

1. Leaks

Once per year an adjustment may be made to a utility account for a leak resulting in usage 50% higher than the previous billing cycle usage. For resident to be eligible for a leak credit the following conditions must be met:

- 1.1 The utility account must be in good standing with no past due balances;
- 1.2 The utility account has not had an adjustment within the previous 12 months;
- 1.3 The utility account has at least 4 months of usage history or two billing cycles;

If all the above conditions have been met, the resident must request in writing to Gateway Services Utility Department a leak credit within 60 days of leak detection and must provide documentation to show that the leak has been repaired. Acceptable forms of documentation are as follows:

- 1.4 Letter from a certified plumbing company detailing the location of the leak;
- 1.5 Detailed receipt from certified plumbing company showing date of service and service type;
- 1.6 Detailed receipt showing plumbing hardware purchase and purchase date along with a written letter from the home owner stating the type of repair and date the repair was made;

Leak adjustments shall be calculated at the most current rate using the customer's average potable water and sewage usage during the previous (2) billing cycles. The usage adjustment shall not exceed 12,000 gallons. Any approved adjustments will be posted to the customer's account within 30 days of written request.