



## Water Leak Policy

1. Customer must request a leak adjustment from Starr WSC personnel. Customer must provide proof of repair, or have the leak verified by Starr Personnel, before an adjustment is made.
2. Starr will not advertise or suggest to the customer that we have an adjustment policy available.
3. No adjustments will be given on leaks smaller than 20,000 gallons
4. The leak adjustment will be calculated by the following:
  - A. Calculate the customer's average usage for the last six months.
  - B. Subtract the average usage from the number of gallons used in the month in which the leak occurs. This will be the amount of gallons upon which the adjustment will be based.
  - C. Multiply the gallons times \$3.20 which is the wholesale cost for Starr WSC to produce water.
5. There will only be one Leak adjustment given per customer per rolling year. If the leak occurs in two separate months only the highest bill will be adjusted.
6. The adjusted bill must be paid in full by the due date if the leak amount is less than 30,000 gallons. The following time consideration *may* be given to pay the adjusted bill of leaks over 30,000 gallons:
  - A. For leaks over 30,000 gallons the amount *may* be prorated over two months
  - B. For leaks over 50,000 gallons the amount *may* be prorated over three months
  - C. For leaks over 75,000 gallons the amount *may* be prorated over four months
  - D. For leaks over 100,000 gallons the amount *may* be prorated over six months

However, during the time that the adjusted bill is prorated, the current bill must be kept up-to-date. Late charges will still apply on current bills, and the service will be disconnected if the current bill is delinquent. If the customer fails to pay the adjusted bill on schedule, late fees will apply and the service will be disconnected if payment is not received.