

**ADMINISTRATIVE POLICY  
HOT SPRINGS MUNICIPAL WATER SYSTEM  
WATER LEAK ADJUSTMENTS**

**I. PURPOSE.**

The purpose of this policy is to establish the practice and procedure for making adjustments to monthly water and wastewater usage charges due to excessive water consumption as defined in Section IV hereof.

**II. PRACTICE.**

The water and wastewater usage charges credit will be issued by the Finance Department on the customer's next regular municipal utility bill upon authorization by the Utilities Director or his designee. Such authorization will be granted in accordance with this policy. Provided, however, that any total adjustment of \$100.00 or less may be approved by the Finance Director, again in accordance with the following policy.

**III. PROCEDURE.**

Adjustments can be made on Hot Springs Municipal Water and Wastewater system charges due to a water leak that is documented by unusually high water consumption, as determined in accordance with Section IV hereof, and there is substantial evidence in the form of a receipt that repairs have been made to the customer's plumbing system. All documentation is subject to verification. Adjustments will only be granted to a full time resident of the home or apartment where the leak occurred. The Customer must provide proof of full time residency. The water account must be in the name of the resident. Adjustments for businesses may be considered if the business is occupied on a regular basis, or at least four days per week and 12 months per year. Adjustments will not be made for minor leakage attributed to defective faucets, water closets or other plumbing fixtures where the leakage is visible, clearly evident or the customer has been advised by a serviceman or city customer service representative that is evident. Nor will an adjustment be given for water left running, watering the lawn, sprinkler systems, faucets left open during freezing weather, or malfunctions in ice machines or similar equipment directly connected to the water system.

Customers may make application for water and/or wastewater bill leak adjustments by fully completing a claim form and filing the form, the residency verification and repair documentation with the Finance Department's Customer Service Section. The Customer Service Section will calculate the adjustment in accordance with this policy and then route the claim, residency verification, repair documentation and other relevant information to the Utilities Director or his designee, if the claim is over \$100.00. The Customer Service Section will also be responsible for customer contact and notification of claim approval, denial or modification.

**IV. QUALIFYING ADJUSTMENTS AND ADJUSTMENT CALCULATION.**

Adjustments can be made on an account when one of the following reasons occurs:

Outlet coupling leaking  
Outlet risers leaking  
Supply line leaking  
Pipe or fitting leaking  
Water heater malfunction may be considered depending on the nature of the problem.

The claim form must include a detailed description of the problem and method of repairs. Upon proof of a system repair as documented by a receipt, work order or similar instrument, the water charges of the month in which the leak occurred (the leak month) may be reduced by the amount of the water usage determined to be in excess of the average of the customer's most usage without a leak. Average usage will be determined by the city. Should the account not have six months of history, the available history shall be used. The wastewater charge may be adjusted, provided that the leakage does not enter the sanitary wastewater system. This shall be determined by the city.

**EXAMPLE - EXCESSIVE CONSUMPTION  
CALCULATION**

Average usage may be between 6 to 12 months

Leak month usage	210,000 gallons
Usage 7 months ago	110,000 gallons
Usage 6 months ago	120,000 gallons
Usage 5 months ago	130,000 gallons
Usage 4 months ago	128,000 gallons
Usage 3 months ago	125,000 gallons
Usage 2 months ago	122,000 gallons

Average of a six months period  
of usage without a leak 122,500 gallons

Upon proof of repair, the leak month charges would be reduced by 87,500 gallons - leak month (210,000 gallons) minus six months without leak average (122,500 gallons).

Only one adjustment, per meter, within a twelve (12) month period will be made. Exceptions will only be approved by the Utilities Director or his designee.

Billing adjustments related to misread meters or other errors should be handled between the Meter Shop supervisor and the Billing Supervisor. It would not be necessary to receive the Utilities Director's approval to adjust the bill for an error or misread.

[Water Leak Adjustment Form](#)