

**SECTION IX – ADJUSTMENT OF WATER BILLS**

The District will allow for two types of leak adjustments:

**Type 1 – Underground Leaks**

In cases where it shall be found after an investigation that a leak is underground and not subject to detection by ordinary methods, and where the customer is free from negligence in causing or failing to report the leak, the District will make an adjustment on the customer’s bill for this type of leak. An underground leak is defined as a leak in the customer service line between the meter and the premises. Multi-family buildings and mobile home parks with master meters are not eligible for Type 1 adjustments. (T)

The customer is required to submit in writing a request for this type of adjustment. The written request must include the location of the leak and the date the leak was repaired, including receipts for the repair costs. (T)

This adjustment will be calculated on the billing period(s) that would be affected by the leak not to exceed two billing periods. The leak will be based on the customer’s average bill plus one half of the lost water due to the leak. (T)

Customers are eligible for an underground leak adjustment once per twelve-month period with a limit of three leaks total. Proof must be submitted verifying the service line has been replaced before a fourth adjustment will be approved. (T)

**Type 2 – Unknown Leaks Resulting in a High Consumption**

A customer can be eligible for a courtesy adjustment for an unknown leak and/or unknown plumbing malfunction where it shall be found after an investigation by a District employee, and a licensed plumber, that the cause for high consumption is unknown. (T)

1. Customers are eligible for this type of courtesy adjustment once every five years. Total adjustment will not exceed \$1,500.00 per occurrence. (T)
2. The customer is required to submit a letter in writing requesting an adjustment for an unknown leak resulting in high consumption together with a receipt of findings by the licensed plumber. The letter should also state that the customer has done due diligence at investigating the property for any possible leaks, and has found no evidence that would cause an escalation in consumption that was recorded on the meter for the account. (T)
3. The adjustment will be calculated for one billing period and will be based on the customer’s average bill plus one half of the lost water. (T)
4. A customer is eligible for a leak adjustment only if the consumption is in excess of 200% of the average consumption. (T)
5. This type of adjustment transfers with the customer to different locations. (T)

**CANCELLED**  
  
February 8, 2023  
  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**  
  
**Gwen R. Pinson**  
Executive Director  
  
*Gwen R. Pinson*  
  
EFFECTIVE  
**8/29/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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TITLE: Vice-President of Finance & Support Services