



Recommended Leak/High Usage Adjustment Policy

January 12, 2016
March 1, 2018
September 5, 2019

The Town of Round Hill will not waive or reduce water and wastewater bills due to theft, loss, leaks or excessive use of water except as follows:

Leak/High Usage Adjustment Conditions

- a. Customer's account must be in good standing
- b. Customer has not received a leak/high usage adjustment in the past 3 years
- c. The leak or high usage does not have to be unintentional or have occurred outside to qualify, however leaks or unintentional use must be corrected promptly upon discovery or notification by the Town.
- d. Adjustments are not available during periods of mandatory water conservation except in the case of underground leaks.
- e. An adjustment may only cover two billing cycles if the source of the leak or high usage could not have been reasonably discovered and fixed prior to the end of the first billing cycle.
- f. Customer has provided any documentation requested by the Town Administrator
- g. The total usage on the account for the billing period is at least 150% of normal usage, with normal usage being the average usage over the past calendar year, or as estimated by the Town Administrator.

Leak/High Usage Adjustment Amount

- a. All wastewater and water charges above normal usage and up to an amount equal to 300% of normal usage may be credited to the customer's account at the discretion of the Town Administrator subject to the above conditions.
- b. Only in the event of an underground service line leak to the building promptly repaired by the customer, water charges above normal usage and up to an amount equal to 300% of normal usage may be credited to the customer's account at the discretion of the Town Administrator subject to the above conditions.
- c. The Town Administrator makes the final determination and may refuse an adjustment for not meeting the above conditions or for another reason at their discretion.
- d. For adjustments of charges beyond 300% of normal usage ('catastrophic'), the customer is required to submit the request to the Town Council for consideration. The Town Council will not consider any appeals for non-catastrophic leaks.