

The Water, Sewer & Gas Board of the Town of Wedowee
11 W Broad Street, Wedowee AL 36278
256-357-4716

Water Leak Responsibility Policy

Water, Sewer & Gas Board Leak Policy

The Water, Sewer & Gas Board understands that water leaks can create unexpected expenses and inconvenience for customers. However, all water that passes through the utility meter is considered delivered to the customer and is therefore billable.

The utility meter is the official measurement device for water usage, and the Board does not provide leak credits, leak forgiveness, or billing adjustments for water lost due to leaks occurring on the customer's side of the meter.

Customer Responsibility

Customers are responsible for maintaining all plumbing, water lines, fixtures, irrigation systems, and other water-related equipment located beyond the utility meter.

This responsibility includes, but is not limited to:

- Water service lines **INCLUDING CUSTOMER PRESSURE REGULATOR & BACKFLOW PREVENTOR**
- Residential or commercial plumbing
- Toilets, faucets, and fixtures
- Irrigation or sprinkler systems
- Freeze protection
- Vacant property monitoring
- Leak detection and repair

Customers are encouraged to routinely monitor water usage and inspect their property for leaks to avoid excessive bills.

Meter Accuracy

The Board maintains and tests water meters in accordance with industry standards. If a customer believes a meter is malfunctioning, the customer may request a meter test in writing.

If the meter is found to be operating within accepted accuracy standards, the customer may be responsible for applicable testing fees. If the meter is determined to be defective, appropriate corrective action will be taken in accordance with Board policy.

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Payment Responsibility

Water usage registered through the meter remains the responsibility of the account holder regardless of:

- Whether the water was intentionally used
- Underground or hidden leaks
- Freeze damage
- Equipment failure
- Plumbing failures
- Contractor damage
- Vacant property conditions

Failure to pay utility charges may result in penalties, service interruption, collection activity, or additional fees in accordance with Board policies and procedures.

Fairness and Consistency

The Board applies this policy uniformly to all customers to ensure fairness, consistency, and compliance with established financial and operational standards.

Providing selective leak forgiveness or individualized billing reductions could create unequal treatment among customers and expose the utility to claims of favoritism or inconsistent application of policy. Where financially needed, the board will work with an individual to finance a water leak if the board deems the situation necessary.

Leak Prevention Recommendations

Customers are encouraged to:

- Regularly inspect plumbing systems
- Monitor monthly utility usage
- Winterize exposed pipes
- Shut off water to vacant properties when possible
- Promptly repair all leaks or plumbing issues

Questions regarding this policy may be directed to the Water, Sewer & Gas Board office during normal business hours.

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