

Town of Windsor

Memorandum

June 11, 2013

TO: The Honorable Mayor and Members of Town Council
FROM: Michael Stallings, Town Manager *MS*
SUBJECT: Water Leak Policy

I was directed to look into a policy that would provide water customers with a credit on their water bills when they experienced a high bill due to a water leak. I have created such a policy and it is attached for Council's consideration.

The policy requires that the water leak result in a bill that is three times greater than the normal average bill for the previous 12 month period. The bill must also be greater than \$300.

The resident must then provide proof that the leak has been fixed. This can be in the form of a receipt from a plumber, proof of materials being purchased, or inspection by Town staff.

Only one credit will be issued in any 12 month period with no more than two credits being issued in a five year period.

I recommend that Council adopt the enclosed policy.

Recommended Motion

Move that Council adopt the Water Leak Credit Policy.

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.

Adopted 6/11/2013