

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.

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.

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

Accounts are eligible for an underground leak adjustment of one per year 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.

Type 2 – Unknown Leaks Resulting in a High Consumption

An account can be eligible for a courtesy adjustment for an unknown leak and/or unknown plumbing malfunction.

1. Accounts are eligible for this type of courtesy adjustment once every five years. Total adjustment will not exceed \$1,500.00 per occurrence.
2. The customer is required to submit a letter in writing requesting an adjustment for an unknown leak resulting in high consumption. The letter should also state that the customer has done due diligence at investigating the property for any possible leaks, has found no evidence that would cause an escalation in consumption that was recorded on the meter for the account.
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.
4. A customer is eligible for a leak adjustment only if the consumption is in excess of 200% of the average consumption.
5. This type of adjustment transfers with the customer to different locations.

CANCELLED

August 29, 2019

**KENTUCKY PUBLIC
SERVICE COMMISSION**

**KENTUCKY
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN
EXECUTIVE DIRECTOR**

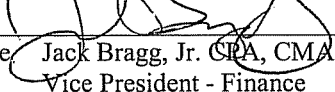
TARIFF BRANCH

Brent Kirtley

EFFECTIVE
1/7/2011

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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Issued by: 
Officer & Title: Jack Bragg, Jr. CPA, CMA
Vice President - Finance

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