



WATER ADJUSTMENT POLICY JANUARY 2017

Consideration for leak adjustments is based upon excess usage resulting from a leak that cannot easily be detected. Excess usage is defined as consumption that exceeds the customer's historical consumption by 50% or greater. The historical average consumption is determined based upon previous usage for a similar time period.

Adjustments are limited to difficult to detect leaks, typically underground, including:

- Broken pipes
- Underground leaks including valves & pipes cracked by freezing, corrosion, etc.

The following types of leaks will **not** be considered for adjustment:

- Leaking or malfunctioning fixtures including faucets, toilets, etc.
- Malfunctioning appliances including hot water heaters, improperly adjusted water softeners, etc.
- Leaking sprinkler heads
- Incompletely closed valves including sprinkler valves and stop & waste valves
- No adjustments will be given for any type of irrigation leak during a water emergency.

Leaks must be repaired within 30 days of the date the leak was identified or the owner was notified to be eligible for a bill adjustment. The credit amount will be calculated after a copy of the leak repair bill is received. The receipt serves as verification that the repair was completed within the 30-day requirement and that the item repaired qualifies per the leak policy.

Adjustments are determined as follows:

- Usage in excess of the customer's historical average amount is calculated and credit is given for 75% for residential and 50% for all other accounts of the total excess gallons used.

In order to apply for an adjustment a customer must register with the City's water conservation program WaterSmart at watersmart.parkcity.org. Single family users can receive leak alerts, track usage and review recommendations on how to save water. Non-single family customers can track usage to be aware of any unusual consumption. To register, use your account number. Adjustments will not be granted if an account is not registered.

It is the responsibility of the property owner to identify water leaks on their property; however, leaks may be brought to the attention of the Water Department by anyone who observes the leak. As an added Customer Service, the Water Department also looks for indicators of potential leaks. Unusual consumption may be identified by the Water Department. If the Water Department discovers the leak during a monthly review, the consumer may be contacted by either phone or letter.

If an error is made in the calculation methodology for a water bill, the City can back bill a property owner for three years per Utah Code UCA § 78-12-25.