

# City of Hutchinson

## Billing Adjustment due to Undetectable Water Leak

1. An undetectable water leak is defined as a leak that occurs anywhere between the water meter and the end of the service line, not within any structure, that cannot be seen by a reasonable and prudent inspection by the customer or the customer's agent.
2. Absence from the property or a vacancy is not an acceptable reason for lack of inspection of the property by the customer or the customer's agent.
3. Billing adjustments will not be considered for leaking plumbing fixtures or other detectable leaks.
4. A customer requesting an adjustment must complete and submit the adjustment request form, including documentation of either a plumber's bill, or if the homeowner repaired, a receipt for plumbing supplies used within 30 days of discovery of the leak.
5. Adjustments will not be made on bills where consumption is not at least 10 hcf above their normal consumption for the same period the previous year, or if the customer had occupied the premises for less than one year, the consumption should be at least 10 hcf above consumption for the previous month.
6. The consumption included in the adjustment will include no more than a two month period.
7. An approved adjustment will be 50% of water used above normal consumption, i.e., total consumption minus normal consumption divided by 2.
8. An application for a leak adjustment may only be made once yearly per property.
9. All bills prior to the period of adjustment must be current before an adjustment will be made.