

WIMBERLEY WATER SUPPLY CORPORATION LEAK ADJUSTMENT POLICY

Standard Leak Adjustment:

Wimberley Water Supply Corporation (WWSC) has implemented the following Standard Leak Adjustment policy for customers requesting an adjustment.

A customer will be entitled to receive one (1) leak adjustment every three years provided that the leak is repaired in a timely manner and verified as follows:

Note: The three year period will be based on calendar years

1. WWSC field personnel must verify that the meter is no longer spinning due to leak or any additional leaks. An adjustment cannot be applied until meter is no longer spinning when water is not being used; -AND-
2. Supporting documentation for materials purchased for the leak repaired; -OR-
3. A copy of the bill from the plumber or other person making the repair; -AND-
4. Validation / Approval by WWSC General Manager.

This, however, would not include situations where (i) the faucet was turned or left on inadvertently, (ii) any timer malfunction on a sprinkler system or swimming pool, (iii) failure of the customer to monitor their watering system, or (iv) the failure of the customer to timely repair the water leak after having determined the existence of a leak. (A once in a lifetime leak adjustment may be considered for such situations.)

The leak adjustment will be calculated based on the estimate of the excess usage due to the leak and will be based on the five preceding months of usage (excluding zero usage months). The total usage in the leak month less the five-month average will be considered the amount attributed to the leak. The actual adjustment will be 50% of this quantity and the billing will be recalculated at this lower volume. However, the General Manager has the authority to use an alternative calculation if it better approximates the amount attributed to the leak.

Any customer who has more than one (1) leak during a three-year period and has used their leak adjustment may be allowed to pay their bill in monthly installments not to exceed six (6) months, and such additional monthly charge will be added to the monthly bill until it is paid in full.

Natural Disaster Leak Adjustment:

Wimberley Water Supply Corporation (WWSC) has implemented the following leak adjustment policy for customers requesting an adjustment due to a natural disaster that occurred.

A customer will be entitled to receive the “Natural Disaster” Leak Adjustment provided that the leak occurred during a natural disaster event, is repaired in a timely manner and verified as follows:

1. WWSC field personnel must verify that the meter is no longer spinning due to leak or any additional leaks. An adjustment cannot be applied until meter is no longer spinning when water is not being used; -AND-
2. Supporting documentation for materials purchased for the leak repaired; -OR-
3. A copy of the bill from the plumber or other person making the repair; -OR-
4. Validation of a Natural Disaster and Approval by WWSC General Manager.

If a natural disaster occurs, a customer can request a special leak adjustment for leak or leaks caused by the natural disaster.

NOTE:

A “Natural Disaster” Leak Adjustment does not have to take the place of a Standard Leak Adjustment. A customer will still be entitled to a Standard Leak Adjustment in a three-year (calendar year) period where a “Natural Disaster” Leak Adjustment may have been granted.