

# Utilities, Inc. of Louisiana

## **Courtesy Leak Adjustment Guidelines & Request Form**

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**Purpose:** The purpose of these guidelines is to provide a methodology that UIL staff will follow in consideration of a request for adjustment to the water and/or wastewater 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 UIL to adjust accounts when the water consumption has been accurately metered, it is the desire of the UIL to encourage customers to make prompt and permanent repairs as needed and to show consideration for the unusual circumstances by sharing the cost of excessive billing charges.

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**Customer Responsibility:** It is the customer's responsibility to manage the use of water on their premises and take prompt action to stop the unintended use 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 expedient manner.

The customer must complete the Courtesy Leak Adjustment Request Form to UIL that documents and validates the abnormal situation or circumstances that resulted in the loss of water. The customer must describe the 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 if the repair was performed by the customer, a statement of materials purchased, and a copy of the receipt for those materials.

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

1. Requested adjustment amounts must be \$100.00 or greater. No adjustments will be made for less than \$100.00
2. 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 a minimum of two times the average monthly gallons consumed as calculated under the section entitled "Adjustment Procedure," found below.
3. 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 the Customer Contact Center to request a payment arrangement.
4. The customer must submit a completed Courtesy Leak Adjustment Request Form provided by UIL.
5. The billing period adjustment shall be limited to one (1) month in cases of adjustments for malfunctioning toilets, indoor faucets and other visible, easily accessible fixtures. If leaks such as from an irrigation system or other exterior leak occurred over two months, UIL 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

6. Not more than one (1) such adjustment will be made for any given twenty-four (24) month period per customer at that location.
  7. 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.
  8. 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 occupancy" \* and any new construction of a residence or business within one year or less of completion which would have recourse under a warranty.
    - " Seasonal occupancy" are defined as those accounts which have had a minimum of two (2) months of no consumption on the account and the water meter is fully functional.
  9. Only accounts that are individually metered are eligible for an adjustment.
  10. In the event the customer seeks additional relief through the filing of a complaint with the Regulatory Authority and/or the Office of Regularity Staff, the proffered courtesy leak adjustment will be withdrawn.
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### **Adjustment Procedure:**

#### **For Water Only Accounts (Non-Tiered Rates)**

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 3,000 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 Only Accounts (Tiered Rates)**

1. Adjustments will apply only to the highest (third) tier billing rate in affect at the time of the adjustment request. No adjustments will be considered for consumption in the lower tiered rates (first and second tiers) Highest (third) tier consumption, beyond the average monthly usage, will be calculated at the second to the highest tier rate for consideration as the adjustment amount
2. A leak adjustment will be calculated by determining the average monthly consumption based on the prior twelve months usage.
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 applied to the second tiered rate.
5. The resulting amount will be a courtesy leak adjustment and credited to a customer's account.

6. If a twelve- month average is not available such as with a new customer, the average consumption will be based on the 12-month history for service provided at that location.
7. For seasonal customers, the adjustment will be calculated based upon the corresponding month(s) from the year immediately preceding, where no water loss or meter malfunction was recorded during the corresponding month(s).

### **For Water and Wastewater Accounts**

1. The amount of the bill adjustment depends in part on whether the water from the leak returned to the sanitary Wastewater system or leaked elsewhere on your property.
2. If lost water DID NOT RETURN to the Wastewater system, the adjustments are as follows:
  - For WATER service, see above section “For Water Only Accounts.”
  - For WASTEWATER 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 Wastewater 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 Wastewater system, the adjustments are as follows:
  - For WATER service, see above section “For Water Only Accounts.”
  - For WASTEWATER 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 Wastewater 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.

### **For Capped Wastewater Accounts**

In cases where the service area has capped wastewater rates, the following logic is followed:

No adjustment is considered if the leak was a toilet leak or going down any drain into the wastewater system unless the leak in average gallons exceeds the capped amount.

To determine if a customer’s account qualifies for a wastewater adjustment the average usage for a twelve-month period is calculated and reviewed:

1. Determine the previous twelve month’s average monthly usage excluding the month of excessive water use for which the adjustment is requested.
2. If the average usage during the twelve-month exceeds the capped number of gallons per month there would be no wastewater adjustment.
3. If the average usage during the twelve-month is less than the capped number of gallons per month and the water loss did not go into the waste water system, the customer’s account will be adjusted the charges to the average usage.

Courtesy Leak Adjustment Request Form

Return To:

Customer Resolution Help Desk  
Utilities, Inc. of Louisiana  
Mailing Address  
City, state - Zip Code  
Fax: 866-842-8348  
E-mail: [customerservice@uiwater.com](mailto:customerservice@uiwater.com)

<b><i>For office use only:</i></b> Date Received: _____ Repair Bill: _____ Yes _____ No Leak Credit Amount: \$ _____ Approved/Denial Date: _____ Approval Signature: _____
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**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 adjustment to customers. Once the review is complete, you will receive notification of the results from a Customer Resolution team member.

Please return the completed Request form along with copy of repair bill, if applicable, to the return address provided above. A copy of the plumber's bill or a statement of materials purchased, if the work was performed by the customer, is needed to confirm that the leak was repaired.

**I have read, understand and agree with the leak adjustment guidelines.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_