**Leak Adjustment Policy**

Association members are eligible for one (1) leak adjustment every twelve (12) months (rolling 12-month period). The adjustment can only be made after the member contacts the office and schedules a physical inspection of the repairs. Once the inspection has been performed, the meter will be reread, and a new bill will be calculated. The member and the association will then split the difference of the leak. The amount to be split will be determined by:

1. Totaling the previous 12 months billings and divide by 12 to get the average monthly billing.
2. Subtract the average billing from the total amount of the current bill. This will give you the total of the bill that is eligible for the leak adjustment.
3. Divide the total amount that is eligible for the leak adjustment by two (2).
4. This will give you the amount that is to be added to the customer’s average billing amount.
5. This will now give you the new amount of the customer’s bill.

Any customer account that does not have twelve (12) months of billing history will be addressed on a case-by-case basis.

Commercial accounts are not eligible for leak adjustments.

**The leak adjustment is only on the water revenue.** All other taxes and fees are applicable.

Account No. : Account Name:

Inspected By: Date:

Customer Signature: Date:

Adjustment Amount: $ Date Adjustment Applied:

Step 1: Step 2: Step 3: Step 4: Step 5: