

**VILLAGE OF COLLEGE CORNER**  
**COLLEGE CORNER WATER and SEWER**  
**WATER and SEWER LEAK ADJUSTMENT**

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**A. PURPOSE**

1. The purpose of this policy is to define a credit policy to be followed when a customer has incurred unusual charges as a result of a water service leak or other problems on the customer's side of the water meter, causing the loss of metered water; and
2. The excess water usage was of such a nature and at such a location to not have been discovered with the customer's reasonable diligence or has occurred as the result of a condition beyond normal and reasonable control of the customer or other parties responsible for the use, care, and maintenance of fixtures and devices that are a part of the customer's water service system.
3. There is no obligation for College Corner Water and Sewer to adjust an account when the water has been metered properly, but it is desirable to encourage customers to make prompt and permanent repairs, minimizing their usage charges.

**B. CONDITIONS**

1. Adjustments will not be allowed for water loss arising from carelessness, negligence, or lack of due diligence on the part of the customer.
2. It is the customer's responsibility to promptly discover and stop the loss of water. Leak adjustment requests will not be honored or made for billing periods in excess of thirty (30) days past.
3. The customer is responsible to repair, or arrange to have repaired, the service line, fixture, or device causing the water loss.

**C. CUSTOMER RESPONSIBILITY**

1. The customer must submit a Water and/or Sewer Credit Request Form, obtained from College Corner Water and Sewer, and provide information describing the abnormal situation or circumstances that resulted in the loss of water. This should include the cause of the water loss, when the problem was discovered, what action was taken to stop the loss of water, and the arrangements made for repairs.
2. Once a repair is completed, the customer must provide evidence of leak repair to support the condition that the repair is a quality job of a permanent nature, such as:
  - a. Plumber's repair bill, or
  - b. A letter from plumber or repair company, or
  - c. A list of materials used with receipts if the customer performed the repair.

**D. ADJUSTMENT PROCEDURE**

1. Upon receipt of the customer's statement describing the water loss and/or copies of invoices or receipts documenting repair, College Corner Water and Sewer staff will evaluate the circumstances surrounding the water loss.
2. Qualified adjustments for water charges will be calculated under the following guidelines.
  - a. Water Service Availability Charges will not be credited.
  - b. Usage in the leakage month must be at least 3,000 gallons or double of the prior four (4)-month average usage to qualify for an adjustment.

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- c. The average usage for the prior four (4) months is used to determine the usage for the leakage month(s). The usage greater than the average will be charged the cost at the bulk rate per 1,000 gals.
  - d. Only one (1) adjustment will be made during a the most recent twelve (12)-month period unless approved by College Corner Water and Sewer.
3. Qualified adjustments for sewer charges will be calculated under the following guidelines:
  - e. Sewer Service Availability Charges will not be credited.
  - f. If the leakage was processed through the Sewer System:  
No adjustment will be credited.
  - g. If the leakage was not processed through the Sewer System:  
The average usage for the prior four (4) months is used to determine the usage for the leakage month(s). The usage greater than the average will be charged the cost at the bulk rate per 1,000 gals.
  - h. Only one (1) adjustment will be made during the most recent twelve (12)-month period unless approved by College Corner Water and Sewer.
  - i. Indiana customers' sewer credit must be approved and issued by the Town of West College Corner.
4. No adjustment shall be made for a period in excess of one (1) billing period, and not more than one (1) such adjustment for any given twelve (12) month period per customer will be granted, unless approved by College Corner Water and Sewer.
5. No adjustment shall be made when the request for the adjustment is received more than sixty (60) days after the billing date of the bill to be adjusted in the case of an active customer, or thirty (30) days after the billing date of a final bill. Exceptions will only be made if there is proof for extraordinary mitigating circumstances.