

Beverly Utilities
Leak Adjustment Request Form
To Be Completed By Customer

Account Number _____

Name(s) On Account _____

Daytime Phone Number _____

Billing Amount, usage, period in question: _____

Mailing Address: _____

Attach Documentation Proving Leak Was Repaired !

(Example: photos, plumbers invoice receipt for materials, etc)

I do hereby certify that the above information is true and request that a leak adjustment be made to my bill:

Signed: _____ Date: _____

FOR UTILITY USE ONLY

Customer Name & Acct # _____

Date of last leak adjustment _____

Usage including leak _____

Average Historical Usage _____

Excess Usage _____ gallons

- | | |
|---|--------------------|
| (1) Was last leak adjustment more than (12) months ago | yes _____ no _____ |
| (2) Is this an eligible leak, with adequate documentation | yes _____ no _____ |
| (3) Was the request received on time | yes _____ no _____ |
| (4) Did leaked water enter the sewer system(proof required) | yes _____ no _____ |

Original bill \$ _____ for billing period _____

Leak Adjustment \$ _____

Gallons Adjusted _____

Employee: _____ Date: _____

Beverly Utilities Department
Leak Adjustment Policy
Effective September 14 ,2021

When a customer's bill reflects unusual water usage which can be attributed to a leak on the customer's side of the meter, our office will recalculate the customer's bill and use the customers "historical twelve months average" formula listed below. Usage above the historic water usage will be charged based on the **Public Service Commissions** "typical incremental cost" as explained below.

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1. Where the bill reflects unusual usage in excess of 200% of the customer's historical usage that can be attributed to leakage on the customer's side of the meter the utility shall adjust the bill.
2. When the customer finds a justifiable leak, the utility requests that the customer make necessary repairs before the next billing cycle. If a leak is continuously noted and repairs have not been completed in a timely manner, the utility may choose to only make **ONE** adjustment on the most recent billing cycle.
3. This office uses the **Public Service Commission's** estimate of "typical Incremental cost" of treating the or purchasing the water, as contained in the utility's tariff, for all amounts over 200% of the customer's historical usage. Historic usage shall be defined as the average usage of the proceeding (12) months, or actual period of service if less than (12) months. The typical incremental cost is **\$2.50 for sewer utilities and \$1.29 for water used.**
5. If a major leak occurs on the customer's line and the bill is extremely high even after adjustment, the utility will work out a payment plan for the customer who is unable to pay in full. The customer will be required to pay an average bill for the month containing the adjustment, and would be required to continue to pay their regular monthly billing in addition to the leak payment plan.
6. Prior to any bill being recalculated due to a leak, a customer must submit proof of the leak to the office for approval by the Water/Sewer Board Members and/or the Mayor. **All paperwork must be submitted to the office within 30 days of the leak being discovered .** Proof of a leak would consist of one or more of the following:
 - A). The customer must present a statement indicating the date and type of leak, the date repairs were made, along with the bill from a certified plumber and / or a list of parts used.
 - B). Receipts for the parts purchased can be used for the list of parts.
 - C). If the leak is verified by a town employee, the customer must still provide a statement with the date and type of leak, date of repairs and a list of parts used. Receipts for parts purchased can be used for for the list of parts.