



## Leak Adjustment Policy

The City of Ripon Utilities Department is responsible for maintenance and operation of water and wastewater treatment and distribution systems. Each property owner is responsible for installation, maintenance, and repair of water piping from the curb stop to the main building and wastewater piping from the connection to the service lateral to the main building and all plumbing inside the building. Sometimes broken or damaged plumbing fixtures, irrigation equipment, or pipes can cause unintentional water loss. If that happens, a customer may be eligible for a one-time courtesy Leak Adjustment to his or her bill. If an adjustment is approved, both water and sewer above the normal consumption will be billed at the lowest rate possible.

### Leak Adjustment rules:

- Customers must submit a Leak Adjustment application.
- Leak adjustments will cover no more than three (3) consecutive months.
- Only one (1) billing adjustment will be allowed per premise or service address.
- Any adjustment will show up as a credit on the bill following approval.
- The cause of the leak must be repaired before an adjustment can be approved.
- If there is an issue paying the adjusted bill, a payment plan can be set up with the billing clerk.

### Leak Adjustment rules for rental properties:

- If the leak occurred in a rental property, the tenant is responsible for the normal consumption portion of the bill. This will be calculated by using the average consumption of last four (4) billing periods. Where a customer has not occupied the property for that length of time, the average of any billing cycles available will be used.
- The property owner or management company will be responsible for the wasted water consumption billed at the lowest possible rate as determined by the utility.
- Both the tenant and the property owner or Management Company must sign the Leak Adjustment application. Failure to have the tenant and the property owner or Management Company will result in a denial of the application.

### No adjustments will be granted in the following situations:

- High water use caused by seasonal activities such as watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc.
- When leak continues for four (4) or more months, there will be no adjustment for the fourth or subsequent months.
- High usage is due to negligent water use or other incident within the customer's control.
- Customer is unwilling to allow Utility staff access or entry to inspect the reported leak and/or repairs made.

- The customer has an outstanding delinquent balance. (Submit payment for delinquent balance or sign a deferred payment agreement prior to requesting adjustment).

#### Review Process and Appeals:

- The Utility Manager and Utility Clerk shall review Leak Adjustment Applications monthly. As part of the review process, the committee may request an inspection by Utility staff of the property where the leak occurred. The Utility Clerk will notify the applicant of its determination whether the case is eligible for an adjustment within 30 days of receiving the application. If the case is determined to be eligible for a leak adjustment, the Utility Clerk will authorize the adjustment to account for billing.
- Applicants may appeal a committee decision to the City Administrator. The City Administrator shall consider the application within 30 days of the date of appeal and issue a decision within 60 days of the date of appeal.

#### Adjustment Terms

- **Water Usage Charges:** State of Wisconsin Public Service Commission regulations require customers to pay at least the cost of the Utility providing the water lost due to a leak. Water usage will not be reduced in the event of a leak.
- **Sewer Usage Charges:** In cases where a customer shows sufficient evidence to the Utility that water usage during a leak was not discharged to the sanitary sewer system, full credit of sewer usage charges above the customer's average usage will be considered.

Questions? Contact the City of Ripon Utility Clerk:

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