

## **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 DECEMBER 17, 2020 LEAK ADJUSTMENTS WILL ONLY BE GIVEN FOR CUSTOMERS WITH NO MORE THAN TWO (2) HOUSEHOLDS ON A SINGLE 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 (1) TIME PER YEAR – (12) MONTHS. IN CASE THERE IS A SECOND LEAK ON ANY METER IN THE (12) 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 TOWN IT WILL BE ONE ADJUSTMENT.

IN THE EVENT A CUSTOMER EXPERIENCES MORE THAN TWO (2) LEAKS IN THREE (3) YEARS THAT REQUIRE AN ADJUSTMENT TO BE ELIGIBLE FOR FUTURE ADJUSTMENTS THEY MUST EXPLAIN TO THE BOARD WHAT REPAIRS HAVE BEEN MADE TO ENSURE NO FURTHER LEAKS OCCUR FOR THAT RESIDENCE.

Adjustments will be determined by the following steps:

- (1) The leakage amount of water will be billed as follows for in town customers:
  - 0-15,000 gallons at \$4.32 per 1000 gallons
  - 15,001-40,000 gallons at \$4.80 per 1000 gallons
  - 40,001 gallons and over at \$10.08 per 1000 gallons
- (2) Out of Town rates will be:
  - 0-15,000 gallons at \$6.48 per 1000 gallons
  - 15,001-40,000 gallons at \$7.22 per 1000 gallons
  - 40,000 gallons and over at \$12.72 per 1000 gallons
- (3) Oakwood and the Pines will be:
  - 0-15,000 gallons at \$6.71 per 1000 gallons
  - 15,001-40,000 gallons at \$7.45 per 1000 gallons
  - 40,001 gallons and over at \$12.77 per 1000 gallons

**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 one and a half (1.5) 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