

## Leak Adjustment Policy

A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence or non-residential site that results in a customer's bill being higher than the customer's typical bill for water services. Springfield Water & Sewer Commission (SWSC) owns and operates water mains in the public right-of-way (up to and including the water meter). We are not responsible for private plumbing systems or the service line between the water meter and your residence or business.

The Customer applies for help by means of a standard form available on our website and/or at Customer Service. Customer must show sufficient (*determined by the Water Manager*) proof of leak repair in order to receive an adjustment.

The customer must apply for leak adjustment within 90 days of the customer's identification and repair of a leak to be eligible for leak help.

The SWSC will make a leak adjustment only when the water usage being adjusted is in excess of 200% (double) of the customer's historical usage as defined by the average usage over the previous 12 months (excluding the months of usage that may include the leak). If 12 months of usage does not exist, an average monthly use will be determined using available usage data.

Leaks will be adjusted to remove 50% excess water and 50% excess sewer when water is returned to the sewer system for treatment or 100% excess sewer when water is not returned to the sewer system for treatment.

Only one private leak adjustment is permitted per 12 month rolling period and no more than 3 per customer per same residence or business address

This represents the whole and complete leak adjustment policy of the Springfield Water & Sewer Commission. The decision of the Water Manager regarding leak adjustment is final. Any customer who feels aggrieved by this policy may seek a hearing before the Board to present perceived policy inadequacies.

July 1, 2022