



Howell Mountain Mutual
Water Company

Leak Adjustment Policy

A Leak Adjustment Consideration will be determined if a leak on a property was out of the control of the property owner or tenant such as a break in a line, a malfunction of plumbing hardware, or due to adverse weather. It is not considered a “leak” if someone has left a hose on or has an unexplained high usage of water. It is the user’s responsibility to be aware of the normal usage on the property, be vigilant in maintaining the plumbing, informing tenants to alert you to leaking faucets and toilets, and to pay attention to low water pressure, which could be a sign of a possible leak.

A Leak Adjustment will only be given ONCE every THREE YEARS. As this is the case, it would be wise to think carefully about utilizing this consideration for a minor leak.

The Leak Adjustment formula is as follows:

Anything over your average usage (last 12 months) will be considered the leak amount. The adjustment will be $\frac{1}{2}$ of anything over your average usage. You will be responsible for the monthly service charge, average usage, and $\frac{1}{2}$ of the leak amount.

Example: Your usage was 9510 cubic feet for the month. Your average usage is 750 cubic a month. The leak was 8760 cubic feet over your average usage. $8760/2 = 4380$
 $4380 \times .1272 = \$557.14$ will be the leak adjustment amount.

** If the leak runs into two or more billing cycles that will also be considered. **

The leak must be repaired before a Leak Adjustment Form can be submitted.

Please be aware that the General Manager will be contacting you to inspect the repair.

We would like to recommend a device called a FLUME that is a smart home monitor and leak detection device. It can be purchased on Amazon for \$200. Or you can check out flumewater.com and purchase one directly from them. This is a great way for property owners to keep an eye on their water consumption and be alerted to leaks. As we only do meter reads once a month, sometimes leaks go undetected for weeks.