RESOLUUTION NO 2015- 10

A RESOLUTION AUTHORIZING IMPLEMENTATION OF A POLICY GOVERNING WATER LEAKAGE ADJUSTMENTS IN BRYANT, ARKANAS

WHEREAS, the City of Bryant (the City) owns and operates a water and wastewater utility system in the City of Bryant; and

WHEREAS, the City is often faced with requests for billing adjustments from customers who experience high bills due to water leaks; and

WHEREAS, the City purchases water from Central Arkansas Water at a cost that must be recovered through water rates; and

WHEREAS, the City can provide some relief on high wastewater bills caused by water leakage; and

WHEREAS, the City desires to adopt and implement a policy that governs the circumstances under which water leakage adjustments may be provided.

NOW, THEREFORE, BE IT RESOLVED, that the Policy Governing Water Leakage Billing Adjustments (EXHIBIT A – attached) is hereby adopted by the City Council of the City of Bryant.

SO BE IT RESOLVED this 27 day of Jan, 2015.

APPROVED:

Jill Dabbs, Mayor

ATTEST:

Sue Ashcraft, City Clerk

Approved as to Form:

Richard Chris Madison, Staff Attorney

EXHIBIT A

CITY OF BRYANT WATER AND WASTEWATER UTILITIES
POLICY GOVERNING WATER LEAKAGE BILLING ADJUSTMENTS

Customers may qualify for bill adjustments to sewer charges when property-side leaks cause unusually high utility bills. The Customer Service Manager will provide a report to the Water and Sewer Advisory Committee each month detailing the leak adjustments under $100 and a separate report detailing requests for adjustments over $100.

ELEGIBILITY FOR ADJUSTMENTS

Each Customer account, excepting landscape services, is eligible to receive one adjustment to sewer charges during a 12-month period including indoor and outdoor leaks.

- Adjustments are made to the sewer portion of the bill only. The cost of all water usage must be paid.
- Customers may request adjustments after leaks have been repaired.
- The Customer Service Manager is authorized to make adjustments up to $100.
- Any requested adjustments over $100 must appear before the Water and Sewer Advisory Committee for a decision on eligibility.
- A city staff person will check the water meter to verify that the leak has been fixed. The Customer requesting an adjustment will be asked to confirm the leak and repair by signing a statement provided by the Water and Wastewater Department.
- In cases where a Customer may wish to request consideration of an additional adjustment, said Customer (or his/her advocate) must appear before the Water and Sewer Advisory Committee to appeal the request. The Water and Sewer Advisory Committee reserves the right to review all adjustments. The Committee reserves the right to make exceptions to the policy under extenuating circumstances.
- In cases where a Customer is not satisfied with the decision of the Water and Sewer Advisory Committee, said Customer may request to appear before the Bryant City Council for further Consideration.

EXCEPTIONS TO ADJUSTMENT POLICY

- Dedicated in-ground sprinkler meters.
- No adjustments can be made to the cost of the water lost.

IDENTIFICATION OF ELEGIBLE PRIVATE SERVICE LEAKS

Private Service leaks may be identified by the Customer or by the Water and Wastewater Department.

- It is not the absolute responsibility of the Water and Wastewater Department (the Department) to monitor for customer leaks. However, if the Department does recognize the possible presence of a leak the Customer will be advised in a timely manner. If the Customer is not home to notify in person, a notice will be posted on the Customer's door.
- When the Department does notify the Customer of the possible presence of a leak, the Customer must make reasonable efforts to locate the leak and initiate repairs within 30 days of notification.
- Water loss due to theft, vandalism, construction damage, or unintentional usage, such being unaware of a garden hose or water tap running for an extended period of time, is eligible for an adjustment. A signed statement from the Customer stating the cause of the leak or water loss will be required.
- Adjustments for water loss due to leaks on landscape sprinkler systems are not covered and are the responsibility of the Customer.

ADJUSTMENT

The method for adjusting the Customer utility bill after the leak has been repaired is:

- Customer Service will determine when the leak started and ended based on the AMI system data. When AMI data is unavailable or insufficient the Department will determine an average wastewater usage based on the previous three-month average water usage for the Customer. The wastewater portion of the bill will be adjusted to reflect the average usage.
- The Customer will have to pay all of the cost of water plus the average sewer bill based on the three-month average wastewater usage for the period of the leak.
- No late charges related to the leak will be assessed if an adjustment is allowed.

REQUESTING A LEAK ADJUSTMENT

The Customer must make a written request for a leak adjustment on a Leak Adjustment Request form obtained at Bryant Water and Wastewater Customer Service. The Customer may submit the form:

By mail Bryant Water and Wastewater Department
Attention: Customer Service Manager
210 SW Third Street
Bryant, AR 72022

INFORMATION REQUIRED FOR A LEAK ADJUSTMENT REQUEST

1. Date:
2. Customer Name:
3. Account Number:
4. Service Address:
5. City, State, Zip:
6. Home Phone:
7. Work Phone:
8. Date leak was discovered:
9. Date leak was repaired:
10. Description of leak (faucet, toilet, underground, etc.):
11. Explanation of how leak was repaired:
12. Copy of invoice for plumber's services or for parts purchased by the Customer to make the repair.
13. Letters from landlords or property management companies affirming repairs will be accepted in lieu of invoices.

PLEASE NOTE: Completion of the request does not guarantee an adjustment will be made to the Customer's City of Bryant utilities bill. Adjustments to Customer bills will be made on wastewater usage only. Wastewater usage is based on water consumption. No adjustment will be made to the water consumption portion of the bill. Copies of invoices or receipts for repairs must be provided with the Customer request for an adjustment. The account must remain current and bills paid by due date to avoid additional service charges or disconnection of service.

PAYMENT PLANS

- Customers with unusually high bills may request a payment plan up to, but not more than, six months.
- In order to enter into this program, the Customer must make a payment equal to 10% of the total adjusted bill plus any past due and current charges on the account.
- Customer must remain current on future bills and make payments on time. Failure to do so will result in a default or termination of the agreement.
- Customers that miss a payment may have their service disconnected.