



WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

512/263-0125 - wtcpua.org

WATER LEAK ADJUSTMENT POLICY

Section 1: Purpose and Intent

The purpose and intent of this Policy is to protect WTCPUA retail water customers from an unduly burdensome billing caused by leaks in customer's underground pipe(s) that are subject to continuous pressure. This Policy does not cover sprinkler system problems, such as, programming errors or controller malfunctions, zone valve or sprinkler head malfunctions/breakage or irrigation piping and appurtenances located downstream of solenoid/manual operated valves, in-house leaks, such as toilets, faucets, malfunctioning water softeners, or plumbing piping/fixtures located above grade, nor any malfunctions related to swimming pools, landscape water features, leaky outdoor faucets, or animal watering facilities. The WTCPUA allows one (1) leak adjustment, covering up to two consecutive water use/billing periods, in any 24-month period, unless waived by action of the WTCPUA Board of Directors. **IT IS THE SOLE RESPONSIBILITY OF THE CUSTOMER TO KEEP THEIR PLUMBING SYSTEM IN GOOD WORKING ORDER AT ALL TIMES AND BE KNOWLEDGEABLE OF THEIR WATER USE.**

Section 2: Eligibility for Water Leak Adjustment

1. The WTCPUA allows one leak adjustment for two consecutive monthly billing cycles per customer per 24 month billing period, unless otherwise waived by action of the WTCPUA Board. It is the customer's responsibility to keep their plumbing system in good working order and be knowledgeable of their water use. Customer account will be credited for a qualifying leak in accordance with the terms and provisions set forth in the WTCPUA's Tariff.
2. The WTCPUA must receive application and proof of repair from the Customer within 90 days of the water leak repair.
3. To qualify for a leak adjustment, the water usage must be 125 percent (i.e., 1.25 times) above the average of the two (2) highest consecutive months use in the past 24 months (the "Customers Average Billed Usage" ("CABU")), In the event, customer does not have a preceding 24-month water use history to establish a CABU, WTCPUA's General Manager, may use his/her best judgement to establish a CABU by using one or more of the following procedures:
 - a.) use a period less than 24-months;
 - b.) use a previous customer's water usage who resided at the same address;
 - c.) use the average of normal consumption for the 3 months prior to the month of the leak.

4. Using the procedures set forth in Paragraph 3, the WTCPUA will determine the customer's leak adjustment billing credit using the following method:
 - a.) customer will be billed for his/her CABU at prevailing Tariff rates; plus
 - b.) customer will be billed, at the WTCPUA's applicable lowest tiered rate, for water use associated with a qualifying leak calculated as the difference between volume (in gallons) billed during the leak period minus the CABU (in gallons);
 - c.) customer adjusted billing credit will be calculated as the difference between the actual volumetric charge customer was billed for during the qualified leak adjustment period less the dollar amounts calculated in 4. a) and 4. b) above.

5. Upon leak detection, immediate steps must be taken to prevent further loss of water.

Section 3: Disqualification

The WTCPUA does NOT allow leak adjustments for the following conditions:

1. All leaks associated with landscape irrigation systems.
2. In-house leaks, such as toilets, faucets, malfunctioning water softeners, or plumbing piping/fixtures located above grade.
3. Any malfunctions related to swimming pools, landscape water features, leaky outdoor faucets, or animal watering facilities.
4. Any leaks associated with the construction of single family residences or non-residential buildings that occur during construction or within one year of the warranty period.

Section 4: Useful Information

Please be aware that the Leak Adjustment is a once per 24 month benefit. If a customer requests and receives an adjustment for a leak, large or small, you will NOT be eligible for another leak adjustment if you have a second leak in the same 24 month billing period.

Small leaks are typically less expensive to repair but they are often a sign of a problem water line or water fixture. This may indicate the likelihood of larger, more expensive leaks in the future. If a service line is prone to leaks, the best way to reduce the risk of future leaks is to replace the entire line and not patch or "spot-fix" the break. A large leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS! Since each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

Water Leak Adjustment Application

Account Name: _____ Account Number: _____

Service Address: _____ Phone #: _____

Date(s) of Bill(s) Showing Water Volume in Question: _____


Leak Repair Date: _____

The WTCPUA must receive documentation of repairs and this application within ninety (90) days of the date of the water leak repair. (See Water Leak Adjustment Policy for a complete list of requirements.)

What was the source of the leak? _____

Please describe how the problem was fixed and/or corrected. _____

REQUIRED: Please submit proof of repair with this form (i.e., plumber itemized invoice or repair parts itemized receipt).

 In the past twenty four (24) months, have you requested a water leak adjustment for this address? No Yes _____ If yes when?

 _____

How many people reside at this address? (Residential only) _____

Was the premises vacant or unoccupied when leak occurred? Yes No

If yes, please provide the dates of the vacancy? _____

I hereby apply for a billing adjustment under the West Travis County Public Utility Agency Regional Water and Wastewater Systems Schedule for Rates, Fees, Charges, Terms and Conditions of Water and Wastewater Services. I confirm the above and any attached

information is true and accurate. I acknowledge and understand that a maximum of one (1) water leak adjustment may apply to my utility account in any 24 month period.

By signing this request, I certify that I understand the terms and conditions of the WTCPUA Leak Adjustment Policy.

Customer Name (print): _____ Date: _____

Signature: _____

If you need additional information, please call Customer Service at (512) 263-0125. To complete the application for a water leak adjustment, please submit this form and any accompanying documentation to the following:

West Travis County Public Utility Agency
Customer Service – Water Leak Adjustment Program
11805 Bee Cave Road, Suite 200
Bee Cave, Texas 78738

You may also fax or email your completed application:

Customer Billing – Water Leak Adjustment Program
Fax: (512) 263-4124
Email: customerservice@wtcpua.org

If you choose to fax or email your application, you willingly accept all risks related to the interception, mis-addressed, mis-delivered, or otherwise unsecured transmissions.