13.05.070 Water leaks

1. A water customer of the City who has any reason to believe that the customer’s water lines, pipes or fixtures are leaking shall contact the City offices on the business day immediately following the date on which the customer learns the reason to believe there is a leak. Reason to believe there is a leak may include, but shall not necessarily be limited to, receiving an unusually high water bill or noticing the discharge of water on or at the water service address.

2. City staff shall inspect the property for water leaks as soon as possible after contact by the customer as described in subsection (1) of this section.

3. If City staff determines there is a water leak on the customer’s premises, staff shall immediately deliver written notice of the leak to the customer, along with a written explanation of the requirements and policies contained in this chapter (as applicable). The customer shall sign a document acknowledging receipt of the written notice of leak and the applicable requirements and policies.

4. The customer shall repair the leak, at the customer’s expense, within 10 calendar days from the delivery of such notice. City staff shall verify that the necessary repairs have been made.

5. If a customer has received a water bill that the customer believes is unusually high as a result of a leak, the customer may contact the City offices to seek relief pursuant to this chapter. If, and only if, the customer has fully complied with subsections (1) through (4) of this section, the customer may receive relief according to the following policy: City staff shall calculate the average monthly water usage for the property address (regardless of ownership) during the prior three years, or the life of the service to the property address, whichever is shorter. For the period during which the leak existed, the customer shall be billed at the calculated monthly average usage rate, plus the charge of $1.47 per 1,000 gallons of water used in excess of the calculated monthly average usage rate. The policy contained in this subsection shall apply only to water bills for months during which Francis City actively reads water meters, but shall not apply to the bill for the first month for which the meter is read after the winter season (winter leaks). Policies and decisions for these winter leaks shall be made separately by the City Council.

(Ord. 2016-05 § 1, 2016; Ord. 56 § 11, 1991.)
I have received a copy of Ordinance 13.05.070 Water Leaks, A Policy governing leaks in water pipes and fixtures and the forgiveness of amounts due on water bills as a result of such leaks.

Signed: __________________________________________

Date: __________________________________________

Leak fixed on _______________________

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Public Works Signature