

NWWA LEAK ADJUSTMENT POLICY

I. PURPOSE

It is the purpose of this policy to outline the circumstances under which the North Wales Water Authority (NWWA) will consider requests to adjust a customer's account after a water leak has occurred.

II. POLICY

Under limited circumstances, as further outlined herein, NWWA may exercise discretion to provide a financial credit to a customer's account after a water leak has occurred. A credit adjustment may be issued if: (1) the eligibility criteria defined below have been met, and (2) the leak has been repaired.

NWWA is not required to adjust customer water bills due to water loss or leaks occurring at any time in any portion of the privately owned water distribution system, including both outdoor and indoor plumbing, hoses, or appliances. If a leak or other water loss occurs, it is the responsibility of the property owner to locate and remedy the issue, including repairing any leaks as soon as possible.

Requests submitted in accordance with this policy will be considered by NWWA, on a case-by-case basis, as a courtesy to the customer. Approval of any request does not create an entitlement to additional adjustments in connection with future events.

NWWA's consideration of a request under this policy shall be completely independent from any consideration or feedback the customer may have received from their sanitary sewer service provider. In the event that NWWA also provides sanitary sewer service to the customer, a sewer bill adjustment may also be considered by NWWA.

Any credits issued shall be made at NWWA's sole discretion and in accordance with this policy. The maximum credit available under this policy shall be 50% of the water usage charges, plus forgiveness of the excess consumption charge, if applicable. For customers seeking a sewer bill adjustment from NWWA, the maximum credit available under this policy shall be 50% of total sewer charges.

II. ELIGIBILITY CRITERIA

A. Eligibility. A customer may be eligible for a leak adjustment if all of the following criteria are satisfied:

1. Customer has at least one (1) year of usage history at the same service address;
2. Customer has not received a leak adjustment credit within the last four (4) years at the service address in question;

3. Customer has experienced a significant loss of water, exceeding 200% of the customer's average water usage, calculated based upon the average usage during the past year at that service address; and
4. Customer's request is submitted prior to or within forty-five (45) days of the date of the NWWA invoice indicating increased water usage.
5. In the case of a sewer bill adjustment, requests will only be considered if the leaked water did not enter the sanitary sewer system (e.g. outdoor hose leak).

B. Ineligibility. A customer shall not be eligible to submit a request under this policy under any of the following circumstances:

1. Excess water consumption has occurred due to:
 - a. Use of water-powered sump pumps
 - b. Filling an above-ground or in-ground pool.
 - c. Use of lawn or garden irrigation systems
2. Incidents of theft or unauthorized use of water.
3. Property owner neglect, including but not limited to failure to maintain properly functioning hardware such as water softener valves, toilet mechanisms, faucets, or other similar items.
4. More than forty-five (45) days have passed since the date of the NWWA invoice indicating increased water usage and/or the date of separate notice from NWWA of increased water usage (whichever occurs first).
5. Billed usage was estimated after NWWA was unable to obtain a meter read due to equipment malfunction.
6. In the case of a sewer bill adjustment, requests will not be considered if the leaked water entered the sanitary sewer system (e.g. toilet leak, indoor faucet leak).

C. NWWA Considerations. If a customer is eligible to submit a request, NWWA will consider all relevant factors in its decision, including but not limited to:

1. The cause of the leak, if known.
2. Property vacancy or occupancy status, as applicable.
3. Whether NWWA provided notice to the customer of increased usage and by what means (e.g. phone call, email, door tag, letter).
4. Timeliness of customer response to NWWA notice and actions taken to resolve the increased usage.
5. Authenticity of documentation demonstrating leak has been repaired.
6. Negligence regarding proper meter maintenance, including meter location and protection from extreme hot or cold temperatures.

III. PROCEDURE

A. Leak Adjustment Request.

1. A customer who meets the above eligibility criteria may complete and submit a NWWA Leak Adjustment Request Form with all supporting documentation.
2. The completed Leak Adjustment Request Form should be accompanied by records documenting the leak repair.
 - a. If the leak was repaired by the customer, documentation may include photographs and records of related purchases.
 - b. If the leak was repaired by a licensed plumber, documentation may include a paid receipt for the work completed or a written note stating that the internal plumbing was inspected and explaining the cause of the excessive water usage.
 - c. If the leak or water loss occurred on the privately owned portion of the service line of a property with a meter pit, documentation may include a paid receipt for the service line repair or replacement, along with an inspection from a NWWA Field Service Technician confirming the leak has been repaired.

B. NWWA Review and Response.

1. Upon receipt of the required forms and documentation, the NWWA Customer Service Manager will review all information submitted and determine if an adjustment is warranted.
2. NWWA will provide a written response to the customer's request within thirty (30) calendar days indicating whether the customer qualifies for an adjustment and, if so, the total dollar amount of the adjustment.
3. Adjustments to a water bill shall not exceed 50% of the water usage charges, plus removal of the excess consumption charge, if applicable.
4. Approved adjustments will be processed on the customer's account as a credit, which will be applied to future water bills.

C. Appeal.

1. If a customer disagrees with NWWA's decision, a written appeal may be submitted to the NWWA Executive Director's attention within ten (10) business days from the date on the NWWA response letter.
2. Appeals must include the customer's explanation as to why they should be reconsidered for an adjustment, along with copies of the original Leak Adjustment Request Form and related documentation and NWWA's response letter.
3. The NWWA Executive Director will issue a written decision regarding the appeal no later than ten (10) business days following receipt of the appeal. If a decision is not provided within the stated timeframe, the appeal shall be deemed denied.



LEAK ADJUSTMENT REQUEST FORM

*DATE OF REQUEST: _____

CUSTOMER INFORMATION

*CUSTOMER NAME: _____ *NWWA CUSTOMER-ACCOUNT #: _____

*CUSTOMER PREFERRED PHONE NUMBER: _____ CUSTOMER EMAIL ADDRESS: _____

*SERVICE ADDRESS: _____

***INDICATES A REQUIRED FIELD. PLEASE PRINT ALL INFORMATION.**

LEAK INFORMATION

LEAK DETECTED BY: NWWA CUSTOMER

DATE LEAK DETECTED: _____ DATE LEAK REPAIRED: _____

PROVIDE A BRIEF DESCRIPTION OF THE NATURE OF THE LEAK AND REPAIRS TAKEN:

REQUIRED DOCUMENTATION ATTACHED? YES NO

(Submitted documentation must be in accordance with Section III. Procedure – of NWWA’s Leak Adjustment policy)

The signature below acknowledges that the NWWA Leak Adjustment Policy has been read and agreed to (NWWA Leak Adjustment Policy can be found at nwwater.com)

CUSTOMER SIGNATURE

DATE

SUBMIT COMPLETED FORM AND DOCUMENTATION TO:

NWWA (Main Office)
PO BOX 1339
NORTH WALES PA 19454-1339

OR

NWWA (Bucks Office)
PO BOX 1018
WARRINGTON PA 18976