

TOWN OF ATOKA

Water Leak Adjustment Policy

Purpose

In accordance with Title 18 of the Atoka Municipal Code of Ordinances, this policy has been designed to ensure that Atoka Water customers who experience a major water leak receive bill adjustments based on a consistent and understandable adjustment formula.

General Guidelines

These general guidelines are administrative rules and regulations governing the water bill adjustment process. The Town Administrator shall be responsible for overseeing the application and adherence to this policy and will issue clarifications as needed.

Responsibility

Any water leak, either inside a structure or between the structure and the water meter, shall be the responsibility of the water customer. For auxiliary meters, any leak on the customers' side of the meter shall be the responsibility of the water customer.

Whenever possible, the Town will notify a customer when the Town suspects that a leak may exist on their property. This notice is provided as a service to Atoka Water customers and does not transfer responsibility for the leak or its correction to the Town.

Requesting an Adjustment

To request a water leak adjustment, a customer must complete a Water Leak Adjustment Request form and submit it to the Atoka Water Department as soon as possible after a leak is identified and repaired.

A customer shall only be eligible for one (1) leak adjustment in any twelve (12) month period.

Verification

Along with an adjustment request, a customer must submit either a receipt from a plumber who conducted the repair, a receipt detailing the purchase of repair parts if the repair was conducted by the customer or a statement from the customer attesting to the repair if no parts were purchased as a part of fixing the leak.

Upon receipt of a request form, Town staff will review the water use for the requested adjustment period in an attempt to determine if a leak occurred and how much water use occurred as a result of the leak. Town staff will also review water use to verify that an effective repair has occurred to stop the water leak.

Adjustment Formula

If an adjustment is warranted, the affected bill(s) are adjusted as follows :

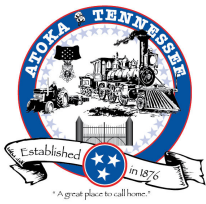
- The water bill is adjusted to reflect the average usage at regular customer cost plus the remaining water usage above the average at the Town's cost (\$2.00/1,000 gallons).
- The sewer bill, if applicable, is adjusted to reflect the average usage.
- The average usage shall be determined by averaging the water use for the six (6) month period prior to the water leak.

Hardship Payment Plan

If, after all adjustments are applied, the amount due is more than twice the average bill received by the customers for the six (6) month period prior to the water leak, the customer may request a Hardship Payment Plan. The Hardship Payment Plan allows the customer to pay the balance over a four (4) month period. The payment will be structured as follows:

- Month 1 – Average monthly bill over the previous six (6) months + 25% of the remaining adjusted balance due
- Months 2-4 – Actual monthly bill + 25% of the adjusted balance due

Example: The average monthly bill for a customer over the previous six (6) months is \$100 and, as a result of a leak, they have an amount due of \$300 after all adjustments are completed. In the first month, the customer would pay the average monthly bill of \$100 – leaving an adjusted balance due of \$200 – plus twenty-five (25) percent of the remaining adjusted balance due. Since the amount due beyond the monthly bill is \$200 and 25% of that is \$50, the first month they would pay \$150 and in months 2-4, the customer would pay whatever their monthly bill for those months ends up being PLUS \$50 each month until the entire \$200 has been paid off. Late fees and penalties will apply on a monthly basis for the portion of the adjusted balance due during the billing cycle.



TOWN OF ATOKA

Water Department - Water Leak Adjustment Request

Customer Name : _____

Service Address : _____

Account Number : _____ - _____ - _____

Home Phone : (_____) _____ - _____ Cell Phone : (_____) _____ - _____

Type of Leak and Location : _____

Date Discovered : ____/____/20__ Date Repaired : ____/____/20__

Description of Repair Completed : _____

I hereby attest that the above reported leak and the associated repairs are accurate as presented. I request that my water and sewer bill be adjusted according to the Town's current Water Leak Adjustment Policy. I understand that my account is only eligible for one (1) leak adjustment in any twelve (12) month period.

Signature : _____ Date : ____/____/20__