City of Fort Bragg
Water/Sewer Leak Adjustment Policy

It is the responsibility of the customer to review consumption totals on their utility bill on a monthly basis and identify and repair leaks. Significant consumption increases during a billing period or a gradual increase that does not decrease throughout several billing cycles may indicate a leak.

The City Finance Department may issue a leak adjustment on a water or sewer account under certain circumstances as described below. Although there is no obligation for the City to adjust accounts when the water has been metered properly, it is the City's desire to show consideration for the unusual circumstance and to encourage customers to make prompt and permanent repairs by sharing the cost of the excessive billing charges.

Adjustments of up to 50% of the excessive usage of up to two billing periods will be considered as follows:

1) Broken/leaky plumbing fixtures/pipes: A sewer credit will not be issued for items in this credit category if it is determined that the water entered the municipal sewer system.
2) Outdoor spigots, hose leaks or vandalism to outdoor faucets/pipes that is documented with a police report: A water and sewer credit may be issued for items in this category as it is likely that the water did not enter the municipal sewer system.
3) Leaks underground, frozen or burst pipes not associated with irrigation system failures: A water and sewer credit may be issued for items in this category as it is likely that the water did not enter the municipal sewer system.
4) Any portion or component of an irrigation system: A sewer credit may be issued for items in this category as it is likely that the water did not enter the municipal sewer system. A water credit will not be issued for items in this credit category.
5) Adjustment requests must be received within 45 days of the billing date for which an adjustment is requested. Exceptions will be made only if there is proof of extraordinary mitigating circumstances.
6) Each request will be reviewed on a case-by-case basis by the City's Finance Department.
7) Only one leak will be adjusted per calendar year. The billing period adjustment will be limited to 2 months.
8) Excessive usage is defined as amounts used in excess of the prior twelve month average monthly usage.
9) If the customer is notified by the City of a possible leak an adjustment request must be submitted within 45 days of the initial notification.
10) For residential accounts the adjustment will be applied to water charges only as the sewer charges are based on the customer's winter average usage. For commercial accounts the adjustment may be applied to both water and sewer charges in accordance with items 1 through 4 above.
11) The winter average for wastewater billing of residential accounts is recalculated each July based on the average water usage during the prior winter months of November, December, January and February. If the residence had a leak during these months an adjustment to the winter average may be requested. The

adjustment request must be received within 45 days of the July billing date (issued the first week in August).

12) Adjustment will not be allowed for water loss arising from carelessness, negligence or lack of due diligence on the part of the customer, as it is the customers' responsibility to promptly discover and stop the loss of water.
13) The customer is required to comply with all billing due dates and pay all balances due, including any penalties, during the period of time that the adjustment request is being considered.
14) No adjustment shall be made for the following:
    a. Leaks for which an adjustment is requested more than 45 days after the billing date for which the adjustment is requested,
    b. Losses that occur within one (1) year of construction, or
    c. Unoccupied buildings listed as "vacant" in the City's billing system.