

# **CITY OF MOUNTAIN PARK LEAK ADJUSTMENT POLICY**

1. It is the intent of the City of Mountain Park to allow for adjustments to water bills in extreme cases of hardship. It is not intended to fully compensate for a property owner's costs.
2. This policy shall apply in those cases in which the City of Mountain Park is not at fault in causing the leak.
3. As a courtesy to its customers, the City of Mountain Park may notify customers of a suspected leak. The City of Mountain Park shall have no responsibility for any expenses incurred by the customer in determining if a leak is present.
4. A customer is obligated to keep all pipes and plumbing on his side of the meter in good working order. Once water has passed through the meter, it is the customer's responsibility. Upon the customer having any reason to suspect a leak, the customer is obligated to act immediately to repair the leak.
5. If a customer desires to request an adjustment to his water bill because of a leak, the customer must file a written request on a Leak Adjustment form provided by the City of Mountain Park.
6. No Adjustments shall be made unless the following conditions are present:
  - A. The customer must provide evidence of leak repair; eg. repair bill, letter from plumber or repair company, receipts if self-repaired, or at a minimum, letter from the customer to describe the situation.
  - B. The customer may qualify for a leak adjustment only once per year.
  - C. The customer has paid all uncontested water bills owed to the City of Mountain Park.
  - D. The customer acted in a timely manner to discover the leak, repair the leak and to request an adjustment of the bill. The customer has a minimum of 30 days, but no more than 60 days after discovery to repair the leak and request adjustment of bill.
  - E. The customer filed the written request for an adjustment prior to the past due date of the first bill from the City of Mountain Park occurring after the leak.
  - F. The customer must pay his average 12 month usage until leak adjustment has been reviewed and a decision has been made.
7. As a courtesy to the customer, The City of Mountain Park will place a temporary late fee exemption on the account in dispute. The City of Mountain Park is not obligated to extend the penalty date or the time for paying the bill because the customer disputes the amount of the bill.
8. If the request for adjustment is denied, the customer will be notified in a letter attached to the customer's written request.
9. The City of Mountain Park is not obligated to grant adjustments to the following requests, but may consider them on an individual basis.
  - Outside faucets that have not been turned off properly.
  - Leaking hose pipes.
  - Leaking toilets.
  - Toilets that have been turned off and not repaired.
  - Irrigation system leaks due to damage sprinkler heads, faulty valves, etc.
10. The City of Mountain Park may grant one late fee adjustment for an account in a 12 month period.
11. Requests for additional adjustments may be decided by Council on a case by case basis.