

LEAK ADJUSTMENT POLICY

As a courtesy to its members, BWSC may, upon request and subject to the policy outlined below, adjust member billing for leak that occurred on the member's side of the meter.

What – A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence or non-residential site that results in a member's bill being higher than the typical bill for water services.

How – Member applies for help by means of standard form available on our website [www.bolivarwatersc.com] or in office with Customer Service. Member must show sufficient (determination of the General Manager) proof of leak repair.

Timeliness On The Part Of The Customer – The member must apply for leak help within 30 days of the member's identification and repair of a leak to be eligible for leak help.

How Often – Member can receive help on a high water bill due to a leak on the member's side of the meter no more than once every 3 years (rolling 3-year timeframe starting from the date of last leak help the member received).

Customer Payment Accommodation – Members who receive leak help may receive (at the discretion of the General Manager) an extended payment period (not exceeding 12 months) over which to complete paying for the leak-caused bill. A customer cannot receive any help for a new leak until and unless an extended payment bill has been paid in full.

Final Decision On Leak Help - The decision of the General Manager regarding leak help is final. By execution of this agreement, member agrees to payment of outstanding debt for leak as set forth below. *Failure to fulfill the terms of this Agreement shall institute the Corporation's disconnection procedures as set forth in the Corporation's Tariff and full balance of adjustment could be applied.*