



Website FAQ – Leak Adjustment Policy through ServLine

What is a leak adjustment?

A leak adjustment is a limited bill credit for unusually high water usage caused by a qualifying, unexpected plumbing leak.

How often can I receive a leak adjustment?

Residential customers may receive **one leak adjustment per 12-month period**. Additional leaks during the same 12 months are not eligible.

Is there a maximum adjustment amount?

Yes. Residential leak adjustments are **capped at \$2,500 per 12-month period**. Charges above this amount are the customer's responsibility.

Do I have to be enrolled in ServLine?

Yes. **ServLine participation is required** for residential customers. Customers who opt out of ServLine are not eligible for leak adjustments.

What portion of my bill do I still have to pay?

Customers are responsible for paying their **12-month average water bill**. The adjustment only applies to charges above that average, up to the \$2,500 limit.



Is there a minimum leak amount to qualify?

Yes. The leak must generate **at least \$100 more than your 12-month average bill.**

What documentation is required?

You must provide **proof that the leak has been repaired**, such as a plumber's invoice or a receipt for repair materials.

How long do I have to request an adjustment?

Requests must be submitted **within 90 days of the billing date.**

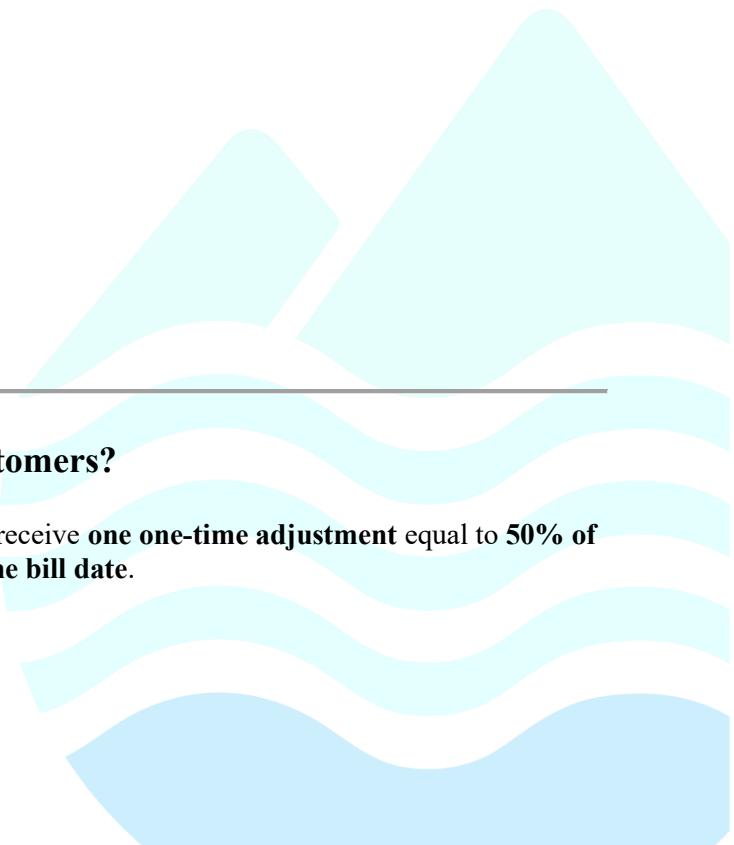
What types of leaks are not eligible?

Adjustments are not available for:

- Irrigation or sprinkler systems
- Lawn watering
- Swimming pools or pool leaks
- Negligence (e.g., leaving water running)
- Abandoned properties or poor maintenance
- Leaks unrelated to the primary residence

What about commercial or industrial customers?

Commercial, industrial, and irrigation customers may receive **one one-time adjustment equal to 50% of excess water charges**, if reported within **15 days of the bill date.**





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Authority**

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