

Bethesda Water Supply Corporation

Policy: **ADJUSTMENT TO CUSTOMER ACCOUNT DUE TO LEAK**

Purpose: This policy outlines the Bethesda Water Supply Corporation's policy and procedure regarding adjustments to customer accounts due to high water usage caused by a leak.

Policy: Bethesda Water Supply Corporation's (Corporation) policy provides that an adjustment be allowed to qualified Members with high consumptions that are determined to have been caused by leaks as described in the following procedural guidelines.

Procedures:

1. **ADJUSTMENTS FOR WATER LEAKS WILL BE GIVEN FOR THE FOLLOWING TYPES OF LEAKS:**

A. **UNDERGROUND OR HIDDEN LEAK-** This type of leak adjustment will apply to as much as a one month bill at 50% over the average usage for the month. Adjustment issued only after receipt of plumbing repair bills and account could be subject to inspection by the investigative division to verify leak is repaired. **Swimming pools and/or apparatus do not qualify.**

B. **SPRINKLER SYSTEM LEAKS-**A leak in the pressurized underground piping up to the automatic control valve of a sprinkler system. Adjustments to be determined in the same manner as underground leaks. **Sprinkler heads are not part of the of the pressurized sprinkler system.**

C. **COMMODE, FAUCET OR HOT WATER HEATER LEAKS-**Adjustment to be determined in the same manner as item A for underground leaks.

2. **ONLY WHEN BILLING IS AFFECTED WILL A CUSTOMER RECEIVE ONE (1) ADJUSTMENT PER 24 MONTH (CALENDAR) PERIOD PER ACCOUNT. NORMAL USAGE TO BE DETERMINED BY:** USAGE DURING THE SAME PERIOD DURING THE PREVIOUS YEAR OR THE ADJUSTMENT WILL BE BASED ON A 7,000 GALLON USAGE WHEN NO SAME PERIOD USAGE HISTORY IS AVAILABLE. GALLONAGE IS CALCULATED FOR A 5/8" METER EQUIVALENT. TEMPORARY OR CONSTRUCTION WATER SERVICE IS NOT APPLICABLE TO THIS POLICY.

3. **PRIOR HISTORY WILL BE SCREENED ON AN INDIVIDUAL BASIS TO ENSURE THAT THIS POLICY IS NOT BEING ABUSED BY INDIVIDUALS WHO DO NOT FIX THEIR LEAKS OR MAKE NECESSARY REPAIRS TO MITIGATE LEAK PRONE PIPING AND EXPECT ADJUSTMENTS EVERY 24 MONTHS.**

Approved date: August 18, 2020