed, and shall have repairs inspected and approved by utility personnel. The county may make credit to such owner, occupant or consumer of the total charge in excess of the average bill for the premises as may be deemed reasonable. A maximum of fifty percent credit on excess charges based on the previous six-month's average may be allowed. Only one adjustment credit may be allowed for the same premises within six consecutive months.