

TOWN OF PINEBLUFF'S WATER LEAK ADJUSTMENT POLICY

1. NOTIFY TOWN HALL IMMEDIATELY OR WITHIN 30 DAYS WHEN YOU RECEIVE YOUR BILL IF YOU FEEL THE USAGE FOR THE PERIOD IS EXCESSIVE. WATER LEAK HAS TO BE THREE TIMES YOUR AVERAGE BEFORE AN ADJUSTMENT WILL BE CONSIDERED.
2. LEAK ADJUSTMENTS ARE FOR OCCUPIED RESIDENTIAL DWELLINGS ONLY. NO LEAK ADJUSTMENTS FOR IRRIGATION. NO LEAK ADJUSTMENTS FOR NEWLY BUILT RESIDENTIAL DWELLINGS FOR THE FIRST YEAR. FROM THIS DATE MARCH 21, 2019 LEAK ADJUSTMENTS WILL ONLY BE GIVEN FOR INDIVIDUAL HOUSES ON ONE METER NO TWO HOUSES OR MORE ON ONE METER.
3. IF YOU HAVE A LEAK AND REQUIRE A PLUMBER BE SURE TO KEEP YOUR BILL. IF YOU ARE ABLE TO REPAIR IT YOURSELF, YOU MUST SHOW RECEIPTS OF MATERIALS USED.
4. THE CUSTOMER MUST BE IN GOOD STANDING AND CURRENT. PAY YOUR BILL ON TIME AND IF YOU ARE DUE AN ADJUSTMENT, YOU WILL BE GIVEN A CREDIT ON YOUR ACCOUNT.
5. THE PROPER PROCEDURE TO FOLLOW FOR AN ADJUSTMENT IS TO MAKE YOUR REQUEST TO THE BOARD OF COMMISSIONERS IN WRITING, ALONG WITH A COPY OF THE PLUMBER'S BILL OR IF DONE YOURSELF WE WILL NEED A COPY OF THE MATERIAL BILL.
6. THE TOWN'S BOARD OF COMMISSIONERS WILL REVIEW YOUR REQUEST AND DETERMINE IF YOU ARE ELIGIBLE FOR A LEAK ADJUSTMENT.
7. ADJUSTMENTS FOR WATER LEAKS WILL BE GRANTED ONE TIME EVERY THREE YEARS – (36) MONTHS. IN CASE THERE IS A SECOND LEAK ON ANY METER IN THE (36) MONTHS THAT IS GREATER THAN THE FIRST, THE TOWN WILL ALLOW THE CUSTOMER TO PAY THE FULL AMOUNT ON THE FIRST LEAK AND ADJUST THE SECOND. IN THE EVENT THE LEAK EXPANDS INTO THE NEXT BILLING CYCLE WITHOUT NOTICE GIVEN TO THE CUSTOMER IT WILL BE ONE ADJUSTMENT.

Adjustments will be determined by the following steps:

- (1) Add the total of usage for the last twelve (12) previous bills.
- (2) Divide by twelve (12) for average per month.
- (3) Subtract average from leak bill. Divide the difference by two (2) for the adjustment.
- (4) Take adjustment amount put amount in “What if Calculation” to get the amount owed for the adjustment amount.
- (5) Subtract adjustment from leak bill and this will give what they owe.
- (6) Customers may make payments:
 - a. under \$500.00 - over six (6) months
 - b. \$500.00 - \$1000.00 – over one (1) year period
 - c. \$1000.00 - \$5000.00 – over three (3) year period
 - d. above \$5000.00 – over five (5) year period