



CITY OF DECATUR WATER LEAK ADJUSTMENT POLICY

A water utility billing account holder is financially responsible for all water leaks between the meter and the house/dwelling; the City of Decatur is responsible for leaks from the meter or pipes leading from the main to the meter. The City of Decatur will consider adjustments for water leaks in accordance with the following policy:

1. All water utility billing account holders requesting a billing adjustment must complete the City of Decatur Leak Adjustment Form, located in the Decatur City Hall Utility Billing Department, which must be accompanied with a detailed report of water leak repairs by a licensed plumber and the attached repair receipt. ***** Billing adjustments will not be considered for any leak that is not concealed or hidden, as noted in paragraph 4 below.**
2. Residential property owners may perform leak repairs for their homestead, on the customer's side of the meter, only if there is a concealed leak. The leak must be correctly repaired and include a detailed report of the leak repair and current receipts that reflect the concealed leak. An approved Customer Service Inspection may be utilized by the City to confirm repairs. (CSI inspection fee of \$25.00 may be required to verify the repairs and such fee will be the responsibility of the customer. All repairs must remain visible throughout the inspection to be considered for adjustment).
3. Commercial and Multi-Family unit property owners may perform leak repairs by a licensed plumber on the customer side of the meter for a concealed leak. The leak must be correctly repaired and the property owner must provide a licensed plumber's detailed report. A CSI inspection is required and all repairs must be left visible throughout the inspection.
4. Leak adjustments will not be considered for any above ground leaks. Repair of above ground leaks are part of the regular maintenance responsibility of a homeowner/property owner. Above ground leaks include, but are not limited to, sprinkler head leaks, toilet leaks, dripping faucets, irrigation system leaks, pools and pond leaks.

However, unusual situations that occur may be eligible if the leak affected your sewer rate and is subject to the discretion of the City of Decatur.

5. Dual water meters that provide water to both home (indoor) and irrigation systems (outdoor), may be eligible for a leak adjustment if a concealed leak occurred on the home (indoor) side of the meter. The irrigation (outdoor) portion of the meter is not eligible as noted in paragraph 4 above.
6. Account holders may request one (1) billing adjustment per calendar year that may not exceed two (2) billing cycles.
7. Leak adjustments may be subject to CSI inspections at a fee of \$25.00. If the leak is not appropriately repaired within a 60 day period of the detection of the leak, the City of Decatur may cutoff service and secure the loss of water until the leak has been completely repaired and the meter has a normal reading.
8. The total amount of a customer's water utility bill is the customer's responsibility to pay by the due date.

ADJUSTMENT CREDITS:

One credit adjustment in a calendar year, per property address may be given for a CONCEALED leak. The amount of credit will be determined by reviewing the average billing for that period, the total amount of water loss, the beginning date of loss as well as the time taken to secure and correct the substantial water leak.

REQUEST FOR ADJUSTMENTS:

Request for adjustment must be submitted within 20 days of the date that the concealed leak is identified. A credit is issued on the billing for the highest consumption, not to exceed two (2) billing cycles during the time of the leak, once all repairs are complete and verified by the City of Decatur.

PAYMENT INFORMATION:

The customer will be responsible for paying the remaining amount by the due date of the current bill. If additional time is needed to pay the water bill, customer must contact the Decatur Utility Billing Department for payment arrangements. All payout arrangements must be in writing and approved by the Department Manager or Director of Finance.

DURING THE REVIEW OF THE WATER ACCOUNT:

During the City's review of a water leak adjustment, the customer is responsible to pay or make payment arrangements for the balance of their account.

If you are enrolled in an automatic payment program, the full balance will be processed on the due date. If this is not feasible, please contact the Utility Billing Department to be removed from the automatic payment program. (You must re-enroll after the adjustment to continue your participation in the automated payment system.)

Submission of a Decatur Leak Adjustment Request Form does not automatically qualify you for an adjustment. You will be responsible for submitting all other documentation as required with the form.

Processing time for an adjustment may vary, but City staff will strive for the adjustment to be reflected on the next billing cycle generation. Customer will receive a notification on the status and result of the request in writing, via email or regular mail when the process is complete.