

CITY OF LOBELVILLE'S LEAK NOTIFICATION AND LEAK ADJUSTMENT POLICY

It is the policy of the City of Lobelville that if their customer's have a potential leak they will be notified by the City stamping their bill with a potential leak stamp. It will be up to the customer to find out where the leak is and fixing it.

It is the policy of the City of Lobelville to consider, on a case by case basis, partial relief (up to 50% of the estimated loss from the highest bill during the period that the leak occurred, irrespective of how long the leak continued) to customers in good standing in the instance that a customer has sustained a loss of billable water due to a leak on their premises. If the customer has sewer their sewer will be adjusted at the same rate since the sewer is charged at 100% of the water charge.

In order to qualify for a case by case basis leak adjustment, the customer must meet the following criteria:

1. Have suffered a leak on their premises,
2. Had the leak repaired immediately upon discovery,
3. Have a good payment history,
4. Cannot have received a leak adjustment in the preceding 12 months,
5. Customer must request assistance within 15 business days of the leak being fixed.

A customer qualifying for a leak adjustment must fill out the attached Leak Adjustment Request and attach an original receipt from a plumber or receipt for the materials/equipment used in the repair. All necessary paperwork must be returned to the Utility Billing Office of the City of Lobelville. The required documents may be delivered in person or mailed to:

City of Lobelville
Attn: UB - Leak Adjustment
P.O. Box 369
Lobelville, Tn 37097

In no case, shall a customer pay less than 50% of the amount of the highest billing even if the City of Lobelville agrees to adjust the leak upon the customer's application. In addition, late charges will not be removed even if a leak adjustment is granted, if these conditions were not met.

By filling out and turning in the required paperwork, a customer is attesting that they meet all of the above listed criteria, and they are agreeing to abide by the City's policy regarding leak adjustments. Anyone who has been turned down for a leak adjustment may appeal that initial decision to the Board of Mayor and Aldermen which body reserves the right to make further exceptions on a case by case basis.

IMPORTANT NOTICE: A large leak may cost a customer thousands of dollars, whereas a smaller leak may be less than a \$100. A leak adjustment may be requested only once within a 12 month period. If you request an adjustment for any size leak, you will be ineligible for another adjustment for the next 12 months regardless of the size of the future leak.