

Leak Adjustment Policy

As a courtesy to its customers, Firgrove Mutual Inc. may, upon request and subject to the policy outlined below, adjust a customer billing for leaks. A leak is defined as a physical break, malfunction, or failure in any outside service line, irrigation system, or other underground piping system located on the premise, as well as but not limited to the internal plumbing system of the home, that unintentionally allows water to escape outside of the closed water system.

Only one leak adjustment will be given within a 5-year period per owner per address. Leak adjustments can be requested only by the property owner. A tenant living at the property may not request an adjustment, regardless of whether the tenant pays the bill.

The minimum adjustment allowed is \$50.00; the maximum adjustment allowed is \$5,000.

Owner must have the leak repaired prior to requesting the adjustment. All leaks must be repaired within 2 billing periods of leak notification. Failure to timely repair a known leak may be deemed willful waste of water, and may result in termination of water service. If the leak is in a sprinkler system, the customer may choose to shut the system off to stop the leak and wait until Spring to repair. Customer will not receive adjustment, if any, until the leak has been repaired. **Customer/tenant must pay all subsequent water bills while leak adjustment is pending.**

Once repairs have been completed, the customer may contact Firgrove for a Leak Adjustment Request Form. To be eligible for possible credit, the customer must submit the completed request form along with proof of repair. Proof of repair is a plumber or parts invoice, plus a written description of the leak and repairs made.

Leak adjustment will not be given until Firgrove can verify via subsequent meter readings that the leak has been repaired.

Calculation of average consumption for the leak adjustment will be based on the customer's prior year consumption. If consumption for the requesting customer is not available, consumption history for the service address may be used. The calculation will include the billing period in which the leak occurred, plus the billing periods immediately before and after the period in which the leak occurred (3 periods total.) For example, if the leak is in the July/August 2010 billing period, the 2009 May/June, July/August, and September/October consumption will be used to calculate average usage. It may also be necessary to go back prior to one year in order to obtain 3 consecutive reads with complete consumption to calculate the average.

In calculating the credit allowed, consumption from the leak will be reduced by both the customer's average usage and 15% of the leak period consumption. The 15% represents an administration charge for leak adjustment processing.

Leak adjustments will be given in the form of a credit to the service address at which the leak occurred. If the account balance, including the leak charges, has been paid in full, a refund will be issued to the appropriate party. The property owner will receive a copy of the approval form.

Firgrove's Board of Trustees will be informed of leak credits exceeding \$500.00.

Firgrove Mutual Water Company

Leak Adjustment Request Form

Name on Account _____

() _____
Phone #

Service Address _____

City State Zip

Mailing Address _____

City State Zip

To eliminate excessive water usage and encourage its customers to repair any leaks, Firgrove Mutual Water Company will consider a one-time adjustment to a customer's account once the leak has been repaired. The adjustment request must be submitted by the property owner. All leaks must be repaired within 2 billing periods of leak notification, and leakage beyond the 2 billing periods will not be considered for adjustment. Failure to timely repair a known leak may be deemed willful waste of water, and may result in termination of water service. Approved credit will be applied to the service address at which the leak occurred.

While awaiting a leak adjustment determination, customer must continue to pay all subsequent amounts billed. Once the adjustment has been approved and applied, the customer/owner will be responsible for any remaining balance. No late fees or additional fees will be added to the **original** leak billed while in the review process.

In the space below, please write a short description of what caused the leak and what measures you took to repair it.

The leak has been repaired

<input type="checkbox"/>	<input type="checkbox"/>
Yes	No

Date of repair _____

Documentation attached

<input type="checkbox"/>	<input type="checkbox"/>
Yes	No

Must attach a repair invoice and/or parts receipt.

Please read the following:

The leak has been repaired and I am requesting that Firgrove Mutual Water Company determine the adjustment to my water bill, if any, and notify me of the amount.

Owner's
Name _____

(Please Print)

Owner's
Signature _____

Date _____

*This form is a request that Firgrove determine the amount of a potential adjustment, **it is not your acceptance of the adjustment.** Once we have notified you of an adjustment amount, you can determine if you would like to take advantage of it at that time as it is a **one-time adjustment per 5-year period.***