



WATER LEAK ADJUSTMENT POLICY

South Blount County Utility District (SBCUD) understands the financial burden of having a leak, which is why we offer a courtesy leak adjustment one time per year, per account for water leaks if all eligibility and qualification requirements are met. The following are the eligibility and qualification requirements for taking a leak adjustment.

Eligibility & Limitations

- Swimming pools and irrigation system leaks are excluded from this policy
- A maximum of one (1) leak adjustment per account may be taken within a 12-month period
- Customers must keep all payments current to remain eligible for an adjustment

Calculation & Qualification

- Adjustments are calculated based on the account's 6-month average usage history
- If the account lacks 6 months of usage history, SBCUD will assume 3,000 gallons per unit serviced by the meter for each missing month
- The usage in excess of the account's 6-month average will be billed at a rate of \$1.00/1,000 gallons
- The total calculated credit must be at least \$25.00 to qualify for an adjustment

Application Requirements

- The leak must be completely repaired before and adjustment can be approved
- The adjustment must be made within 6 months of the leak's occurrence
- You must provide at least one of the following proofs of repair:
 - A professional plumber's invoice
 - A receipt showing plumbing materials purchased for the repair
 - A clear photograph of the exposed leak