

Responsibility for repair of service pipe and Adjustment of water bill

1. The maintenance and repair of the service pipe on the user side of the water meter is the responsibility of the owner of the premises being served. The owner shall keep said service pipe in good working order.
2. Requests for adjustments are to be made in writing to Public Works.
3. Public Works will assist customers in checking for leaks, and may monitor meters for a period of time to determine that the meter is in proper working order. In the event a meter fails to register water usage properly, the customer will be charged at the base rate, for the time the meter is deemed faulty.
4. In case of a leak in the service pipe, the owner *may* be entitled to an adjustment on his water bill; provided the owner submits to the city an invoice showing that the leak has been repaired. A leak adjustment shall be available to the owner once every 12 months. Appeals may be made to the Town Council.
5. If the conditions in #4 are met, the water bill in the month the leak was detected shall be adjusted. The adjusted rate for the month in which the leak was detected shall be equal to the average of the water charges of the three-month period, 2 months' prior plus the month in which the leak is discovered, plus a \$20.00 charge.
6. The reduction provided for this section shall not be allowed if such excess water consumption is due to a customer's neglect or failure to repair the broken pipe. A reduction in billing shall not be permitted if such excess consumption is due simply to leaky faucets or other plumbing fixtures.
7. Public works may discontinue service to any premises if the owner of property refuses to make repairs necessary to avoid waste of water. If after reasonable efforts to contact the customer at the premises are not successful, and it is observable that water is being lost through leakage, the department at its option may terminate water service and shall leave written notice as to its action and the reason why.

*The amount of the adjustment may not be more than the amount it cost to produce the water that was lost due to leakage. The formula for the cost of 1 gallon of water is
this will be adjusted if there is a significant change in the cost of caustic
soda, electricity rates, or the management services of WWS.. In case of a very large
leak The amount due by the owner shall be no less than the cost of the water produced,
the base rate utility tax, and late fees owed if any.