

## Warren Community Water & Sewer Association, Inc.

### LEAK ADJUSTMENT REQUEST GUIDELINES

Customers may qualify for a leak adjustment on their account when there is an outside water line leak on the customer's side of the water meter and it impacts your utility bill. Underground leaks mean there is a water leak in pipes that cannot be seen without digging, destroying or removing property on the premises of a user whose system is connected to the Warren Water system. To be eligible for a leak adjustment, repairs must be completed in a timely manner and the customer must submit the appropriate documentation to Warren Community Water business office. All adjustment requests are reviewed by the Board.

See the Leak Adjustment Request Form for what documentation should be submitted with the request.

Complete the Leak Adjustment Request Form and attach appropriate supporting documentation. Please make sure to complete the form in its entirety.

Completion of a leak adjustment request does not guarantee you are qualified for an adjustment, but it is required for consideration.

All water which passes through the water meter shall be purchased by the customer. Customers are responsible for keeping their plumbing repaired and in good working order.

Qualifications for a leak adjustment:

- Water leak must be an outside leak that cannot be seen without digging, destroying, or removing property on premises, such as a leak in an underground water service line between the meter and the exterior of a building.
- Water usage must be five times the average of the customer's six preceding normal monthly water bills. If the customer has no historical usage, the current rate of usage would be used to determine your average monthly usage.
- Water leak must be repaired within 30 days of the due date of the bill which shows the customer has a water leak. Proof must be submitted to Warren

Water that the leak has been located and repaired by the customer or a qualified plumber.

- Meter read must indicate a decrease in usage after the repair (i.e., back to normal).
- For chronic leaks, Warren Water may require the replacement of the pipe before a leak adjustment is granted.

No leak adjustment will be made for the following past the water meter:

- Leaking faucets and toilets
- Leaks in the customer's inside plumbing
- Leaks from uninsulated frozen pipes
- Outside faucets, hoses, and other water outlets left running
- Water used for filling swimming pools, washing vehicles, pressure washing and irrigating lawns and gardens
- Leaks from swimming pool systems and from irrigations systems

What happens after leak adjustment form and supporting documents are received?

- Warren Water reviews the account and application. (While your account and application are under review, you could receive a cycle bill in the meantime not showing an adjustment.)
- Warren Water verifies that consumption is back to normal.
- Once your account and application are reviewed, you will be notified that you are either approved or denied for an adjustment.

If the customer disagrees with the action taken by the Board on a leak adjustment, the customer shall have the right to be scheduled for consideration at the Board's next regular meeting.

The leak adjustment form and all supporting documentation can be submitted in person or by mail or email to:

- Warren Community Water, 17300 State Route 550, Marietta, Ohio 45750
- E-mail: warrenwater@suddenlinkmail.com