

Town of Georgetown, Indiana
Ordinance No. G-15-04

**AN ORDINANCE ESTABLISHING A WATER LEAK ADJUSTMENT POLICY FOR
UTILITY CUSTOMERS OF THE TOWN OF GEORGETOWN, INDIANA**

WHEREAS, the Town Council for the Town of Georgetown, Indiana desires to provide an opportunity for a consumer to petition the Town of Georgetown for an adjustment to the water and sewer account of a customer who has experienced an emergency situation involving the loss of metered water on the consumer's side of the meter.

WHEREAS, the Town Council for the Town of Georgetown, Indiana desires to describe conditions when a leak adjustment request may be considered, establish repair expectations and ensure the consistent application of leak adjustments to customer accounts.

**NOW, THEREFORE, BE IT ORDAINED BY THE TOWN COUNCIL OF
GEORGETOWN, INDIANA AS FOLLOWS:**

I. Definitions –

Leak - An unintentional water loss caused by broken or malfunctioning pipes or plumbing fixtures at a residence or business.

Non-Sewer Affected Leak - When water lost from a leak does not enter the Town's sewer system. Examples include, but are not limited to:

- Leaks underground, not associated with irrigation systems, or in walls,
- Frozen and burst pipes, not associated with irrigation systems,
- Outdoor spigots or hose leaks,
- Faulty water heaters or pressure reducing valves, where such devices are not easily accessible or visible,
- Vandalism to plumbing or theft of water that is documented with a police report.

Sewer Affected Leak - When water loss from the leak enters the Town's sewer system. Examples include, but are not limited to:

- Leaking toilet(s),
- Leaking faucet(s).

II. Scope –

- 1) The excess water metered shall have occurred as a result of conditions beyond reasonable control of the customer or other parties responsible for the use, care, and maintenance of fixtures and devices that are a part of the customer's water service system.
- 2) It is the customer's responsibility to promptly discover and stop the loss of water. In addition, the customer is responsible for making arrangements to repair or have repaired the fixture or device causing the water loss.
- 3) Although, there is no obligation for the Town of Georgetown to adjust accounts when the water has been metered properly, it is the Town's desire to encourage customers to make prompt and permanent repairs and to show consideration for the unusual circumstances by sharing the cost of the billing charges for lost water.
- 4) The customer must provide information describing the emergency situation or circumstances that resulted in the loss of water. A written report or e-mail to Georgetown Utilities are acceptable forms of notification. The report shall include the cause of the water loss, when the problem was discovered, what action was taken to stop the loss of water, and the arrangements made for repairs.

A. Written reports may be delivered to the Georgetown Utilities as follows:

Hand Delivery	Postal Delivery	E-Mail
Attn: Georgetown Utilities 9111 State Road 64 Georgetown, Indiana	Attn: Georgetown Utilities PO Box 127 Georgetown, IN 47122-0127	TBD@georgetown.in.gov

- 5) When a repair is completed, the customer shall provide evidence of completed work. A copy of the plumber's bill or a statement of materials purchased, if the customer performed the repair, is acceptable evidence. In the case that no materials were required, a written statement and photos by the customer is acceptable stating what repairs were made or action taken. The Town Council, in coordination with the Public Works Director, shall determine the acceptability of such statements at the next regularly scheduled council meeting.

III. Procedure –

- 1) Upon receipt of the customer's written statement describing the water loss and copies of invoices, receipts, or statements documenting repair, the Town Council, in coordination with the Public Works Director, shall evaluate the circumstances surrounding the water loss.

- 2) The Georgetown Clerk-Treasurer or their designee, upon determination by the Town Council that an adjustment is appropriate under the policy, shall calculate the adjustment under the following guidelines:
 - A) If it is determined the loss of water is a "Non-Sewer Affected Leak," the customer shall receive the Town's wholesale water rate plus ten-percent (10%) service charge on the amount in excess of the previous twelve (12) months average meter reading. One-hundred percent (100%) of the sewer charges for the excess gallons shall be waived. The customer shall be responsible for their average usage for water and sewer utilities at regular rates, as well as any debt service or fixed charges that normally appear on their Georgetown Utility bill.
 - B) If it is determined it is "Sewer Affected Leak," the customer shall receive the Town's wholesale water rate plus ten-percent (10%) service charge on the amount in excess of the previous twelve (12) months average meter reading. Fifty percent (50%) of the sewer charges for the excess gallons shall be waived. The customer shall be responsible for their average usage for water and sewer utilities at regular rates, as well as any debt service or fixed charges that normally appear on their Georgetown Utility bill.
 - C) If a twelve-month average is not available (new customer), the average shall be based on the maximum number of months available for analysis. In the event that no previous months are available for averaging, two-thousand (2000) gallons of usage per person in the household or the rate of consumption after repairs, whichever is greater, shall be used.
- 3) No adjustment shall be made for a period in excess of one (1) billing period. The billing period adjustment shall be limited to one (1) month in cases of adjustment for a Sewer Affected Leak. Not more than one (1) such adjustment shall be allowed for any given twelve (12) month period per location.
- 4) No adjustment shall be made when the request for the adjustment is received more than thirty (30) days after the billing date of the bill to be adjusted in the case of an active customer or thirty (30) days after the billing date of a final bill. Exception shall only be made if proof of extraordinary mitigating circumstances is presented to the Town Council at a regularly scheduled meeting.
- 5) Adjustments shall not be allowed for water loss arising from carelessness, negligence or lack of due diligence on the part of the customer, as determined by the Town Council in coordination with the Public Works Director. It is the customer's responsibility to promptly discover and stop the loss of water.

Adopted by the Town Council of Georgetown, Indiana this ²⁰~~16~~^{APRIL} day of ~~March~~, 2015.

YEA:

Gary S. Smith
Gary Smith, President

Chris Loop
Chris Loop, Vice President

Jim Tripure
Jim Tripure, Member

Kathy Haller
Kathy Haller, Member

Patti Denison
Patti Denison, Member

NAY:

Gary Smith, President

Chris Loop, Vice President

Jim Tripure, Member

Kathy Haller, Member

Patti Denison, Member

Attest:

Bk M FL
Brenton Fender, Clerk/Treasurer