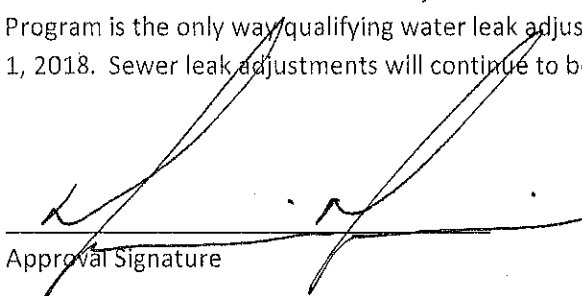


Town of Carthage Leak Adjustment Policy

Town of Carthage Water Utility is changing our leak adjustment policy effective April 1, 2018 to exclusively adjust water leaks. The following are the qualifications for water leak adjustments for the Town of Carthage Water Utility:

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. No customer shall receive more than one water leak adjustment that could incorporate a maximum of two billing cycles during any twelve (12) month period.
3. Adjustments on water bills will NOT be made on the following:
 - a. Residential customers who do not have their own water meter.
 - b. Commercial or Industrial Customers.
 - c. Premises left or abandoned without reasonable care for the plumbing system.
 - d. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
 - e. Negligent acts such as leaving water running.
 - f. Excess water charges not directly resulting from a qualifying plumbing leak.
 - g. Filling of swimming pools or leaks in swimming pools.
 - h. Watering of lawns or gardens.
4. The UTILITY shall not be obligated to make adjustments of any bills not submitted for adjustment within Ninety (90) days from the billing date.
5. Customers must present proof that a leak has been repaired before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
6. Established customers average usage will be calculate based on 12 months prior billing average. In any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.

Any residential customer may decline to participate in our ServLine Leak Protection Program by calling 615-489-8133. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. Our new Town of Carthage ServLine Program is the only way qualifying water leak adjustments will be made for leaks occurring after April 1, 2018. Sewer leak adjustments will continue to be handled by the utility district.


Approval Signature


Date