

Relief Procedure For High Water Bills Caused by Leaks
(one time only per customer)

1. The customer must contact the office within 45 days after the bill has been mailed to request relief from a high bill caused by a leak.
2. The customer may request the service be shut-off until repairs can be made. The \$5.00 shut-off fee will be waived.
3. The customer must agree to get the leak fixed immediately or they will be liable for the entire bill.
4. A reduced bill will be negotiated if it can be shown by the customer that the high water bill was the result of a leak.
 - a. The reduced bill will be computed by using the highest billing for the past four readings or half of the current billing at this address, whichever is greater.
 - b. A payment agreement schedule will be established with the office staff.
5. The customer must fix the leak before the next billing period in order to not be liable and charged the original full billed amount.