

THE CITY OF
BARDSTOWN
BOURBON CAPITAL OF THE WORLD™



LEAK ADJUSTMENT FORM

CUSTOMER INFORMATION

NAME	
SERVICE ADDRESS	
CONTACT NUMBER	
EMAIL	
ACCOUNT NUMBER	

LEAK INFORMATION

1. Date repairs were made	
2. Who made the repairs	
3. Exact location of the leak	
4. Provide proof that the leak has been repaired (receipt from plumbing company, receipt for parts purchased to repair leak)	

CSR Initials:	Date:
---------------	-------

Signature_____

Date_____

I hereby verify that the above information is true and correct, I have read the policy and qualifications, all statements are true and correct, and the excess usage in my water service system has now been repaired.

(See page 2 for Leak Adjustment Policy and Qualifications.)



Leak Adjustment Policy and Qualifications

It is the general policy of the City of Bardstown that customers serviced by the City are responsible for any and all fees and charges associated with water and sewer services, any fees associated with late payments, and any fees associated with disconnection.

However, the City will entertain bill adjustment requests to either arrange payments for, or forgive some portion of the amount owed to the City by owners and tenants of residential properties that are attributed to leaking plumbing. Such requests will be evaluated on a case-by-case basis by the City. Requests to forgive \$1,000 and above will be evaluated by the CSR Supervisor.

An account **will not** qualify for a Leak Adjustment due to:

- Leaking commodes, dripping faucets, malfunctioning appliances and leaks due to improper pipe materials and/or construction methods
- Water loss due to theft or vandalism will not be considered for adjustment and is the property owner's responsibility
- Seasonal usage, such as filling a pool, watering lawns, establishing landscaping, washing cars, etc. does not qualify
- Failure to provide documentation that a leak was repaired

The determination regarding any Leak Adjustment request is within the discretion of the City and the response to any request will be determined by the following guidelines:

- **Excess water usage a leak adjustment calculation is defined as a 200% increase in usage over the customer's previous 12-months average usage, excluding the leaked amount.**
- Customer fully completes a Leak Adjustment Form (page 1) related to excess water usage.
- Customer provides proof of the leak and the repair through receipts from a plumber and/or for parts.
- The leak must be non-preventable and be located on the customer's side of the meter. A leak adjustment will be granted whether the leak occurred inside or outside of the building served.
- For non-sewer customers, adjustments will be calculated using 50% of the difference between the customer's previous 12-month average and the excess usage for the water charges.
- For sewer customers, the adjustment will be calculated using 50% of the difference between the customer's previous 12-month average and the excess usage for both the water and sewer charges.
- During the lifetime of account, only two (2) leak adjustments will be permitted. Each of these adjustments may cover a maximum of two (2) billing cycles. Before a third adjustment can be considered, the entire water service line from the meter box to the structure must be replaced and evidence must be provided before the third adjustment is given.
- The City may elect to arrange for a payment plan to be set up between the customer and the City which satisfies a past due balance over an agreeable period of time. Any failure to adhere to said payment plan shall result in the termination of such plan and the full amount previously due becomes immediately due, and shall also preclude any future adjustments to any portion of debt owed to the City.
- **Any action under this Policy is discretionary, not mandatory, and may only be granted in the event of a Leak Adjustment for excessive usage, as defined herein.**