

LEAK ADJUSTMENTS

Fleming County Water Association
2772 Morehead Road,
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Flemingsburg, KY 41041
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1. A customer may make a request for a bill adjustment in the event of a leak. There will be only 1 leak adjustment per 12 month period.
2. The customer must request a leak adjustment orally or in writing to the utility.
3. The customer's bill will be based on two components.
 - a. The first step will be to calculate the customer's average monthly usage over a twelve-month period.
 - b. The second step will be to deduct the customer's average monthly usage (as calculated in the above step) from the total amount of water that passed through the meter.
 - c. The usage calculated in step one will be billed at the utility's regular rate as set forth in the rates and charges portion of the utility's approved tariff.
 - d. All water passing through the meter must be accounted and paid for by the customer.
 - e. The customer will owe the amount of the higher average bill plus the per thousand gallon leak adjustment rate (the last step in the increments for water sold) for the remainder of the water that passed through the meter.
 - f. The per 1,000 gallon rate is \$2.70 per 1,000 gallons.
4. If meter readings are not available for an entire twelve month period, the water bill will be estimated by the utility, subject to an upward or downward adjustment once a twelve-month average usage of actual meter readings can be calculated.
5. The customer will be required to repair the leak prior to obtaining a leak adjustment.
6. Upon the customer receiving their highest bill due to customer leak, customer will be required to read their meter and report that reading to the utility and the adjustment will be made to the highest bill.
7. Leak Adjustments are not given for Pool fill ups.