



Town of Bryson City Water Leak Relief Policy

*Adopted
November 7, 2016*

Purpose

A Water Leak Relief Policy is hereby established for the Utility Billing Clerk to have a benchmark or threshold by which to define the dollar amount of relief for water leaks occurring on the customer's side of the Town's water meter.

Policy

A request for relief must be made to the Town Board of Aldermen and shall be placed on an upcoming Town Board meeting agenda. The customer or a representative must be in attendance at the Town Board meeting to present the request.

Due to requirements stipulated within the bond documents used to construct the water treatment plant, the Town can not provide relief for water use. Therefore, such relief must be deducted from the sewer portion of the customer's utility bill, if the leak did not enter the sewer collection system. For example, a leaking faucet or toilet are not candidates for relief, due to the treatment of the water at the wastewater treatment plant. For customers with water only, no relief will be given.

Under this policy water relief at the Town of Bryson City shall be calculated using the base average of five months of normal use identified by reviewing previous billing cycles. Once the customer's average is determined, the utility billing clerk will then apply that average for the purpose of calculating the amount of relief, for a period not to exceed six (6) months identified as monthly billing cycles within the time that the leak was occurring. The gallons exceeding the normal average of usage will be divided by 1,000 and multiplied by the current rate per 1,000 gallons of usage for sewer to determine the dollar amount of relief.