

West Saline Water Users Association
P. O. Box 29
New Edinburg, AR 71660

LEAKS POLICY

WHAT IS A LEAK?

A leak is defined by this policy as a substantial loss of water caused by circumstances beyond the normal control of the customer that has been confirmed repaired by the water operator.

What makes a substantial loss will be determined by comparing the data of total water used in a billing cycle with the customer's average, seasonal, and/or charged usage.

Water lost through un-repaired leaks do not qualify for consideration under this policy. A customer's failure to shutoff water after usage or to normally maintain proper control of usage do not qualify for consideration under this policy.

This policy is directed to help share the cost of water loss due to failure of a customer's normally maintained plumbing which has been repaired.

This policy may be applied no more than once in twelve months to any customer regardless of number of meters.

BILLING

The customer is responsible for bill payment in accordance with the **"BILLING, PAYMENT, AND COLLECTION POLICY."**

The operator may not change the amount the customer is to pay after billing without specific Board approval.

USAGE ADJUSTMENTS BY OPERATOR

The operator must confirm a leaks cause and its repair before adjusting usage for billing purposes.

The operator shall not adjust usage if no cause can be confirmed or no repair has been made unless specifically directed by Board approval.

All usage adjustments are to be documented and made in the following manner by the operator before billing.

1. Establish customer's normal usage by comparing average, seasonal, and changes in usage by the customer for a billing cycle.
2. Subtract normal usage found above from the total usage in the billing cycle. If the resulting gross leakage amount does not represent a substantial increase over normal usage no adjustment is to be made by the operator.
3. The operator is to bill the customer for normal usage plus one half the substantial gross leakage.
4. With a substantial loss determined a customer may still opt to not have an adjustment.