

Leak Adjustment Policy Disclosure

JCWSA offers limited leak bill adjustments to help customers with unusually high water bills caused by qualifying, unexpected plumbing leaks. Adjustments are subject to eligibility requirements, timing rules, and payment limits.

Residential Customers (ServLine Program)

ServLine participation is required. Residential customers who are not enrolled in the ServLine leak insurance program are **not eligible** for leak adjustments.

Key Limits & Requirements:

- **12-Month Rule:**
Residential customers are eligible for **one leak adjustment per 12-month period**, regardless of the number of leaks.
- **Maximum Adjustment Amount:**
Leak adjustments are **limited to a maximum of \$2,500 per 12 months**.
Any charges **above \$2,500** remain the customer's responsibility.
- **Minimum Bill Increase:**
The leak must result in **at least \$100 more** than the customer's **average of the previous 12 monthly bills**.
- **Customer Cost Responsibility:**
Customers must pay their **12-month average bill amount**. The adjustment only applies to excess charges, up to the \$2,500 limit.
- **Proof of Repair Required:**
Proof that the leak has been repaired (plumber invoice or materials receipt) is required before an adjustment will be issued.
- **Application Deadline:**
All adjustment requests must be submitted **within 90 days of the billing date**.

Adjustments are NOT available for:

- Irrigation systems or lawn watering
- Swimming pool filling or pool leaks
- Negligence (such as leaving water running)
- Abandoned or poorly maintained properties
- Leaks not related to the primary residence
- Customers who opt out of the ServLine program



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Commercial, Industrial, and Irrigation Customers

- Eligible for **one-time adjustment only per account and per connection**
- Adjustment equals **50% of excess water charges** caused by an undiscovered leak
- Sewer charges may also be adjusted at **50%**, if applicable
- Must contact JCWSA **within 15 days of receiving the bill**
- Fire line connections are not eligible

Important Notice:

Leak adjustments are limited, not automatic, and are intended for unexpected plumbing failures. Customers are responsible for maintaining their plumbing systems in good working order.

