



CITY OF HAILEY

Public Works Department

Leak Repair Refund Policy

Utility Billing

It is unlawful for any water user to waste water or allow water to be wasted by leaky water stops, valves, joints or pipes that are not under the jurisdiction of the city, or to permit the malicious or willful consumption of water from the municipal water system.

City Ordinance 13.08.030 Water Conservation

Operating in conjunction with this ordinance, the City of Hailey Public Works Department has developed the following internal policy:

Policy

Customers who have made repairs within a reasonable time period shall be reimbursed for excessive charges accumulated due to a leak according to the following:

- Customers will be informed of the policy of reimbursement by the Utility Billing Department in the letter informing them of the possibility of a leak.
- Customers who request reimbursement to their account due to excessive charges will be reimbursed as follows:
 1. Repairs made within 30 days of notice will receive 100% credit back to average use.
 2. Repairs made within 60 days of notice will receive 50% credit back to average use.
 3. Repairs made after 60 days will not be eligible for credit.
- The assessment of credits will be determined only after a full month's billing subsequent to the repair being completed.
- Credit assessment will be based on the previous month's use prior to the leak—unless the data is unavailable, then discretion will be used—for a maximum of two months.

Procedures

- Leaks are reported to the Utility Billing Department after being revealed through monthly meter reading by the Water Department or through the

REFUND POLICY

monthly perusal of account activity for billing purposes by the Utility Billing Clerk.

- If there is evidence of a leak, a leak test will be performed for verification.
- A letter is sent to:
 1. Notify the customer of the leak
 2. Inform the customer of the violation of City Ordinance 13.08.030
 3. Request a prompt repair of the leak.
 4. An allowance will be made for winter weather conditions:
 - A. Leak repair is to be completed by May 1st following the winter season.
 - B. Customers will be charged the base rate plus their average water consumption until the repair has been made or until after the winter season when the May 1st deadline has passed.
 - C. Customers who do not complete repairs by May 1st will be back billed for all metered water use.
 5. Leak letters are put into a tickler system for follow-up and additional letters, or citations when deemed necessary.
- Once the Utility Billing Department has been informed that the leak has been repaired, another leak test is performed for verification.
- A detailed note shall be made to the customer file at each step of this process.
- A credit will be applied to the account when repairs are completed within 60 days.

Policy Approval

Mayor

Date