

Question & Answers

- **What type of leak may qualify for a water leak adjustment?**

- o Leaks, such as those behind a wall, under a foundation, or underground may qualify for a leak adjustment.

- **Why would I not qualify for a water leak adjustment?**

Adjustments to water bills will NOT be made on the following:

- o Customers who do not have their own water meter.
- o Commercial or Industrial Customers.
- o Premises left or abandoned without reasonable care for the plumbing system.
- o Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
- o Negligent acts such as leaving water running.
- o Excess water charges do not directly result from a qualifying plumbing leak.
- o Filling of swimming pools or leaks in swimming pools.
- o Watering of lawns or gardens.
- o Master-metered multi-habitational accounts.

- **How will my bill be adjusted?**

- o In the event of a qualifying leak adjustment, the customer will be responsible for paying their average bill. The average bill will be calculated using the previous twelve (12) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to Town of Coeburn's chosen protection limit, less than the customer's average bill.
- o Any leak adjustment will be applied directly to your account on the next billing cycle after being approved by TOWN OF COEBURN ServLine program.

- **Do I need to provide proof of repairs to receive a leak adjustment?**

- o Yes, all types of proof will be accepted.

- **How quickly will my account be credited after I submit the request?**

- o Once the leak adjustment is calculated and approved, it will typically be credited to your account within 10-15 business days.

- **Do I need to pay my bill while I am waiting for a leak adjustment to be approved?**

- o Yes, you should pay your average billing amount until the adjustment is processed.

- **Do I have to accept a leak adjustment once it is calculated?**

- o No, there might be an occasion when you may not want to accept a leak adjustment. If the leak adjustment is minimal, you might want to consider not taking the adjustment due to the 24-month waiting period. Once the adjustment is entered into your account you will have to wait 24 months before you can qualify for another leak adjustment.

- **How can I check for leaks?**
 - Leaks can be difficult to find, but they can also happen right in front of us if we don't know what to look for. Use the **checklist** to identify and fix leaks and problems as soon as possible.
- **Leak Detection Checklist**
 - Check all faucets for drips (kitchen, bathroom, laundry, outdoor).
 - Inspect toilets for running water (place a few drops of food coloring in the tank; if color appears in the bowl without flushing, you have a leak).
 - Examine water heater for pooling water or moisture.
 - Look under sinks for dampness, mold, or water stains.
 - Check washing machine and dishwasher hoses for cracks or bulges.
 - Inspect visible pipes in basements, crawl spaces, and garages.
 - Walk your yard and look for unusually wet or green patches (may indicate an underground leak).
 - Read your water meter before and after a 2-hour period when no water is being used; if the meter changes, you are likely to have a leak.
 - Check your water bill for unexplained increases in usage.
- **What should I do if I see a visible leak?**
 - **Call ServLine at (877)202-1437.**