

ADJUSTMENTS FOR DOCUMENTED WATER LEAKS

1. Should Customer discover a water leak on his/her premises and receive a statement indicating higher than normal water use, the Customer shall be entitled to an adjustment to his/her water bill should the Customer meet the following requirements:
 - a. Customer must produce written documentation that a leak was present, discovered and repaired;
 - b. The adjustment shall be made for no longer than a one month period; and
 - c. Customer shall only be entitled to one adjustment per twelve month period per documented water leak.

2. If Customer meets the above requirements, the Customer's water bill shall be adjusted by: (1) determining the Total Usage for the month in which the Customer seeks adjustment; (2) calculating the Customer's Average monthly water Usage for the previous twelve (12) months; and (3) subtracting the Total Usage from the Average Usage to arrive at the Leak Amount. Supplier will then divide the Leak Amount in half (1/2) to arrive at the Adjustment Amount and the same shall be credited to Customer's account.