

NORTH BRANCH MUNICIPAL WATER AND LIGHT CUSTOMER SERVICE - GENERAL

Administrative Policy No. 200.1

1.0 – EXCESS WATER USAGE CREDIT POLICY

North Branch Water and Light (NBWL) considers maintenance and repair of water lines on private property to be the responsibility of the private landowner, as is any water lost due to leaks or breakage after the standpipe. NBWL will consider adjusting a high-water bill due to leakage if the customer had no knowledge of the leak and has made prompt repairs.

The Director of Finance is granted the authority to resolve the water utility billings upon receipt of a request to do so from a utility customer based on the established procedure described below.

2.0 – PROCEDURE

In the case of a leak in the water service pipe, after being metered, the owner may be entitled to an adjustment of only their current water utility bill provided each of the following conditions is met.

1. Within seven days of the leak discovery by the owner / customer or within seven days of the NBWL notifying the owner / customer of a probable leak, whichever occurs sooner, the owner shall have completed the repair of said leak. The owner/customer shall submit to the NBWL an invoice or other evidence to show that the leak was repaired with the aforementioned time frame. An adjustment in the water utility billing shall not be permitted if such excess water consumption is due to a customer's neglect or failure to timely repair the leak.
2. Said leak in the water service pipe was not caused by and / or the fault of the owner / customer.
3. An adjustment for a water service leak shall be allowed for plumbing infrastructure failure after the residential customer water meter. No adjustment shall be made for leaks or breaks associated with filling of a swimming pool or other recreational use.
4. Said property has not had a previous water bill adjustment due to a water service leak in the previous five (5) years.
5. Proof of insurance claim has been submitted.
6. Utility service to property is classified as a single-family residence and is heated. Commercial, multi-family, and industrial classified water utility service customers are not eligible for an excess water usage adjustment to their utility bill.
7. Single-family residential customers will be eligible for a water service leak adjustment if the total usage amount of the adjustment is greater than twenty-five (25) units above the average and will be billed out to the customers' six (6) month's average. All usage above the six-month average will be billed out at half the current lower water tier's rate. The calculation on the water credit form is used to determine the amount of the credit.

8. All refunds will show up as a credit on the next billing cycle.
9. The NBWL reserves the right to discontinue water service to any premises where the owner / customer refuses to make necessary repairs to avoid the wasting of water. If after reasonable efforts to contact the owner about observable water being lost through leakage, the NBWL may terminate water service and shall leave a written notice as to its action and the reasons.
10. If the Customer requests a dual review of Utility water and City sewer charges, the customer request and NBWL determination will be provided to the City for its separate determination of sewer credits. A key item in the City's determination is if the excess water usage did not enter the sanitary sewer.

October 21, 2020

Adopted by Commission Action