

Town of Windsor

Memorandum

August 8, 2017

TO: The Honorable Mayor and Members of Town Council

FROM: Michael Stallings, Town Manager *MS*

SUBJECT: Water Leak Policy

At the July Town Council meeting a citizen spoke to Council about a recent high water bill that he received due to a leak. We reviewed the situation and determined that the one thing we could do to help them was to consider a change to our water leak policy.

Currently the largest credit that a residential customer can receive is \$500. After we applied the \$500 credit to his account, he was still left with a \$1,818 water bill when his normal bill was only \$25. It may be worth considering an increase to the cap of the credit amount to \$1,000 or removing the cap completely.

I have attached a copy of the existing policy for your review and will take direction after Council's discussion of this matter.

Water Leak Credit Policy

The Town of Windsor will issue a credit to customers that experience water leaks when all of the following conditions are met:

- The water leak must result in a water bill that is more than three (3) times larger than the customer's average bill over the previous 12 month period
- The water leak must result in a water bill that is more than \$300
- The customer must show proof that the water leak has been repaired
- Only one credit may be issued within a 12 month period, and no more than two (2) credits may be issued within any five (5) year period
- The water customer must fill out the appropriate application for credit and provide the required information

When the above conditions are met, the customer will be eligible for a credit of 50% of the usage above the normal average usage for the previous 12 month period. This credit shall not exceed \$500 for residential customers. This policy shall be retroactive to October 2005.

Adopted November 12, 2013