

WINFIELD SANITARY BOARD

LEAK ADJUSTMENT POLICY

The Winfield Sanitary Board will grant adjustments to bills when the bill reflects unusual consumption gallons in excess of average monthly consumption (average of preceding 12-month period) which can be attributed to leakage on the customer's side of the point of service (meter). If there is an unusual consumption of water that does not affect the sanitary service use, then an adjustment may be granted up to 2 times in a five-year period at the discretion of the Sanitary Sewer Board. Leaking commodes, dripping faucets and similar situations shall not constitute leaks which entitle a customer to a recalculated bill.

With regard to instances of using water to fill a swimming pool, the customer's water bill must show consumption of 5,000 gallons or greater for an adjustment to be granted.

With regard to instances of a water leak that does not enter the sewer system, adjustments shall be granted as follows:

- There can only be two adjustments granted in a five-year period per customer.
- Customer must provide proof that repairs were made to correct the leak.

*(Passed by Winfield Sanitary Board on January 6, 2020)
Effective 1/6/20*