



**Town of Belhaven
Water Leak Adjustment Policy
Adopted April 13, 2020**

The Town of Belhaven offers one annual leak adjustment allowance on customer bills for an unusually high water bill caused by physical damage to the customer's water service line.

PURPOSE

The purpose of this policy is to provide a credit adjustment to the water and/or sewer account of a customer who has experienced an abnormal situation involving the loss of metered water. The excess water metered will have occurred as a result of a condition beyond normal and reasonable control of the customer or other parties responsible for the use, care, and maintenance of fixtures and devices that are a part of the customer's water service system.

CONDITIONS

It is the customer's responsibility to promptly discover and stop the loss of water. In addition, the customer is responsible for making arrangements to repair or have repaired the fixture or device causing the water loss. Although there is no obligation for the Town to adjust an account when the water has been metered properly, it is the Town's desire to encourage customers to make prompt and permanent repairs and to show consideration for the unusual circumstance by sharing the cost of the excessive billing charges.

ADJUSTMENT PROCEDURES

- Customers may request adjustments to bills if they show that a break in a water line has resulted in extraordinary charges for a given billing period. In such cases, the customer will be charged an amount based on an average of the previous six months.
- Adjustment must be requested within 60 days of the date of the water bill suspected of indicating a water leak, or within 60 days of when the Town of Belhaven notified you of the suspected problem, whichever came first.
- Only one adjustment per 12 month period will be allowed.
- Adjustments will not be allowed for water loss arising from carelessness, negligence or lack of due diligence on the part of the customer, as it is the customer's responsibility to promptly discover and stop the loss of water. This includes toilet leaks/hang-ups, water hoses, spigots, or leaks that should reasonably have been discovered or another water using/consuming device that may be malfunctioning.
- Customer must have an account in good standing with all outstanding water and sewer bills paid prior to the unusually high water bill.
- The customer will be held responsible to pay the amount of their average monthly consumption at the published rates. The customer is also responsible to pay all leak consumption above their average consumption.

If you determine you qualify and wish to apply for a leak adjustment, please complete this form and return it to our office as soon as possible with the necessary receipts. No action can be taken to process your adjustment until information on the completed application is received and adjustment is approved by the finance department.

POOL FILLS

A sewer credit will be considered when filling a newly constructed pool or when refilling a pool that has been drained to facilitate a repair. When a customer provides written documentation that a swimming pool has been filled from the internal plumbing system, a sewer credit may be issued based on the metered water volume used to fill the pool. The customer must provide the dimensions of the pool, the volume that was filled, and the dates the pool was filled. For pool fills, your utility account may be credited for wastewater usage based on your average usage for the prior six billing cycles. Customers may receive one pool credit per twelve-month period. Credit is not available for the addition of makeup water due to normal routine maintenance (topping off), nor are credits provided for splasher pools (kiddie pools) or hot tubs/spas. The customer must complete the Pool Fill Adjustment Request Form and submit with required documentation, as outlined on the form for a sewer credit consideration.

RESPONSIBILITY OF THE CUSTOMER

The customer retains control over the usage of water on the customer's premises, and as such, the customer is responsible for all water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures on the premises. The customer is responsible for monitoring for unusually high water usage as reflected on the customer's bill. The customer must promptly investigate any unusually high water bills. A customer is required to repair any water leak promptly, and the customer is responsible for all repair costs.

IMPORTANT: Please be aware that a large leak may result in a water bill that could total several thousand dollars! Small leaks are typically less, but many small leaks are often a sign of a problem with your water line. Small leaks also indicate that larger and more expensive leaks are likely to happen in the future. Since the leak adjustment is only a one-time benefit, if you request and receive an adjustment for a leak now, large or small, you will not be eligible for another leak adjustment should you have a second or larger leak in the future. If a service line is prone to leaks, the best way to reduce the risk of a second leak is not to patch or "spot fix" the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

PAYMENT ON ACCOUNT

While a leak adjustment request is being processed, the customer is responsible for payment of the **entire amount due** on their utility bills within the normal payment period; or the customer should request to enter into an agreed-upon payment arrangement. If this does not occur, the customer is subject to all current and applicable collection activities and termination of service processes for delinquent accounts.

WHERE TO SEND ADJUSTMENT REQUEST

Send completed form and documentation by fax, email, mail, or in person.

Fax: 252-943-2357

Email: utilities@townofbelhaven.com

Mail: Town of Belhaven, PO Box 220, Belhaven, NC 27810

In Person: 315 E. Main Street, Belhaven, NC 27810



Water/Wastewater Leak Adjustment Request Form

The form must be completed in its entirety for the TOWN to consider your request

Date: _____ Current Meter Reading (If Applicable): _____

Customer Name: _____ Account No.: _____

Service Address: _____

Daytime Contact Phone No.: _____ No. of Occupants at this service address: _____

Type of Leak: _____

Date Leak Occurred: _____ Date Leak Repaired: _____

Required Documentation

Copy of repair invoices/receipts attached (from repairs done professionally or by owner/tenant) No ☐ Yes ☐

Brief description of leak and action taken to repair:

Please return this form and documentation via mail, email, and facsimile or in person at location below:

Town of Belhaven Utilities
Department
PO Box 220, 315 E. Main Street
Belhaven, NC 27810
FAX: 943-2357
Email: Utilities@townofbelhaven.com

☐ By checking the box and submitting this form the customer acknowledges that water and/or sewer service will be provided in accordance with the Town of Belhaven's Utility Policy, including any amendments adopted by the Board of Aldermen. **This form is not a guarantee that a credit will be applied to your utility bill.** You will be notified by phone or letter if the request cannot be granted, or if additional information is needed. By submitting this form and all required documentation, Customer certifies that all information is true and correct to the best of their knowledge.

- Payment equivalent to a normal usage bill is required during the review process to keep your account current –

Customer Signature: _____ DATE: _____

TOWN OF BELHAVEN

Swimming Pool Fill Form

(REQUEST FOR WASTEWATER CHARGE CREDIT FOR FILLING A POOL)

DATE: _____

ACCOUNT #: _____

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

POOL INFORMATION:

DIMESIONS OF POOL:

LENGTH X WIDTH OR DIAMETER: _____

DEPTH OF POOL: _____

I agree to the terms that are set forth in the Town of Belhaven Pool Fill Adjustment Policy. I understand that only one pool fill is allowed per calendar year. Topping off a pool is not cause for an adjustment.

Signature

Date

TOWN OF BELHAVEN Office Use Only

Average Water Usage (6 mos):

Total Wastewater Credit:

Meter Number:

Meter Reading In:

Meter Reading Out: