



## **MURRAY CITY WATER LEAK ABATEMENT POLICY**

### **Background:**

- In 2017, Murray City (the “City”) hired an engineering consultant to help develop a more conservation-based water rate structure. After an extensive review, the City developed a Tiered Water Rate System (“Tiered System”) made up of five (5) tiers which allows the City to encourage conservation-based watering while still meeting the financial requirements necessary to operate the City’s water systems. Under the Tiered System, a City water customer (“Customer”) is billed based on the volume of water used during a single billing cycle. The volume of water used by a Customer is measured in “units”, with a single unit of water equaling 100 cubic feet. Customer water usage per billing cycle under the Tiered System is broken down as follows:
  - Tier 1 = 0-8 Units (0-800 cubic feet)
  - Tier 2 = 9-25 Units (900-2,500 cubic feet)
  - Tier 3 = 26-49 Units (2,600-4,900 cubic feet)
  - Tier 4 = 50-79 Units (5,000-7,900 cubic feet)
  - Tier 5 = 80+ Units (8,000+ cubic feet)

### **Purpose:**

- The purpose of this Water Leak Abatement Policy (“Policy”) is to establish procedures to be followed in the event that a Customer experiences a water leak on their property.

### **Policy:**

The repair of leaks and service of plumbing on a Customer’s side of the service connection to the City’s water system is the responsibility of the Customer. Any water lost through a leak or open valve on the Customer’s side of the service connection shall be paid for by the Customer. To the extent possible, payments for lost water shall be at the rates of the prevailing Tier of the Customer’s normal water usage. However, no payments under this Policy for lost water shall be at a rate lower than Tier 3. The City may attempt to notify a Customer if a leak is suspected, but absence of notice from the City does not excuse a Customer of any obligation to be aware of a leak or to pay for the lost water.

- **Customer Responsibilities:**
  - Section 13.08.010 of the Murray City Municipal Code (the “City Code”) requires all Customers to “keep their service pipes, connections, and other apparatus in good repair and protected from frost at their own expense.” In addition, Section 13.08.120 of the City Code requires Customers to remedy any leaks or to address other wasteful uses of City water once they are discovered.
  - Once a Customer is aware of a leak or a wasteful use, they must immediately take the appropriate actions necessary to adequately address and repair the problem.



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- City Responsibilities:
  - The City shall verify that any leak or wasteful use has been adequately repaired by the Customer. Once the City has determined that the Customer has acted appropriately, the City will charge the Customer as outlined in this Policy for the total amount of water lost as a result of the leak or wasteful use.

### **Customer Credit:**

A Customer may request a credit from the City for water lost because of a leak using the form provided. The City, at its discretion, may adjust the Customer's bill by charging a rate determined by the Public Works Director or Designee contained within the Tiered System. This rate shall consider the cost associated with providing water (i.e. Pumping, Treatment, Storage, Transporting, Delivery, Monitoring, Repair, Replacement, Billing and Customer Service activities). Any approved adjustments will only be considered for amounts over and above a Customer's normal water usage during that billing period and will not be considered for more than **one/two** billing periods.

The City shall not consider any adjustments or credits to a Customer's bill until the Customer has presented sufficient proof to the City that the leak has been fully repaired.

- Customer Requirements for Credit Eligibility:
  - Requests for credit must be made within two (2) billing periods after the leak is repaired.
  - Credit may be available for leaks that are concealed or hidden from view or detection due to landscaping, concrete, structures or a leak inside the cavity of a wall.
  - Evidence must be provided to the satisfaction of the Public Works Department that the leak has been repaired (i.e. repair bills, invoice from a plumbing company, or receipts if self-repaired).
  - Customers will only be granted one (1) credit in a rolling 24-month period.
  - Granting of credit is at the sole discretion of the City.



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### **BILL ADJUSTMENT REQUEST FORM**

COMPLETE THIS FORM TO REQUEST A BILL ADJUSTMENT FOR A LEAK

#### **REQUIREMENTS FOR ELIGIBILITY**

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- Evidence must be provided to the satisfaction of the Public Works Department that the leak has been repaired (i.e. repair bills, invoice from a plumbing company, or receipts if self-repaired).
- Customers will only be granted one (1) credit in a rolling 24-month period.
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#### **CUSTOMER INFORMATION**

Name\_\_\_\_\_

Account Number\_\_\_\_\_

Phone Number\_\_\_\_\_ Email\_\_\_\_\_

Service Address\_\_\_\_\_

City\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_

#### **LEAK AND REPAIR DETAILS**

Date Leak First Noticed\_\_\_\_\_

Date Repaired\_\_\_\_\_

Where is the leak? ☐ Underground

☐ Under or within concrete

☐ Beneath a building

☐ Within a wall or cavity

☐ Other\_\_\_\_\_

Describe the leak and the actions taken to complete the repairs. (attach all receipts)

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Customer Signature\_\_\_\_\_

Date\_\_\_\_\_