



## Water Leak Request for Adjustment Process

**The policy of the City of Fountain Utilities is that water that runs through a meter and is measured correctly is water sold.**

### Definition:

A water leak shall be defined as “an unintentional water loss caused by broken or damaged pipes or irrigation equipment (broken valves or manifolds only will be considered) at a customer’s residential or non-residential property that results in a customer’s bill(s) being higher than the customer’s typical bill for water services.”

Water leaks on a customer’s property are the responsibility of the customer. We do understand that unexpected high bills can occur due to a leak and, therefore, Fountain Utilities offers a water leak review process. This process is intended to provide financial relief to customers who experience extremely high water use as a result of a water leak as defined above.

Water theft should be handled through the criminal process and will not be considered under the water leak review process.

### Eligibility:

- The customer must report the leak to Fountain Utilities within 60 days of the bill due date for the billing period when the leak occurred by completing a **Water Leak Adjustment Form**. Form can be obtained by calling 719-322-2010, emailing [customerservice@fountainutilities.org](mailto:customerservice@fountainutilities.org) or downloading from [www.fountainutilities.org](http://www.fountainutilities.org). Click on Document Center and search “Water Leak”.
- Leak adjustments may span a **maximum of two billing periods**. A customer will be limited to one (1) water leak credit in a 36-month period.
- Fountain Utility Account must be in good standing.
- Request must be from the owner of property; if the owner does not reside at the property, the current tenant and the owner/property manager should jointly submit the request. If a property manager signs on behalf of the owner, Utilities must have a current Property Management Agreement on file.
- A customer must verify that a leak occurred, the estimated timeframe of the water leak and that the water leak has been repaired.
- Utilities will accept reasonable documentation that the leak was repaired such as receipts for repairs, parts or, under special circumstances, a signed affirmation by the customer. Fountain Utilities reserves the right to confirm through visual inspection that the leak has been satisfactorily repaired.
- In some cases, Utilities may require documentation that the insurance company will not reimburse the customer for their water billing.

**Additional Information:**

- If the committee feels that the request for an adjustment meets the criteria and the customer is in good standing with Fountain Utilities, the committee may elect to offer a water leak credit.
- Adjustments are calculated based on the water bill(s) impacted by the leak. The Committee will review usual and customary water billing for the customer, and, if an adjustment is warranted, will subtract the water consumption during the leak period minus the typical water consumption and multiply that number by .5 (50%). The maximum credit allowed is \$1000.
- The Water Leak Review Committee will notify the customer of their decision in writing.
- The Committee, at their sole discretion, will have the ability to issue credit based on hardship and other unforeseen circumstances.

**Please Note:**

- Fountain Utilities may elect to perform a field or meter test to verify the accuracy of the water meter.
- If the customer requests a certified meter test, the customer will be charged for all expenses incurred for the test. If the meter is inaccurate by more than +/- 3%, the customer will not be charged for the test and an adjustment will be made to the water portion of their bill.

**Exclusions:**

No adjustments will be given for leaks under the following circumstances:

1. A willful act on the part of the customer.
2. Negligence and/or maintenance of systems.
3. Stolen water.
4. Leaks in regard to broken or damaged plumbing fixtures or appliances.
5. Leaks in regard to water features, to include ponds, fountains, swimming pools, hot tubs, spas, etc.
6. The water meter has been tampered with or turned on/off by anyone other than Fountain Utilities and that action resulted in loss of water.
7. Water leaks that are covered by insurance.
8. Water leaks that are covered by property managers.
9. Mis-programmed irrigation clocks/timers and/or sprinkler heads.