

Water Leak Adjustment Policy:

(Approved by the Topsail Beach Board of Commissioners on August 10, 2005)

Only leaks that occur in pipes that are buried underground and visually or otherwise undetectable are eligible for adjustment consideration.

Above-ground or inside leaks that are not discovered because the property was unoccupied will not be considered for adjustment.

After the leak is repaired the customer may request an adjustment by completing an adjustment form. A copy of the repair bill must be attached if someone other than the customer makes the repair.

The Town Manager will review each adjustment request and determine if an adjustment is warranted.

If an adjustment is approved, the bill will be calculated based on $\frac{1}{2}$ the metered gallons or an average of the usage during the corresponding quarters of the two years prior to the leak, whichever is greater.

If an adjustment is approved and accepted by the property owner, no further adjustment will be considered for any subsequent leak that might occur at the affected property for a period of three years from the date of the repair.