



## **BILLING ADJUSTMENT POLICY FOR WATER LEAKS**

This policy shall be based on actions taken per individual account holder, the City of Quitman Water and Sewer Department, and a review of the account spanning a 12-month period.

Upon receipt of the "Water Leak Repair Verification Form" (located on the back page) and with approval by the City of Quitman Board of Aldermen, the Water and Sewer Department Superintendent will adjust a customer's water bill that is excessively high due to a leak. Prior to the adjustment, the Water and Sewer Department Superintendent must determine if due diligence was used in discovering and repairing the leak that caused the excessively high bill.

Any adjustments made will be for the **water portion of the bill only**. In compliance with Mississippi Legislature House Bill No. 698, Regular Session 2023, no adjustments will be made for sewer or garbage fees. Late charges are not allowed to be dismissed.

### **The water adjustment procedure is as follows:**

1. The customer will inform the Water and Sewer Department Superintendent of the suspected leak.
2. The customer will complete the "Water Leak Repair Verification Form." (completed and turned in)
3. All water leaks must be repaired. (customer provides a plumbing bill or receipts for parts)
4. A City of Quitman Water Department technician must verify that the leak has been repaired by checking water flow through the meter. (no water running through the meter)
5. The City of Quitman Board of Aldermen will determine if a water adjustment is approved.
6. If an adjustment is approved, the adjustment will be fifty percent (50%) of the water portion of the current bill or fifty percent (50%) of the water portion of the following month's bill, whichever is greater.
7. If a water adjustment is made, no further adjustments will be made on the same account for twelve (12) consecutive months.

## WATER LEAK REPAIR VERIFICATION FORM

The City of Quitman Water and Sewer Department  
101 E. Church Street  
601-776-3728

### CUSTOMER INFORMATION (please print)

Name (as it appears on the bill) \_\_\_\_\_  
Service Address \_\_\_\_\_  
Daytime Phone No. \_\_\_\_\_  
Date leak was discovered \_\_\_\_\_ Do you rent the property? \_\_\_\_\_ If yes, the  
property owner or manager must complete the remainder of this form and sign.

### REPAIR INFORMATION (please print)

Property Owner/Manager's name \_\_\_\_\_  
Date of repair \_\_\_\_\_  
Daytime phone No. \_\_\_\_\_  
Type of repair \_\_\_\_\_  
Location of repair on property \_\_\_\_\_

### DOCUMENTATION AND PROPERTY OWNER'S/MANAGER'S SIGNATURE

Attach plumbing bill or receipts for repair parts.

By signing below, I certify that the information provided regarding this repair is correct. I understand that providing fraudulent information with the intent of lowering a utility bill may be punishable by applicable law.

I hereby grant permission to the City of Quitman Water Department personnel to come onto my property and verify the repair of an **outdoor** leak.

I certify that I am the owner/property manager of the property located at this service address.

Signature \_\_\_\_\_ Date \_\_\_\_\_