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Utility Billing Adjustment Policy

This policy provides guidance and steps necessary to implement Leesburg Town Code, Section 34-68 which authorizes the adjustment of high utility bills caused by waterline leaks which the customer could not have reasonably known while acting with normal due diligence.

The following policy is hereby established by the Town Manager upon the professional recommendation of the Director of Utilities, and shall apply to the adjustment of unusually high water and sewer billings which result from underground water leaks.

Eligibility and Documentation Requirements for Leak Adjustments

- 1) The leak must be in the customer's supply line between the Town's water meter and the entry point of the structure. Additional lines connected to the supply line do not qualify for leak adjustment.
- 2) **Leaking fixtures, leaks in the crawl space or basement, malfunctioning appliances, running faucets, toilet leaks, exterior hose connections, irrigation system leaks, and similar situations are not eligible for a leak adjustment.**
- 3) Repairs must be completed in a timely manner either by a licensed plumber or by the customer.
- 4) Customer must request an adjustment by completing the leak adjustment form including:
 - a) Description of the leak and actions taken to complete repairs. Include the timeline of identification of leak, steps taken to repair leak and information regarding the repair completed.
 - b) Plumber's invoice which should include license number, customer name, address and brief description of repair, date of repair. If self-repair, customer must provide a detailed description of repair and copies of invoice/receipts for repair parts.

Leak Adjustment Calculations

Per Town Code, adjustments will not be made to fixed fees. Only consumption charges are eligible for an adjustment.

Water Consumption Charge Adjustment

Adjustment to the water consumption charge for qualifying leaks will be based on historical consumption of the customer which shall reflect seasonal or other historical patterns. The Town will adjust up to two quarterly bills related to each qualifying leak. If a repair is completed during the current billing cycle, a future bill may be adjusted.

Water Consumption Adjustment will be calculated as follows:

The customer's account will be credited for 50% of the excess water usage based on historical consumption or available data. No additional leak adjustments will be provided within 3 years.

Sewer Consumption Charge Adjustment

Adjustments to the sewer consumption charge for qualifying leaks will be based on historical consumption of the customer which shall reflect seasonal or other historical patterns. The Town will adjust up to two quarterly bills related to each leak based on the criteria above. If a repair is completed during the current billing cycle, a future bill may be adjusted.

Sewer Usage Adjustment will be calculated as follows:

The customer’s account will be credited for 100% of the excess sewer usage based on historical consumption or available data. No additional leak adjustments will be provided within 3 years.

Conditions

The burden of proof for adjustment of water or water and sewer consumption charges resulting from abnormal water usage pursuant to this policy rests with the customer, and not the Town of Leesburg. Failure to act in accordance with this policy or to meet the conditions as stated herein will result in a refusal by the Town Manager of an adjustment.

Payment

Completion of leak adjustment request does not guarantee that leak adjustment will be granted. No leak adjustments will be granted if property has an active leak or if known leak has not been repaired. Request for leak adjustment does not release the customer of the obligation to pay the next bill by the due date. All leak adjustments will be credited to the customer’s account and applied to the next bill.

The customer will be responsible for the penalty amount that accrues on the unpaid account balance on bill due date.

Payment Plans

A payment plan may be established if the customer requests such an arrangement. Staff will provide the customer information regarding the payment plan that details payments and due dates. The payment plan will apply only to the adjusted bills. All subsequent bills must be paid in full. Each customer must adhere to the payment plan to avoid service disconnection.

Exceptions


Under extraordinary circumstances, the Town Manager may approve adjustments outside this policy when recommended by legal counsel and where abnormal water usage occurs without fault by the customer.



Director of Utilities

8/26/22

Date



Town Manager

8/29/2022

Date