

COMMERCIAL/HIGH USAGE CUSTOMER LEAK ADJUSTMENT

Revised 7/23/2020

To compensate commercial/high usage customers for high water bills caused by leaks, Ellis Water may provide a leak adjustment. Commercial/high usage customers are entitled to have one adjustment per year. A commercial/high usage customer is a customer that:

- has a meter equal to or greater than 1" in size, or
- uses more than 50,000 gallons of water per month on average, or
- has a meter that services a mining operation, or
- is otherwise determined to be a commercial/high usage customer by the Ellis Water manager.

The formula used to calculate your adjustment is as follows:

1. Your billing history is reviewed, and we take an average usage over three months of normal consumption.
2. The average of your normal consumption is then deducted from your highest water bill. That is done because that amount of water would have been used regardless of the leak.
3. The amount is then multiplied by 25% and that determines your adjustment. The adjustment is then deducted from your bill and the customer is required to pay the remaining balance.

Example: You receive your bill in April and due to a leak, you used 100,000 gallons of water at a cost of \$619.69. We review your billing history and it shows that you used 54,000 gallons in January, 56,000 gallons in February, and 52,000 gallons in March. We take an average of those bills, which is 54,000 gallons. That amount is subtracted from the highest consumption and multiplied by 25%. The result (your adjustment) is then deducted from your bill to give your amount due.

$$100,000 - 54,000 = 46,000 \text{ gallons} \quad 46,000 \times .25 = 11,500 \text{ gallons or } \$84.67$$

$$\$619.69 - \$84.67 = \$535.02$$

The bill was adjusted \$84.67 and the customer now owes \$535.02.

Ellis Water will only provide adjustments for unpreventable leaks or other catastrophic failures that cause a large loss of water such as a hot water heater breaking, washing machine hose rupturing or pipe breaking. Ellis Water will not provide leak adjustments for filling pools, cisterns, wells, watering lawns, accidentally leaving a hose on, leaking toilets or malfunctioning float valves for tanks.

Ellis Water reserves the right to request proof of any repair prior to providing an adjustment. If adequate proof cannot be provided, then the adjustment may not be given.

Ellis Water will not adjust your bill if the adjustment is less than \$50.00.

If a customer is told at least twice over a three-month period that they have a leak, and the customer fails to repair that leak, they forfeit their right to an adjustment.