

TOWN OF GREENVILLE, INDIANA

ORDINANCE 2023-WO- 17

REGARDING ADJUSTING WATER BILLS FOR WATER LEAKS ON THE CUSTOMER SIDE OF THE WATER METER

WHEREAS, the Greenville Water Utility generally is responsible for the repair and maintenance of its water distribution system up to and including the water meters installed to serve Greenville Water Utility customers;

WHEREAS, Greenville Water Utility customers are responsible for the repair and maintenance of the water system and plumbing facilities from the water meter to and including the plumbing fixtures in the customer's residence or building (i.e. the water system on the customer side of the water meter); WHEREAS, The intent is to provide some relief for catastrophic losses of water but not high uses caused by lack of maintenance or a change in activity at the residence; WHEREAS, the Greenville Water Utility occasionally receives requests from customers to reduce water bills because of water leaks on the customer side of the water meter; and

WHEREAS, the Greenville Water Utility wishes to rescind Resolution 2009-R-026 and replace it with this Ordinance.

NOW, THEREFORE, BE IT ORDAINED that the Board of Directors of the Greenville Water Utility hereby adopts the following policy:

1. In order for the Greenville Water Utility to consider a reduction in a customer's water bill, the customer must notify the Greenville Water Utility of the water leak within fifteen (15) working days from the date the customer received their first high water bill and the customer must repair the water leak within fifteen (15) working days from the date the customer notified the Greenville Water Utility. A high water bill is defined as an unexplained usage of water that exceeds 100% of the customer's average consumption for the preceding 6 months. The cause of the high water usage must not have been visible or detectable on the customer's premises except by excavation or some other form of demolition or similar disturbance to the premises. The customer must submit proof to the Greenville Water Utility that the leak has been located and repaired. The customer must present the Greenville Water Utility with an affidavit or written statement from a plumber that the leak has been located and repaired unless the Greenville Water Utility Superintendent determines that the customer was capable of repairing the leak and the customer presents proof that such repair was made. Only one bill will be adjusted in any five year period. The

leak adjustment will only be made in the billing cycle in which the leak is repaired. A copy of this Ordinance is available to the customer upon notification of the leak to the Greenville Water Utility.

2. If the Superintendent or Office Manager determines that the leak was not visible or detectable on the customer's premises except by excavation or some other form of demolition or similar disturbance to the premises, that the customer notified the Greenville Water Utility of the leak within fifteen (15) working days from the date the customer received their first high water bill, and that the customer repaired the water leak within fifteen (15) working days from the date the customer notified the Greenville Water Utility, the customer has provided proper documentation per the previous section, the Greenville Water Utility may reduce the customer's water bill.

3. The adjustment shall be computed as follows:

The customer's previous six (6) months water usages shall be added together and divided by six (6) resulting in the average base consumption. The average base consumption will be subtracted from the approved month's high water bill consumption. This base usage will be billed as per normal billing procedures and calculations. The overage difference will be charged at the lowest rate tier for 1000 gallons specified in the most current approved rate schedule. Taxes will be charged where applicable.

4. In the event the customer has a water leak of 100,000 gallons or more, the same computations as listed above will be applied to the overage, with the exception of the rate for water will be calculated at \$1.00 less than the lowest rate tier for 1000 gallons on the most current approved rate schedule.

5. The customer shall pay the adjusted bill within the normal time period bills are due, after that date, the bill shall be handled the same as any other delinquent bill. If the customer is financially unable to pay the adjusted bill, the Superintendent or Office Manager may approve a payment plan for no longer than six (6) months from the due date of the adjusted high water bill. The customer must continue to keep their account current with the Greenville Water Utility for the subsequent months while the payment plan is active. Late fees or penalties will be waived for the adjusted high water bill only while the payment plan is active.

6. A reduction of the customer's water bill, if one is made, may only occur once in every five years.

7. The Greenville Water Utility Superintendent or Office Manager, based on all the information provided by the customer requesting a water bill reduction and information gathered by Greenville Water Utility staff after an investigation of the circumstances and applying the criteria set forth

above, will determine whether the high water bill will receive an adjustment. A customer may appeal against the decision of the Superintendent or Office Manager to the Board of Directors by submitting a written request to the Superintendent or Office Manager within ten (10) working days from the date of the decision. The customer's written appeal must describe in detail the basis for the appeal and explain why an adjustment should be granted. The Superintendent will add the appeal to the agenda for the next available Board of Directors meeting.

BE IT FURTHER ORDIANED that the Superintendent or Office Manager may take appropriate actions as may be necessary to implement this ordinance.

PASSED AND ADOPTED this date \_\_\_\_\_, by the following vote:  
\_\_\_\_\_ ayes and \_\_\_\_\_ nays.

PRESIDENT OF THE WATER  
UTILITY BOARD  
OF GREENVILLE, INDIANA

  
\_\_\_\_\_  
GREGORY REDDEN,  
PRESIDENT  
\_\_\_\_\_  
JACK TRAVILLIAN  
CLERK/TREASURER