

# WALDEN'S RIDGE UTILITY DISTRICT

3900 Taft Highway  
Signal Mountain, Tennessee 37377

## Commissioners:

FRANK GROVES, JR., PRESIDENT  
J. ROBERT MCKENZIE, VICE PRESIDENT  
DAVID J. FULTON, SECRETARY


General Manager  
RONALD WEST


## Leak Policy

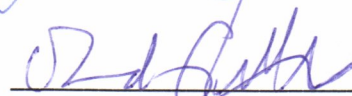
The need to adjust a utility bill may be evident by excessive billing or evidence of leakage on the customer side of the meter. All adjustments will be processed through the District's ServLine Program.

1. It is the customer's responsibility to keep the plumbing system in good working order.
2. The Utility District will consider an adjustment if the customer's current bill is greater than 150% of the average bill during the previous twelve (12) months.
3. No customer shall receive more than one (1) leak adjustment during any twelve (12) month period and will also be limited to two (2) consecutive billing cycles.
4. Adjustments to water bills will NOT be made on the following:
  - a. Premises left or abandoned **without** reasonable care for the plumbing system.
  - b. Leaks on irrigation systems or irrigation lines, leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - c. Negligent acts such as leaving water running.
  - d. Excess water charges not directly resulting from a qualifying plumbing leak.
  - e. Filling of swimming pools or leaks in swimming pools.
  - f. Watering of lawns or gardens; and
  - g. Commercial Customers with a meter larger than two (2) inches.
5. The District, through our ServLine Program, shall not be obligated to make adjustments to any bills not submitted for adjustment within ninety (90) days from the billing date.
6. Customers must present proof that a leak has been repaired to the District's specifications before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
7. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
8. Any customer who has opted out of the ServLine program will not be eligible for a leak adjustment.

Effective this 5<sup>th</sup> day of February 2019.

  
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Frank M. Groves, Jr., President

  
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J. Robert McKenzie, Vice-President

  
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David M. Fulton, Secretary