



Customer Service
119 Tewning Road
Williamsburg, VA 23188-2639
P: 757-253-6800
F: 757-259-4115
jcsa@jamescitycountyva.gov

STANDARD OPERATING PROCEDURES

Subject: Customer Adjustments
Effective: April 15, 2020

James City Service Authority Regulations Governing Utility Service Section 13-J states

J. Abatement; refund. The Authority is not responsible for water charges incurred due to leakage or for water wasted by water service pipes or fixtures either damaged or in disrepair which belong to the customer. However, in certain cases, the General Manager may at his discretion, determine a fair and reasonable settlement of the disputed bill, when, in his opinion, the circumstances justify such consideration and without which, an injustice to the consumer will result. However, in the event of broken water lines caused by excessively cold weather or an underground leak, and upon presentation of evidence that the leak has been promptly repaired; the utility bill shall be adjusted as follows:

1. One-half (1/2) of the amount in excess water reflected on the utility bill due to this cause, based on the average of the last three (3) bills; and
2. If connected to the public sewer, all of the estimated amount of water which did not enter the public sewer.

Adjustments shall not be considered for disputed bills that are over **three** months old.

Given the above JCSA has several procedures in place to control and define the process available to adjust the customer's water bill provided proper proof of repairs is received.

Underground/Behind the Wall Leaks

The customer's billing history or rereads after repair date will be utilized to determine the customer's normal/average consumption without the leak. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected by the leak to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The excess consumption will be adjusted 50% for Water and 100% for Sewer. A maximum of two bills will be reviewed for possible adjustment. Only one (1) underground leak adjustment every three years will be provided per account for underground leaks and only one (1) underground leak every three years will eligible for a leak adjustment related to Irrigation systems. The minimum is 2,000 gallons per billing month.

Toilet Leaks

Water Purification Systems

The customer's billing history or rereads after repair date will be utilized to determine the customer's normal/average consumption without the leak. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected by the leak to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The consumption will be adjusted 50% for Water and 50% for Sewer. A maximum of two bills will be reviewed for possible adjustment. Each inside leak is limited to only one (1) every three years. The minimum of 2,000 gallons per billing month.

Meter Leak Repaired by JCSA

The customer's billing history or rereads after repair date will be utilized to determine the customer's normal/average consumption without the leak. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected by the leak to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The excess consumption will be adjusted 100% for Water and 100% for Sewer.

Vacant

An adjustment can be provided for a "vacant" service address. Proper documentation would need to clearly indicate the exact dates the property was vacant. Billed consumption during the vacated timeframe will be adjusted 50% for Water and 50% for Sewer. If during this vacant timeframe it is determined that the property had an underground leak the billed consumption would be adjusted 50% Water and 100% Sewer.

Courtesy Adjustments

Visible Leaks-Visible leaks on an irrigation system that are captured on a sub meter would be eligible for 100% sewer and HRSD adjustments. The sub meter credit reading must be submitted on time for the credit to be applied. Adjustments for Hose bibs, hot water tanks, backflow devices, etc. would be eligible for a 100% credit of Sewer and HRSD charges. The water charges for this type of adjustment would not be approved. May be eligible for an adjustment limited to one every 3 years.

Unexplained High Usage-For unexplained usage, the customer's billing history or rereads after consumption has returned to normal will be utilized to determine the customer's normal/average consumption. A daily average will be calculated. The daily average will be multiplied by the number of billing days in the period(s) affected to determine what a "normal" consumption would have been for the customer. The calculated "normal" consumption is subtracted from the billed consumption resulting in the excess consumption above the customer's normal usage pattern. The excess consumption will be adjusted 50% for Water and 100% for Sewer. The unexplained is a one-time adjustment over the life of the account for a customer at a particular address. Unexplained high usage adjustments will need to be approved by JCSA General Manager.

The James City Service Authority (JCSA) reserves the right to decline an adjustment based on negligence, vandalism and unknown water loss. Negligence includes failure to repair a known leak promptly and/or within a reasonable amount of time. Any adjustment request that is not outlined above must be appealed to the JCSA General Manager.

INSTRUCTIONS

If you have experienced a leak on your property and it has impacted your utility bill, please use the following information to complete the Water/Wastewater Leak Adjustment Request Form to request an adjustment to your bill. Customers are limited to one leak adjustment every three years. Visible leaks are not eligible for an adjustment. A maximum of two billing cycles will be adjusted. The minimum adjustment is 2,000 gallons per month of use. Please consider the size of the leak and the potential adjustment before submitting your request.

- Complete a copy of the Water/Wastewater Leak Adjustment Request Form which accompanies this document.
- Be sure that all of your correspondence includes your service address, your current utility account number, and your daytime telephone number.
- After you have repaired a leak on your property, please provide the following information to document your repair activities and your costs:
 - ✓ A completed Water/Wastewater Leak Adjustment Request Form
 - ✓ A copy of your plumber's bill
 - ✓ All receipts for materials
 - ✓ A current sub-meter reading if premise has an irrigation system
- Submit the required form via mail, email, or fax to:

James City Service Authority
Attention: Leak Adjustment
119 Tewning Road
Williamsburg, VA 23188

Email: jcsa@jamescitycountyva.gov

Fax: 757-259-4115

- James City Service Authority **must receive** all of the required information. A reasonable effort must be made to repair the leak within 30 days of the high bill due date. Once the required documentation has been received, we will review your water use over the past 12 months to determine your average water consumption. When determining the credit, we compute the average and credit one-half of the amount in excess water reflected on the utility bill.
- An adjustment will be considered after all leaks have been repaired and verified with an actual meter reading.
- Adjustment shall not be considered for disputed bills that are over six months old.
- Payment equivalent to a normal usage bill is required during the review process to keep your account current.

Rules governing water leak adjustments are located in Section 13-J of the *James City Service Authority (JCSA) Regulations Governing Utility Services*.

Please feel free to contact James City Service Authority at 757-253-6800 if you have any questions.



Water/Wastewater Leak Adjustment Request Form

Office Use Only: SC # _____ W.O. # _____ Pay Plan: ___ Yes ___ No - Date: _____

The form must be completed in its entirety for JCSA to consider your request

Date: _____ Current Submeter Reading (If Applicable): _____

Customer Name: _____ Account No.: _____

Service Address: _____

Daytime Contact Phone No.: _____ No. of Occupants at this service address: _____

Type of Leak: _____

Date Leak Occurred: _____ Date Leak Repaired: _____

Required Documentation

Copy of repair invoices/receipts attached (from repairs done professionally or by owner/tenant) Yes No

Brief description of leak and action taken to repair:

Please return this form and documentation via mail, email, and facsimile or in person at location below:

James City Service Authority
Attention: Leak Adjustment
119 Tewning Road
Williamsburg, VA 23188
Email: jcsa@jamescitycountyva.gov
Fax: 757-259-4115

By checking the box and submitting this form the customer acknowledges that water and/or sewer service will be provided in accordance with the James City Service Authority's [Regulations Governing Utility Service](#), including any amendments adopted by the Board of Directors. The Regulations can be found above. **This form is not a guarantee that a credit will be applied to your utility bill.** You will be notified by phone or letter if the request cannot be granted, or if additional information is needed. By submitting this form and all required documentation, Customer certifies that all information is true and correct to the best of their knowledge.

- Payment equivalent to a normal usage bill is required during the review process to keep your account current -