



# WATER LEAK ADJUSTMENT POLICY

**TOWN OF CLAYTON**  
Utility Billing & Collections  
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Water charges may be eligible for adjustment when a leak is found on the customer side of the meter.

A leak adjustment is a financial adjustment to water usage charges on a customer's bill caused by a leak on the customer's side of the meter that a licensed plumber and/or Town of Clayton staff has validated. A customer must submit a Leak Adjustment Request form online or in person.

### Adjustment for Water Charges

The adjustment will reduce the excessive bills(s) for water usage back to the customer's average charges based on the last 12 months; the remaining excess consumption to be billed at the discount rate.

### Adjustment for Sewer Charges

- a. In situations where the excess water consumed was returned to the Town's wastewater system for treatment, sewer charges **Will Not** be adjusted.
- b. In situations where the excess water consumed was not returned to the Town's wastewater system for treatment the Town **Will** adjust 100% of the sewer charge above the last 12 months average consumed.

Leak adjustments will cover no more than two (2) consecutive months. Only one (1) financial adjustment associated to billed usage will be allowed in a rolling calendar year (Rolling 1-year timeframe starting from the date of the last leak adjustment).

### **A leak adjustment may be granted when ALL of the following conditions are present:**

- Customer notifies Town of Clayton of an excessive utility bill that may be related to a leak.
- Water consumption is a minimum of 1.5 times the average monthly usage over the previous 12-month period.
- Leak occurred on the customer's side of the meter.
- Plumber's receipt or other proof confirms the leak was repaired.

### **However, no adjustments will be granted where any of the following situations exist:**

- Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, washing vehicles, etc.
- Faucet and or hoses turned on and left on or ruptured garden hoses.
- When leak continues for three (3) or more months, there will be no adjustment for the third or subsequent months.
- A leak adjustment was issued within the past two (2) years for the same premise.

If water was used for the fill-up of a swimming pool, a onetime sewer only adjustment will be calculated based on the difference between the excess sewer charges and the average sewer charges for the past 12 months.

### **Information needed for a Leak Adjustment Request: Return to Utility Billing Department**

Today's Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ TOC Rep: \_\_\_\_\_

Date leak was discovered: \_\_\_\_\_ Date leak was repaired: \_\_\_\_\_

Description of leak (faucet, toilet, underground, etc.): \_\_\_\_\_

Explanation of how leak was repaired (receipt of repair also needed):  
\_\_\_\_\_  
\_\_\_\_\_