

RESIDENTIAL LEAK ADJUSTMENT

Revised 7/23/2020

To compensate residential customers for high water bills caused by leaks, Ellis Water may provide a leak adjustment. Residential customers are entitled to have two adjustments per year so long as they are not within a six-month period. A residential customer is a customer that:

- has a meter less than 1" in size,
- uses less than 50,000 gallons of water per month on average,
- and does not fall under any part of the Commercial/High Usage customer definition.

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 split in half 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 25,000 gallons of water at a cost of \$166.28. We review your billing history and it shows that you used 5,400 gallons in January, 5,600 gallons in February, and 5,200 gallons in March. We take an average of those bills, which is 5,400 gallons. That amount is subtracted from the highest consumption and divided by two. The amount remaining (your adjustment) is then deducted from your bill to give your amount due.

$$25,000 - 5,400 = 19,600 \text{ gallons} \quad 19,600 / 2 = 9,800 \text{ gallons or } \$74.39$$

$$\$166.28 - \$74.39 = \$91.89$$

The bill was adjusted \$74.39 and the customer now owes \$91.89.

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 \$5.00.

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.