

## 4. Toilet Leaks

Once per year a wastewater adjustment may be made to a utility account for residents who have had a toilet leak. For resident to be eligible for a wastewater adjustment relating to a toilet leak the following conditions must be met:

- 4.1 The utility account must be in good standing with no past due balances;
- 4.2 The utility account has not had an adjustment within the previous 12 months;
- 4.3 The utility account has at least 4 months of usage history or two billing cycles;

If all the above conditions have been met, the resident must request in writing to Gateway Services Utility Department a request for a sewer credit within 60 days of leak detection and must provide documentation to support the request. Acceptable forms of documentation are as follows:

- 4.4 Letter from a certified plumbing company detailing the nature of the leak;
- 4.5 Detailed receipt from certified plumbing company showing date of service and service type;
- 4.6 Detailed receipt showing plumbing hardware purchase and purchase date along with a written letter from the home owner stating the type of repair and date the repair was made;

Wastewater adjustments shall be calculated at the most current rate. The wastewater usage adjustment shall not exceed 12,000 gallons per account. Any approved adjustments will be posted to the customer's account within 30 days of written request.