

Illinois
Indiana
Maryland
New Jersey
Pennsylvania

Illinois, Indiana, Maryland, New Jersey and Pennsylvania **Courtesy Leak Adjustment Guidelines & Request Form**

Purpose: The purpose of these guidelines is to provide a credit adjustment to the water and/or sewer account of a customer who has experienced an emergency situation involving the loss of metered water. The excess water metered will have occurred as a result of conditions beyond normal and reasonable control of the customer or other parties responsible for the use, care and maintenance of fixtures and devices that are a part of the customer's water service system.

Although there is no obligation for the Company to adjust accounts when the water has been metered properly, it is the desire of the Company to encourage customers to make prompt and permanent repairs and to show consideration for the unusual circumstance by sharing the cost of excessive billing charges.

Customer Responsibility: It is the customer's responsibility to promptly discover and stop the loss of water. In addition, the customer is responsible for making arrangements to repair, or have repaired, the fixture or device causing the water loss in a timely manner.

The customer must complete the Courtesy Leak Adjustment Request Form to provide information describing the emergency situation or circumstances that resulted in the loss of water. This should include cause of the water loss, when the problem was discovered, what action was taken to stop the loss of water, and the arrangements made for repairs.

When the repair is completed, the customer must provide a copy of the plumber's bill or a statement of materials purchased if the repair was performed by the customer.

Conditions: The Company will consider a leak adjustment using the following conditions and criteria:

1. Only significant leaks will be eligible for a leak adjustment. For these guidelines a "significant leak" is defined as a leak that results in a loss of gallons estimated to be 2 times the average monthly gallons consumed as calculated under the section entitled "Adjustment Procedure," found below.
2. The customer account must be paid in full and kept current until the leak adjustment is reviewed and a decision is made. If necessary, the customer may contact a Customer Service Representative to make a payment arrangement.
3. The customer must submit a completed Courtesy Leak Adjustment Request Form provided by the Company.
4. The billing period adjustment shall be limited to one (1) billing period in cases of adjustments for malfunctioning toilets, indoor faucets and other visible, easily accessible fixtures. If leaks occurred over two (2) billing periods, the Company will consider a two-month leak adjustment based on the circumstances of the leak and particularly how and when the leak was discovered and how quickly the leak was repaired.

5. Not more than one (1) such adjustment will be made for any given twenty-four (24) month period per customer at that location.
 6. No adjustment shall be made when the request for the adjustment is received more than ninety (90) days after the billing date of the bill to be adjusted.
 7. Adjustments will not normally be allowed for water loss arising from carelessness, negligence or lack of due diligence on the part of the customer, as it is the customer's responsibility to promptly discover and stop the loss of water. Non-eligible requests include irrigation system leaks, unoccupied dwellings, "seasonal customers"* and any new construction of a residence or business within one year or less of completion which would have recourse under a warranty.

*"Seasonal customers" are defined as those accounts which have had a minimum of two (2) months of no consumption on the account.
 8. Only accounts that are individually metered are eligible for an adjustment.
 9. Adjustment amounts must be \$25 or greater. No adjustments will be made that are less than \$25.
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Adjustment Procedure:

For Water Only Accounts

1. The leak adjustment calculation starts by determining the average monthly consumption based on the prior twelve months usage, excluding the month of excessive consumption for which the adjustment is requested.
2. If a twelve-month average is not available (such as with a new customer), the average will be based on 3,500 gallons of usage per month in the household, or the rate of consumption after repairs, whichever is greater.
3. The average monthly consumption will then be subtracted from the billed monthly consumption covering the period of the leak. The resulting quantity is referred to as the "overage amount."
4. The overage in gallons (leaked water over the average monthly usage) will be divided by two and then multiplied by the applicable commodity charge.
5. The resulting amount will be a courtesy leak adjustment and credited to the customer's bill.

For Water and Sewer Accounts

1. The amount of the bill adjustment depends in part on whether the water from the leak returned to the sanitary sewer system or leaked elsewhere on your property.
2. If lost water DID NOT RETURN to the sewer system, the adjustments are as follows:

For WATER service, see above section "For Water Only Accounts."

For SEWER service, 100% of the amount exceeding the previous 12 months' average monthly bills, excluding the month of excessive water use for which the adjustment is requested. The situation where lost water does not return to the sewer system may include:

Non-irrigation leaks that occur underground or in walls, leaks in outside spigots or faulty water

heaters or pressure reducing valves where such appliances and devices are not easily accessible or visible.

3. If lost water WAS RETURNED to the sewer system, the adjustments are as follows:

For WATER service, see above section "For Water Only Accounts."

For SEWER service, the overage in gallons (leaked water over the average monthly usage) will be divided by two and then multiplied by the applicable commodity charge excluding the month of excessive use for which the adjustment is requested. The situation where lost water returns to the sewer system may include malfunctioning toilets and leaking indoor faucets.

4. The resulting amount will be a courtesy leak adjustment and credited to the customer's bill.

Courtesy Leak Adjustment Request Form

Return To:

**Customer Service HelpDesk
Utilities, Inc.
200 Weathersfield Ave
Altamonte Springs, FL 32714
Fax: 866-842-8348
E-mail: customerservice@uiwater.com**

<i>For office use only:</i> Date Received: _____ Repair Bill: _____ Yes _____ No Leak Credit Amount: \$ _____ Approved/Denial Date: _____ Approval Signature: _____

Customer Information

Name on Account: _____

Account Number: _____ Contact Phone Number: _____

Service Address: _____

Leak Repair Information

Date Leak Discovered: _____ Date Leak Repaired: _____

Professionally Repaired Self Repaired Documentation Attached

Description of leak and repair:

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your water bill. Please read the Courtesy Leak Adjustment Guidelines which contain the applicable conditions the company considers prior to offering a leak adjustments to customers. Once the review is complete, you will receive notification of results from the Customer Service office.

Please return the completed Request form along with copy of repair bill, if applicable, to the return address provided above.

I have read, understand and agree with the leak adjustment guidelines.	
Signature: _____	Date: _____