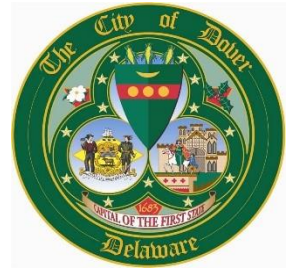


City of Dover Water Adjustment Policy



Introduction:

The purpose of this policy is to assist customers with unexpected water bill increases caused by residential water leaks, tampering, theft, billing errors, or in other special circumstances as deemed necessary by the City of Dover. This policy will help the City of Dover reduce water waste to maintain a sustainable water system and remain economically viable. This policy is based on parameters set forth in the City of Dover Water/Wastewater Handbook (pages 79-85). The following information defines key terms, details the timeline of the appeal process, and outlines the necessary qualifications for a water bill adjustment as put forth in the City of Dover Water / Wastewater Handbook.

Definitions:

Customer – resident or business owner who pays for and receives water service from the City of Dover.

City – the City of Dover.

Meter – tracks water usage for billing purposes and are read by City personnel on a monthly basis.

Usage – amount of water/waste water used; measured by thousand gallons (Tgal).

Water – water provided by the City to the customer.

Wastewater – water used by customer that enters the city wastewater system to be treated.

Leak – any unexpected water leak that results in significant excess water usage.

Outside Leak – a leak that does not drain into the sewer system (e.g. hose leak).

Property Side Leak – leaks that occur on the customer side of the water meter (e.g. on property owned or leased by the customer).

City Side Leak – leaks that occur on City property that is not owned or leased by a customer (e.g. streets, sewers, etc).

City Billing Error – billing increase/decrease caused by error on the part of the City (e.g. meter malfunction).

Tampering – any instance of interference with private or public water infrastructure (e.g. attempting to break water meter).

Theft – customer water used by non-customer without permission (e.g. neighbor using hose).

Statement of Responsibility:

It is the customer's responsibility to avoid, identify, and repair all water leaks on or within their property. The City is not liable for increased costs or damages caused by a leak on the customer's property. The City of Dover grants bill adjustments based on merit and does not discriminate on the basis of sex, gender, age, race, ethnicity, religion, or place of origin.

Timeline for a Water Bill Adjustment:

Leak/Theft/Tampering

A source of excess water use must be identified for a customer to qualify for a water bill adjustment. Excess water use can be identified in the following ways:

1. Customer identifies significant increase in water bill over two-month period.
2. Customer knowledge of leak/theft/tampering within building or on customer property AND notifies the City within two-month period.
3. City identifies leak/theft/tampering during regular meter check and contacts customer by phone, mail, or email.

If a leak/theft/tampering incident is identified by the City, the customer has 30 days from the last notice to have the leak repaired. The City will grant a one-month payment extension to the customer if necessary. Extensions beyond one month require approval from the Customer Service Director.

Billing Error

Billing errors can qualify for a water bill adjustment and can be identified in the following ways:

1. City identifies a slow or fast meter during a routine test.
2. City identifies non-working meter.
3. City identifies a non-working radio read or non-functional ert.
Customer appeals to City and City identifies billing error/meter malfunction.

Qualifications for a Water Bill Adjustment

In order to qualify for a city water bill adjustment, customers must meet the following qualifications:

1. Have an identified leak on the property
2. Leak results in at least 2 times the average monthly water bill
3. Repair the leak within 30 days after acknowledging the leak.
4. Provide proof of repair (e.g. plumber certification, receipts, etc)
5. Complete the water bill adjustment form attached to this memo and return to the City within 30 days of the leak being identified. The form can be submitted in the following ways:
 - a. By email to the City of Dover Customer Service Department at ebilling@dover.de.us
 - b. By fax at 302-736-7193
 - c. By mail at City of Dover PO Box 475, Dover, DE 19903.
6. Customer may not receive more than one adjustment per 12-month billing period.

Calculation of Bill Adjustment

Property Side Leaks that Enter Sewer System

For all property side leaks, including running toilets, appliance leaks, leaking sinks, frozen pipes, and internal plumbing infrastructure on a customer's property, the following calculation will be used to make a bill adjustment:

$$\text{Adjustment} = \text{Avg Monthly Water Bill} + 50\% \text{ of Excess Usage}$$

Kent Count Sewer Association fees are not eligible for adjustment for a property side leak that entered the sewer system.

Adjustments that exceed \$1,000.00 will require review and approval by the City Manager.

Customers may only qualify for a bill adjustment once every 12 months.

Property Side Leaks that Do Not Enter Sewer System

For all leaks identified as an outside leak the following calculation will be used to make a bill adjustment:

$$\text{Adjustment} = \text{Avg Monthly Water Bill} + 50\% \text{ of Excess Usage}$$

Kent Count Sewer Association fees are eligible for adjustment of an outside leak that did not enter the sewer system.

Adjustments that exceed \$1,000.00 will require review and approval by the City Manager.

Customers may only qualify for a bill adjustment once every 12 months.

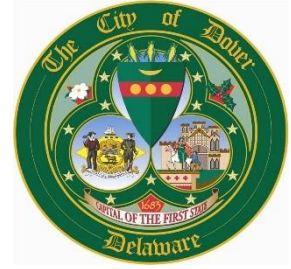
Billing Error / Theft / Tampering When Customer is Not at Fault

For billing errors and instances of theft or tampering when the customer is not at fault, the monthly water bill will be calculated in the following way:

$$\text{Adjustment} = \text{12-Month Average Usage}$$

**CITY OF DOVER
CUSTOMER SERVICE DEPARTMENT**

5 E Reed St
Dover, DE, 19901
Phone: (302) 736-7035 Fax: (302) 736-7193
Email: ebilling@dover.de.us



City of Dover Water Leak Adjustment Application

Customer Information

Customer Name: Customer name associated with account

Account #: Account number for property with leak

Service Address: Address, Apt #, City, State, Zip

Mailing Address: If different than service address

Email: customeremail@email.com Phone #: +1 (###) -###-####

Leak Repair Information

Exact Location of Leak/Theft/Tampering: E.g. Kitchen Sink, 1st Fl Toilet, Dishwasher, Hose Bib, etc

Approximate Date Leak Noticed: MM/DD/YYYY Repair Date: MM/DD/YYYY

How Leak was Identified: Choose an item.

Company/Contractor Who Repaired Leak: Company or Contractor Name, Phone #.

Description of the Leak & Repair (Not required for billing error / meter malfunction):

Click or tap here to enter text.

*Please note, the City may request additional information regarding the repair such as a vendor invoice.

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made on your account.
I have read, understood, and agree with the leak adjustment requirements.

Customer / Property Owner Signature: _____ Date: _____

Adjustment Reviewed By: _____ Date: _____

Adjustment: approved denied Staff Initial: _____