

Washington County Service Authority

High Bill Abatement

Chapter: Customer Policies

Document Number:

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Issue (Effective) Date: September 1, 2016

Approval Date: June 27, 2016

Approved by: WCSA Board of Commissioners

Section 1. PURPOSE

The purpose of this policy is to provide relief to customers who have had a legitimate (inside or outside) water leak.

Section 2. POLICY

The customer is responsible for service charges based on all water that passes through the meter. WCSA may, however, at its discretion, determine that the indicated use was abnormally high. If the customer determines that the abnormally high use was the result of a leak, he or she may cause the leak to be repaired, notify WCSA of the facts, provide receipt from plumber or from purchase of materials, if self-repaired, (material receipts need not be dated subsequent to the leak) and request abatement.¹ Adjustment will be made only when the adjustment amount is over \$10 and WCSA can confirm with receipts or verification through WCSA staff inspection that the leak has been repaired, or both. WCSA reserves the right to inspect leak repairs for any reason. WCSA requires that such notification and request be in writing and may, upon receipt, adjust the account as follows:

a. Any high bill or bills must be paid when due, or a billing dispute must be filed with WCSA prior to the due date.

b. A subsequent routine meter reading must verify that usage has dropped to normal levels.

c. When the above conditions are met, the account may be adjusted such that the abnormally high amount due for any one billing period (of abnormally high usage) is calculated from two readings for the two normal periods immediately prior to the period of the abnormally high usage.

d. Only one abatement will be extended to a customer within any twelve-month period. However, this abatement may be applied to two consecutive bills, if the high usage occurred due to a single leak.

e. If documentation indicates that the leak occurred outside the home, such that the water did not enter the wastewater system, any wastewater system charges will be adjusted to the average of the preceding two bills.

Section 3. REVISIONS:

Adopted: June 27, 2016

Revised:

¹ Please note that if the cause was due to a leak or plumbing problem that the customer had repaired, WCSA will adjust up to two high water bills in a twelve-month period. WCSA will adjust two only if the two bills are consecutive (i.e. from the same leak), otherwise only one will be adjusted in a twelve-month period.



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LEAK ADJUSTMENT FORM

WO Number: _____

LEAK ADJUSTMENT POLICY:

HIGH BILL ABATEMENT. The customer is responsible for service charges based on all water that passes through the water meter. The Authority may, however, in its discretion determine that the indicated use was abnormally high. If the customer determines that the abnormally high usage was the result of a leak, he may repair the leak, notify WCSA of the facts, and request abatement. Once a subsequent meter reading has verified that the usage has dropped to normal levels, the account may be adjusted such that the amount due for any one billing period of abnormally high usage is the **amount of water which is the average** of the abnormally high reading and two normal periods of service prior to the period of abnormally high usage. Adjustment will be made only when the adjustment amount is over \$10.00.

Only one adjustment will be extended to a specific customer account within any 12-month period.

Date: _____

Customer Name: _____

WCSA Account Number: _____

Phone Number: _____

Mailing Address: _____

Service Address: _____

The leak was located: Inside the house Outside the house

Sewer service with: WCSA Town of Abingdon Town of Damascus Not Applicable

Date of leak repair: _____

Customer Signature: _____ Date: _____



Customer Please Stop Here

For Office Use Only

	Date	Gallons Used	Date
First Normal Bill:	_____	_____	Received Letter: _____
Second Normal Bill:	_____	_____	Leak Repaired: _____
First High Bill:	_____	_____	Normal Bill: _____
Second High Bill:	_____	_____	

WCSA Employee: _____

Date: _____