

TOWN OF GREENVILLE  
ORDINANCE NO. 2009-R-026

**RESOLUTION CONCERNING THE ESTABLISHMENT OF  
S.O.P. 06-08-09 FOR THE GREENVILLE MUNICIPAL WATER UTILITY  
LOCATED WITH IN THE TOWN OF GREENVILLE, INDIANA  
CORPORATE LIMITS**

WHEREAS, the town council for the Town of Greenville, Indiana, in the interest of establishing a water leak adjustment policy for the Greenville Municipal Water Utility, has deemed it necessary that the Town develop a Resolution to adopt Greenville Municipal Water Utility S.O.P. 06-08-09;

NOW, THEREFORE, BE IT ORDAINED BY THE TOWN COUNCIL OF THE TOWN OF GREENVILLE, INDIANA, AS FOLLOWS:

**Water Leak Adjustment Policy**

S.O.P. 06-08-09

**Eligibility for Leak Adjustment**

For the customers to be eligible for a leak adjustment the following determining factors must be met.

- A customers leak is determined as a loss of water which exceeds by 100% of the customer's average water usage for the proceeding six months.
- That the customer upon discovering the leak or becoming aware of the leak notified the water utility within (15) fifteen business working days.
- That the customer has not had a previous water leak adjustment within the past (12) twelve months.
- That the customer upon discovering the leak or becoming aware of the leak, immediately had the leak repaired.

**Ineligibility for Leak Adjustment**

- Leaks not meeting the above requirements or unexplained leaks/usages will not be eligible for an adjustment.
- No leak adjustments will be approved on service lines within (12) twelve months of installation or reinstallation of a service line.
- Homes that have irrigation systems shall not be eligible for leak adjustments, unless it can be shown that the leak did not occur on/in the irrigation system.

TOWN OF GREENVILLE  
ORDINANCE NO. 2009-R-026

Responsibility of the Customer

- The customer is responsible for contacting the water office concerning the leak and providing necessary documentation of leak repairs.
- The customer is also responsible for contacting the office to request the proposed adjustment, the proposed adjusted amounts and certify to the office manager whether or not the customer chooses to accept the adjustment.
- NO ADJUSTMENTS WILL BE AUTOMATICALLY APPLIED

Administrative Procedure of a Leak Adjustment Request

A leak adjustment request shall be administratively as follows.

- The water superintendent may approve the adjustment. In the absence of the superintendent, the office manager may approve the adjustment.
- If the superintendent or Office Manager refuses the adjustment and the customer is not satisfied, then he/she may request that the matter be taken before the Town Council Members. The council will conduct an informal hearing and shall in its discretion make a determination.

Computation of Leak Adjustment

If the customer meets all the requirements and the adjustment is approved, it shall be computed as follows.

- The customers previous (6) six months water usages bills shall be added together and divided by (6) six resulting in an average usage. The customer shall be charged the prevailing rate for the average bill. (The gallon usage of the calculated average bill will be deducted from the leakage total.)
- All water loss usage (overage) above the determined (6) six months average will be paid at the lowest cost per 1000 gallons rate as specified on the current approved rate schedule.
- Taxes will be charged where applicable.

Extraordinary Leak Adjustment

- In the event that a customer has a water leak of 100,000 gallons or more, the same computations of a leak adjustment as stated above will apply with the exception of the water loss usage (overage). It will be paid at \$1.00 less than the lowest cost per 1000 gallons rate as specified on the current approved rate schedule.

Payment of Adjusted Bill

- The customer shall pay the adjusted bill within the normal time period bills are due, after that date, the bill shall be handled the same as any other delinquent bill.
- If the customer is financially unable to pay the adjusted bill, the water superintendent may approve a payment plan.

TOWN OF GREENVILLE  
ORDINANCE NO. 2009-R-026

Payment of Unadjusted Bill

- The customer, after denial of a leak adjustment by the Utility shall pay the unadjusted bill within the normal time period bills are due.
- If the customer is financially unable to pay the unadjusted bill the water superintendent may approve a payment plan.

Penalties due to delinquent payment will not be adjusted off per Indiana State Board of Accounts, unless approved by the Town Council.

After passing of this resolution Greenville Municipal water Utility S.O.P. 05-03-01 dated May 12<sup>th</sup>, 2003 shall be voided.

ADOPTED BY THE TOWN COUNCIL OF GREENVILLE, INDIANA, ON THE  
26th DAY OF MAY, 2009.

PRESIDENT OF THE GREENVILLE  
WATER UTILITY AND THE TOWN  
COUNCIL OF GREENVILLE, INDIANA

  
TALBOTTE RICHARDSON,

  
JACK TRAVILLIAN,  
CLERK/TREASURER

PREPARED BY:  
RANDAL JOHNES

S.O.P. 05-03-01

**STANDARD OPERATING PROCEDURE - GREENVILLE MUN. WATER UTILITY**

The procedure for customer water leak adjustments are as follows:

A customer's leak is determined as a loss of water which exceeds by <sup>100% corrected by Council 9/11/06</sup> 50% of the customer's average water usage for the preceding six (6) months.

After a six (6) month average has been determined the customer will pay the six (6) month average according to the current rate schedule.

All water loss above the determined six (6) months average use will be paid at the lowest rate as specified on the present approved rate schedule.

A customer is allowed one (1) leak adjustments per a twelve (12) month period.

In order for the customer to claim the adjustment he/she must present to the Utility proof of leak repair by means of a parts receipt or an invoice from a contractor that made the repair.

Requests for adjustments must be submitted within (6) months of a leak to the Utility Superintendent.

All money adjustments are to be approved by the Greenville Town Council.

Effective the 12<sup>th</sup> day of MAY 2003.

  
Gary Patton  
Utility Superintendent

Approved by Greenville Town Council the 12<sup>th</sup> day of MAY 20 03