



## **Leak Adjustments for Burst Pipes During Recent Ice Storm**

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Due to the recent freezing weather event causing many residents' private water lines to burst, staff is recommending a temporary modification to the City's leak adjustment policy.

The 'normal' leak policy consists of the following:

- 1) A leak adjustment form must be filled out by the affected account owner and returned to the City within three months of the leak occurring;
- 2) The leak must be repaired;
- 3) Copies of any receipts from repairs are strongly encouraged;
- 4) The leak must be caused by a force majeure event;
- 5) The consumption history of the account will be reviewed to confirm a consumption increase and corresponding decrease after the repair;
- 6) Only the sewer portion of the bill be adjusted back to the historical normal average;
- 7) The water portion of the bill will still be due;
- 8) Any late fees over the term affected by the leak will be removed;
- 9) If the consumption does not decrease, then no adjustment will be made;
- 10) Regular payments on the account must continue;
- 11) If a leak adjustment form is turned in, it may delay disconnect for a large balance, but does not absolve the account owner from disconnect;
- 12) Account owners are allowed one leak adjustment per year.

Staff recommends temporarily amending the policy to include adjusting the water portion of the bill by 50% if the account owner incurred a leak directly caused by the freeze for the month of February, 2021 only, and all leak requests that fall under this temporary amendment must be submitted to the City by April, 2021.