

WHAT YOU SHOULD KNOW ABOUT REQUESTING AN ADJUSTMENT ON A WATER OR WASTEWATER BILL

Adjustments are courtesy financial relief applied to water or wastewater usage charges on a customer's utility bill caused by a leak on the customer's side of the meter or increased usage due to filling a customer's pool.

How Do Adjustments Work?

Water and sewer charges may be eligible for an adjustment for hidden leaks on the customer's side of the meter.

A leak adjustment is a financial adjustment to water and/or wastewater usage charges on a customer's utility bill caused by a leak on the customer's side of the meter that occurred outside of the customer's control (e.g., hidden pipe bursts in walls or underground, hot water heaters, or water line breaks).

If you experience a higher-than-usual water bill that may be related to a leak, you are encouraged to contact a licensed professional plumber or contractor (at your own cost) to locate and repair the leak and provide documentation of the repair.

Request a Leak Adjustment

Requests for water leak adjustments must be accompanied by a plumber's receipt or other proof of repair. Submit a Water/Sewer Bill Adjustment Request Form (found below) with the receipt to Utility Billing by any of the following methods:

- Print and send the form along with the repair receipt to:
- Email: office@townofelmcity.com
- Mail: P.O. Box 356, Elm City, NC 27822
- In person: Elm City Municipal Building, Utilities Payments Counter, 117 S. Railroad Street, Elm City, NC 27822

After all documentation has been received by Utility Billing staff, a determination will be made as to whether the leak qualifies for an adjustment. Staff will notify the account holder of approval or denial of the request and provide the details. Requests will be reviewed and determinations made as quickly as possible; however, please note that this process may take **7–10 business days**.

While Your Request Is Processing

While a leak adjustment request is being processed, customers are responsible for paying the entire amount due on their utility bills within the normal payment period. If payment is not made, the customer will be subject to all current and applicable late fees and the termination-of-service procedures for delinquent accounts.

Guidelines

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

- The customer notifies Town of Elm City Billing staff of an excessive utility bill that may be related to a leak.
- Water consumption exceeds **two times** the customer's average consumption.
- The leak occurred on the customer's side of the meter.
- A plumber's receipt or other proof of repair confirms the leak was repaired.

No adjustments will be granted if any of the following situations exist:

- The leak was caused by a third party from whom the customer can recover their costs. Examples include, but are not limited to, theft, vandalism, negligence, construction damage, or unoccupied or vacant properties.
- Excessive usage from watering sod, gardening, washing vehicles, etc.
- The meter at the property has been accessed, tampered with, or turned on/off by anyone other than a Town of Elm City employee, resulting in a loss of water.
- The plumbing, fixtures, connections, or pipes fall within the customer's responsibility. Examples of leaks within the customer's control include, but are not limited to: toilet leaks, leaking faucets, leaking hose bib connections, or other readily accessible water pipes, connections, or fixtures.

To be eligible for an adjustment, your water usage must exceed your monthly average by at least **two times**.

Swimming pools that are filled **one time between the months of April and August** may receive an adjustment to their wastewater consumption. However, customers must first apply for a pool-fill adjustment and request a meter reading both **before and after** the pool is filled.

You may receive only **one leak adjustment per rolling twelve-month period**, beginning on the date of your first adjustment. This includes swimming pool adjustments.

Your account must be **in good standing**, with no overdue balance.

Applications can be found on our website at **www.townofelmcity.com** or picked up at the **Elm City Municipal Building payment counter**.